

**WATERLOO WELLINGTON BOARD OF DIRECTORS
MINUTES
November 2015 Public Board Meeting**

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| DATE/ TIME | November 18, 2015 4:30 to 6:00 p.m. | LOCATION | Board Room of the Waterloo Wellington CCAC Guelph Office, 450 Speedvale Ave., W., Suite 201, Guelph, ON N1H 7G7 |
| CHAIR | Brian Cowan | RECORDER | Helene Ireton |
| PRESENT | <u>Board Directors</u> Ed Arbuckle, Treasurer Brian Cowan, Chair Janet Huber, Vice Chair Patricia Kahle, Board Director Carol Hunter, Board Director Susan Mather, Board Director Freeman McEwen, Board Director Glenn Roach, Board Director Jasmine Urisk, Board Director Erika Wulff Gomez, Board Director | Dale Clement, CEO and Secretary to the Board <u>Staff</u> Andrea Binkle, Senior Director, Partnerships & Performance Rob Forbes, Senior Director, Corporate Services Martina Rozsa, Senior Director, Patient Services Danielle Van Duzer, Director, Communications Helene Ireton, Board Liaison <u>Guests:</u> Optimus SBR – Terri Lohnes and Andrea Spencer One member from the general public | |
| REGRETS | Robert Dowhan and Kathryn MacDonald, Board Directors | | |

| No. | ITEM | COMMENTS | RESPONSIBILITY & FOLLOW-UP |
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| 1.00 | CALL TO ORDER | The meeting was called to order by the Chair at 4:40 p.m., with introductions. | |
| 1.10 | Declaration of Conflict | Based on the meeting agenda and package received by board directors, no director declared a conflict of interest under Bylaw No. 6.10-16 and Policy V-B-14. | |
| 1.20 | Approval of Agenda | It was moved that the agenda be approved as distributed. Carried. | |
| 1.30 | Chair's Remarks | The Chair commented on the work of the Standing Committees – all are functioning well with great dialogues, noting that the “heavy lifting” at the Committee level makes for efficient board meetings with generative discussions. | |

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| 2.00 | CONSENT AGENDA | | |
| 2.10 | | <p>It was moved that the consent agenda be received. Carried.</p> <p>The Consent Agenda Included:</p> <ul style="list-style-type: none"> 2.10.0 Previous Minutes 2.15.0 Report of the CEO 2.25.0 Enterprise Risk Management Report 2.30.0 Report of the Governance Committee 2.30.1 Governance Policy – Mentorship Program 2.30.2 Board Education Plan 2.40.0 Report of the Quality Committee 2.40.1 Quality Committee Dashboard – Performance Management Framework and Quality Improvement Plan Metrics (Q2) 2.45.0 Report of the Resources Committee 2.50.0 Report of the Audit Committee 2.55.0 Directors & Officers Liability Insurance 2.60.0 Report on Compliance <p>It was moved that the items on the Consent Agenda, be accepted and approved as presented. Carried.</p> | <p>Re: Liability Insurance - It was requested that a high level report about key exceptions be sent out to the board in an email from staff to provide a common understanding about what is not covered.</p> |
| 3.00 | BUSINESS | <i>Ensure Program Quality & Effectiveness</i> | |
| 3.10 | Patient Story – WWCCAC Community Stroke Program | <p>The Board received a patient story as an educational component supporting focus on quality care. This was one couple’s story about their experiences along the path to recovery following a stroke.</p> <p>It was reported this story relates to the WW CCAC’s Community Stroke Program which is based on a best-practice, fully integrated team or “bundled care” approach (care coordinators, occupational therapists, physiotherapists, rehab assistants, dieticians, social workers, speech and language pathologists) and was developed to address the need in the community for standardized stroke care. This program was launched in April 2014 and delivers intensive stroke rehabilitation in a patient’s home for up to 12 weeks following hospital discharge. After one year of implementation, assessment of the Program has shown that, on average, participating stroke patients experienced a significant increase in their ability to perform basic activities of daily living. The Program has been named as a leading practice by Accreditation Canada and plans are underway to expand the interdisciplinary team to include personal support workers (PSWs) and nurses. It was noted that patients within the Stroke</p> | |

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| | | <p>Program will participate in research projects conducted through Care Partners, the University of Waterloo and St. Elizabeth Research Centre which will provide analysis of data to demonstrate the roles of therapists, nurses and PSWs and the outcomes in stroke survivors following their enrolment in the Program.</p> <p>Detailed explanation and description was provided to provide a picture of what this looks like in the home, what happens at the end of the 12 week intensive care pathway, and how the team interacts, noting also the role of the care coordinator.</p> | |
| 4.00 | BUSINESS | <i>Ensure Board Effectiveness</i> | |
| 4.10 | 2016-2019 Strategic Plan | <p>The Board received background information about the strategic planning process, key deliverables and objectives to develop a 2016-2019 strategic plan that aligns with local system strategy and clearly articulates how WWCCAC will continue to bring value to the communities it serves.</p> <p>The Board also received a draft 2016-2019 strategic plan and action plan in their meeting package from Optimus SBR, along with a high level PowerPoint presentation at the meeting by the representatives from Optimus. The strategic plan package included the revised Mission, Vision and Values statements, key success factors for achieving the Vision for 2016-2019, and a description about measuring and reporting progress toward achieving the strategic initiatives. The action plan outlined the expected outcomes and measures related to each of the strategic initiatives outlined in the Strategic Plan.</p> <p>Discussion included some suggestions on wording and minor changes for clarity.</p> <p>It was noted the Communication Plan is in its early stages of development, with focus and excitement about the next evolution of home care and bringing this focus to life for staff – how to keep the momentum going; how to inspire staff to want to come to work every day – e.g., celebrating successes and embracing learnings from mistakes.</p> <p>It was moved that the WWCCAC Board of Directors accept the 2016 - 2019 Strategic Plan and its five success factors to support the transformation of home and community care as presented by Optimus SBR. Carried.</p> | <p>Action: Staff will look at priorities and key objective activities over the next three years - with the process starting on Monday. The Strategic Plan and will come to Directors' meetings to guide the development of the budget and annual business plan and give content to the Communication Plan.</p> |

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| 5.0 | OTHER ITEMS | | |
| 6.0 | Meeting Evaluation | Directors were reminded to fill in the meeting evaluations and provide to the Board Liaison – either paper copy or electronic. | |
| 7.0 | Conclusion | It was moved and carried that the meeting be adjourned at 6 p.m. to move to an in-camera session. | |

APPROVAL OF MINUTES

On a motion duly made, seconded and carried unanimously, the above-noted minutes were approved.

Brian Cowan, Chair

Dale Clement, CEO

Date: _____