

# WATERLOO WELLINGTON BOARD OF DIRECTORS

## MINUTES

### September 2015 Public Board Meeting

<b>DATE/ TIME</b>	September 30, 2015 4:30 to 6:30 p.m.		<b>LOCATION</b>	Board Room of the Waterloo Wellington CCAC Guelph Office, 450 Speedvale Ave., W., Suite 201, Guelph, ON N1H 7G7
<b>CHAIR</b>	Brian Cowan		<b>RECORDER</b>	Helene Ireton
<b>PRESENT</b>	<u>Board Directors</u> Brian Cowan, Chair Janet Huber, Vice Chair Robert Dowhan, Board Director 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, Andrea Spencer Catherine Brown, OACCAC CEO for OACCAC Presentation	
<b>REGRETS</b>	Ed Arbuckle and Kathryn MacDonald, Board Directors			
<b>No.</b>	<b>ITEM</b>	<b>COMMENTS</b>		<b>RESPONSIBILITY &amp; FOLLOW-UP</b>
1.00	Call to Order	The meeting was called to order by the Chair at 4:35 p.m., with introductions around the table. The significance of “Our Compass” placemat was highlighted by the Chair.		
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	<b>It was moved that the agenda be approved as distributed. Carried.</b>  The order of presentations was changed to bring the strategic planning framework overview by Optimus to the top of the agenda. It was agreed the Ontario Association of CCACs (OACCAC) presentation would be received later in the meeting upon arrival of the OACCAC CEO.		

<b>2.00</b>	<b>Education</b>		
<b>2.10</b>	<b>Presentation OACCAC</b>	The Board welcomed the CEO of the OACCAC to the adjourned meeting at 7:30 p.m. A presentation was provided that focused on an overview of the scope of the work of the OACCAC, including a high level summary about the funding, technology, policies, opinion and policy papers, central communications, etc. Appreciation was expressed by the Board for the information provided and understanding gained about the work of the OACCAC.	
<b>2.20</b>	<b>Patient Story</b>	<p>The Board received a patient story as an educational component supporting focus on quality care. This patient's story related to the redesign of the School Health Support Services to offer congregate group settings to children with speech and language delays. This program has allowed more students to be served resulting in a reduction of school wait times. In this case, the child received speech language and pathology service (SLP) in an evening group setting with participation by his parents and teacher with positive outcomes, resulting in discharge from the program at the end of the school year.</p> <p>The SLP pilot project has allowed the WWCCAC to expand capacity so that children in the region can access services quicker, participate in treatment, and correct speech deficits enabling them to more fully participate in their school curriculum and be more social with their peers. Since this pilot program began, 600 children have been successfully released from the waitlist. The demand for SLP therapy in schools continues to be in high demand, with an average of 50 referrals being made each month. However, the number of children on the wait list for SLP services today is almost 20% less than this time last year.</p> <p>It was noted that each child on the wait list is being screened to assess the child's needs for the treatment most appropriate for the child – i.e., one-on-one treatment, congregate/clinic setting, instruction/coaching of teacher and parents.</p> <p>There was discussion about mechanisms for sharing this kind of innovative program with other CCACs – generally through the Patient Services leadership groups who meet regularly – also looking at opportunities for sharing practices through the OACCAC to make the process for sharing innovative practices more robust.</p>	
<b>3.00</b>	<b>CONSENT AGENDA</b>		
	CONSENT AGENDA	<p>Items on the Consent Agenda included:</p> <ul style="list-style-type: none"> <li>3.10 Minutes of June, 2015</li> <li>3.15 Report of the CEO</li> <li>3.25 Report of the Governance Committee</li> <li>3.25.1 Terms of Reference – Governance &amp; Quality Committees</li> </ul>	

		<p>3.25.2 Work Plans - Governance &amp; Quality Committees  3.30 Report of the Quality Committee  3.35 Report of the Resources Committee  3.35.1 Finance Report</p> <p><b>It was moved that the items on the Consent Agenda, be accepted and approved as presented. Carried.</b></p> <p>Discussion:</p> <ul style="list-style-type: none"> <li>Caregiver satisfaction report process was explained.</li> <li>Hospice Palliative Care Coordinated Bed Access was explained, including strategies for moving patients home (Home First strategies and partnerships)</li> </ul>	
4.00	<b>BUSINESS</b>		
4.10	WWCCAC Annual Report	The Board of Directors welcomed Director of Communications, Danielle Van Duzer, to the meeting and received an overview about the recently released electronic and interactive Annual Report. A video composite of the stories of CCAC patients profiled in the Report was viewed. Board directors complemented staff on an excellent production.	
4.20	Strategic Planning Framework Overview	<p>The Board received a progress report in the meeting book about activities in progress to develop the 2016-2019 Strategic Plan, and welcomed the members of the Optimus  SBR team who provided an overview of future steps with focus on expectations and goals for the one-day strategic planning session on 17<sup>th</sup> October. The team spoke about the background leading up to the work on the new strategic plan, early indicators and core objective, process and outreach activities to present, including an overview of early insights received through stakeholder interviews, and expectations of board directors' involvement and achievement on the 17<sup>th</sup> October.</p> <p>Board directors shared their thoughts about some things they wish to consider such as clarity of vision, innovative ideas with thought to the tactical realities to operationalize, mindfulness of the Auditor General Report. It was noted that the CCAC Strategic Plan needs to align with the LHIN Integrated Health Services Plan and that it might be worthwhile to spend a short amount of time at the October 17 session to completely understand the LHIN's IHSP and the converging strategic planning work of the local health service providers to align.</p> <p>The session on October 17 will be attended by the Optimus SBR consultants, board of directors and committee member, together with the senior leadership team. Optimus staff noted that pre-reading materials will be provided to the board and senior directors prior to the session of October 17.</p>	

		<p>The board and senior leadership team will meet for further follow-up on October 21 to focus on action and implementation. It was suggested that CCAC staff directors be invited to attend this session.</p> <p>November 18 is the target date for Optimus to present the draft 2016-2019 Strategic Plan to the board with a plan for adoption.</p> <p>It was noted that a survey will be going out to the CCAC staff and board, as well as stakeholders, next week for further feedback re: the CCAC focus for the next three years. It was also noted the work the LHIN has done for its Integrated Health Services Plan (IHSP) was leveraged to help inform our strategic plan as well.</p>	
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 in-camera following a short break. The adjourned meeting was recalled for the OACCAC presentation at 7:30 p.m. and terminated at its conclusion at 8 p.m.	

#### APPROVAL OF MINUTES

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

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**Brian Cowan, Chair**

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**Dale Clement, CEO**

Date: \_\_\_\_\_