

## **Board Highlights- February 18, 2015**

### **CEO Report**

CEO Dale Clement updated the board on the strike by ONA-represented care coordinators and nurses. The CCAC was able to maintain in-home and in-clinic services, receive and process referrals for new patients from hospital and the community, and continue to place patients in long-term care, complex continuing care, rehabilitation, respite and residential hospice beds, during the labour disruption. ONA and the nine CCACs involved agreed on February 14 to submit to interest arbitration. Care coordinators met with senior leaders on February 18, prior to their return to work on February 19.

In other news:

- The Auditor-General has completed site visits at three CCACs and received detailed information from the 11 others. The initial draft of the report is expected in March.
- Four provincial ministries are working together to implement the Ontario Special Needs Strategy, and WWCCAC is an active member of three planning tables.
- The annual Spring Symposium, scheduled for June 3, will bring together CCAC and Service Provider staff for a half day on the theme of "Working Together, Growing Together."
- Planning is under way for the second annual Heroes in the Home program. Two events will be held, September 23 in Kitchener and October 7 in Guelph.
- A report on how to avoid emergency room visits and hospital admissions has been completed and WWCCAC is preparing a training and implementation plan.
- Work continues on geographic alignment of contracted service providers, with a plan to be prepared by summer 2015.

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

A patient story was used to illustrate the value of involving patients in their own care planning, and the impact of the In-Home Teams on complex patients. The patient, Betty, 81, lives alone, and doesn't have many friends or family living nearby. After being hospitalized due to a bad fall, Betty was referred to the CCAC to arrange supports for her at home and in the community. The In-home Team met with Betty to understand her

goals and develop strategies for achieving them. Because the team included her in every aspect of the care planning process, Betty felt a renewed sense of responsibility for her own care. Betty's story illustrates one aspect of the CCAC's Performance Management Framework: to empower patients to self-manage their care.

Chair Janet Huber presented the report of the Quality Committee.

- In Q3, four of the six Performance Management Framework measures are performing at or better than year-end targets.
- The Committee reviewed and discussed mitigation of two risk categories: service continuity risk arising from the ONA strike, and equity risk arising from variation in practice among care coordinators.
- On the Quality Committee Dashboard, 10 measures have data available: three have met or exceeded targets, and seven measures are below targets. Staff confirmed that the CCAC is on track to achieve the dashboard measures included in the M-SAA by the end of Q4.

The final draft of the 2015-2016 Quality Improvement Plan was presented by the Committee and approved by the Board.

### **Ensure Board Effectiveness**

Chair Glenn Roach presented the report of the Governance Committee.

- One empty seat is anticipated on the Board during 2015-2016.
- The Board Retreat was held in January and is currently being evaluated.
- Establishment of a structured mentorship program was discussed.
- Although meeting evaluations for board and committee meetings remain below target, there was improvement over the second quarter.

Treasurer Ed Arbuckle presented the report of the Audit Committee.

- The Audit Committee met with the external auditors on February 6 to discuss processes for the annual audit in April/May.
- The Committee received and reviewed the WWCCAC Disaster Recovery Plan.



- The Audit Committee reviewed its Terms of Reference and made no material revisions.

## **Ensure Financial Viability**

Treasurer Ed Arbuckle presented the report of the Resources Committee.

- The 2015-2016 budget submission was endorsed and will be submitted to the LHIN.
- The Committee reviewed a report on the WWCCAC Information Technology Plan for 2014-2015, and commended staff on the report and the accomplishments.
- The Committee reviewed an executive summary of the Q3 Financial Statements.
- The Committee noted that metrics on the Resources Committee Dashboard are on track this quarter.
- The Committee reviewed the Terms of Reference and made no revisions.
- The Committee reviewed a draft work plan template for 2015-2016.

## **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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