

## **Board Highlights – September 17, 2014**

### **Ensure Program Quality and Effectiveness**

The meeting began with discussion around a client issue that was reported in the local media. The story illustrated concerns relating to missed visits by service providers and CCAC escalation processes in collaboration with service providers to resolve patient concerns. Board members learned that steps have been taken to mitigate such situations.

The Quality Committee reported on first quarter results on the Performance Measurement Framework (PMF), noting that work is progressing to move five of the six measures toward the 2014-2015 targets/corridors by the fourth quarter. The sixth measure meets the 2014-2015 target. There was also discussion about the Quality Improvement Plan which is informed by and supports the CCAC's strategic plan and the Local Health Integration Network's system strategy. It was reported all six indicators are green.

The Board received and adopted the Quality Committee's recommended Risk Appetite Statement for the Information/Knowledge risk component of the Enterprise Risk Management tool. The Board also discussed alignment between the CCAC's PMF and the WWLHIN System Dashboard, noting that the CCAC is supporting achievement of WWLHIN goals in many areas.

The Quality Committee provided a detailed report of first quarter Committee dashboard results

### **Ensure Board Effectiveness**

The report of the Governance Committee was received, along with the Committee's work plan.

First quarter results of the Governance Committee's dashboard were reviewed, noting the Committee will be reviewing the evaluation format and process.

The Board received and reviewed the Enterprise Bi-Yearly Risk Refresh, which shows the organization's progress over the past 30 months.

The Board held a roundtable discussion about board orientation. The directors felt the orientation sessions were very comprehensive and well done. They reported they found the experience of home visits very enlightening and helpful to increasing their

understanding over and above discussions in the orientation session meetings. It was also noted that the patient seemed to appreciate the visit from the board director. A longer term board director encouraged all directors to do home visits and attend orientation sessions from time to time as refreshers.

### **Ensure Financial Viability**

The report of the Resource Committee was received. The committee reported –

- A committee orientation to familiarize new committee directors to the Committee's responsibilities, work plan, risk measurement and performance monitoring tools was provided
- The Committee provided an overview of the results of the 2013-2014 Performance and Benchmarking Provincial LHIN snapshot Report, noting that Waterloo Wellington CCAC performance compared favourably with other CCACs and no major areas of concern were identified.
- First quarter financial status was examined by the Committee, as was the first quarter 2014-2015 dashboard report which included mitigation strategies for any indicators below target.

An internal Leading Practices Team has been developed and is identifying opportunities for improved patient quality that create efficiencies. Tracking will be included in monthly financial reports.

### **Learn More**

More information on the Board meeting are posted to the WWCCAC website at [wwccac.org](http://wwccac.org) click on "About Us, Governance, Board Meetings".

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