

WATERLOO WELLINGTON BOARD OF DIRECTORS
MINUTES
February 2016 Public Board Meeting

DATE/ TIME	February 24, 2016 6:40 p.m. - 7:10 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> Brian Cowan, Chair Janet Huber, Vice Chair Glenn Roach, Treasurer Patricia Kahle, Board Director Carol Hunter, Board Director Kathryn MacDonald, 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 Helene Ireton, Board Liaison
REGRETS	Freeman McEwen, Susan Mather, Robert Dowhan,		
No.	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
1.00	CALL TO ORDER	The meeting was called to order by the Chair at 6:40 p.m.	
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.	
2.00	CONSENT AGENDA		

WATERLOO WELLINGTON BOARD OF DIRECTORS

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 – November 18, 2016 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 Update: I-1 Mission Vision Values 2.30.2 Revised Resources and Audit Committee Work Plans 2.30.3 Revised Resources Committee Terms of Reference 2.30.4 Governance Committee Dashboard Indicators 2016-2017 2.35.0 Report of the Quality Committee 2.40.0 Report of the Resources Committee 2.45.0 Report of the Audit Committee <p>It was moved that the items on the Consent Agenda, be accepted and approved as presented. Carried.</p>	<p>Revisions to Policy I-1, the Resources Committee Terms of Reference, and the Resources and Audit Committees' work plans were adopted.</p>
3.00	BUSINESS	<i>Ensure Program Quality & Effectiveness</i>	

WATERLOO WELLINGTON BOARD OF DIRECTORS

3.10	Patient Story – WWCCAC Community Stroke Program	<p>The Board received a patient story brought forward by the Quality Committee as an educational component supporting focus on quality care. This story related to third party care providers and scheduling consistency. It was noted our vision of providing outstanding care to every person, every day, must extend beyond our patients and also support their carers, as often caregiver burn-out sets in and we need to help ease their burden at this time of stress.</p> <p>The patient and her family’s story related to visits being made by multiple personal support workers with inconsistent timing. One of our key priorities is to work closely with our third party providers on scheduling and continuity of service provider because even though performance may be adequate, lack of continuity of provider creates a stressful experience for the patient and the family,</p> <p>How this patient and the carer’s needs were addressed was explained. As well, there was description of work being done with service providers re: continuity of care and initiatives underway that are having a positive effect on this issue – e.g., service providers assigned to designated retirement homes with PSW scheduling around a cluster of patients. This practice is being explored in community neighbourhoods.</p> <p>There was discussion about the multi-faceted challenges behind PSW HR issues – e.g., desirability of PSW career, dropping in enrolment for PSW training, etc. Some local work being done include geographic alignment, service delivery model, regional recruitment strategy, stronger alliance between service providers and college.</p>	
------	--	--	--

WATERLOO WELLINGTON BOARD OF DIRECTORS

3.20	2016-17 Performance Management Framework	<p>The Board received a report from the Quality Committee regarding the Performance Measurement Framework (PMF) measures for 2016-2017, with recommendation for adoption by the Board.</p> <p>It was noted the PMF focus and alignment is on what needs to be achieved in the 2016-2019 Strategic Plan and staff believes the targets proposed will have an impact on achieving the outcomes outlined in each of the success factors. It was noted there is alignment with the Quality Improvement Plan (QIP) and the Annual Business Plan.</p> <p>The Board's attention was directed to the components of the proposed PMF -</p> <ul style="list-style-type: none"> • Five Success Factors and the Strategic Initiatives associated with each • Proposed Projects that align with the PMF • Justification in choosing the PMF Projects • Targets for each project <p>Motion: it was moved and seconded that the Board of Directors approves the 2016-2017 Performance Measurement Framework (PMF) as presented.</p> <p style="text-align: right;">Carried.</p>	
------	---	---	--

WATERLOO WELLINGTON BOARD OF DIRECTORS

3.30	2016-17 Quality Improvement Plan (QIP)	<p>The Board received the 2016-2017 QIP with recommendation that it be adopted for submission to Health Quality Ontario (HOO).</p> <p>It was noted this is the third annual plan for WWCCAC and for CCACs provincially. It was explained the QIP indicators are set provincially and because the same indicators and definitions are utilized across the province, these measures may be used as comparators among CCACs.</p> <p>This year's plan was built on the 2015-2016 QIP with the addition of a new hospice palliative care indicator. The inclusion of this indicator was a provincial decision and replaces an additional voluntary measure included by the WWCCAC last year.</p> <p>It was noted the 2016-2017 QIP is a document of Health Quality Ontario, separate from the WWCCAC Strategic Plan, Annual Business Plan, and Performance Measurement Framework, but wherever possible QIP action plans are linked to and aligned with the strategic priorities of the WWCCAC. The Board reviewed a table in the report which outlined the Quality Dimensions in the QIP and their alignment with the success factors in WWCCAC's 2016-2019 Strategic Plan. Current performance and targets for 2016-17 were also included.</p> <p>Motion: It was moved and seconded that the Board of Directors adopts the 2016-2017 Quality Improvement Plan (QIP) for submission to Health Quality Ontario (HOO) by April 1, 2016.</p> <p style="text-align: right;">Carried.</p>	2016-2017 QIP to be submitted to Health Quality Ontario for the April 1 st deadline.
4.00	BUSINESS	<i>Ensure Board Effectiveness</i>	
4.10	Board Evaluation Surveys	<p>The Board received a report from the Governance Committee regarding the board evaluation process and the Governance Committee Chair reported on deliberations that took place at the Committee meeting on the value and reasons for completing the evaluations and process. It was noted that (1) the three-part Board/Board Committees/ Board Chair Performance Survey; and (2) the Board Self-evaluation Survey will be launched shortly after this board meeting. Both surveys are in electronic format – one through Survey Monkey and one through Directors Desk. It was also noted the peer evaluation in previous year's format will be discontinued and a more informal approach will be taken as described in the report.</p>	Board evaluation surveys to be launched.
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.	

WATERLOO WELLINGTON BOARD OF DIRECTORS

7.0	Conclusion	It was moved and carried that the open board meeting be adjourned at 7:05 p.m., to move to the adjourned in-camera meeting.	
-----	------------	---	--

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: _____