

Approved Minutes

Champlain LHIN Board
March 26, 2014 - 1:00 p.m.

Champlain LHIN Office – 500-1900 City Park Drive, Ottawa
(See link on page 2 for directions)

Board Members in Attendance: Wilbert Keon (Chair) Jocelyne Beauchamp, David Somppi, Alexa Brewer, Marie Biron, Randy Reid, Yvonne Boyer, Elaine Ashfield, Linda Keen

Regrets: None.

Staff Members in Attendance: Chantale LeClerc (CEO), Eric Partington, Mike Sawyer, Karen Reiser, Colleen Taylor, Patrick Manhire, Brian Schnarch, Todd Rever.

Guests:

Valerie Bishop De Young, Executive Director, VHA and Home Support & Chair, Community Support Services Coalition.

Randy Penney, President & CEO, Renfrew Victoria Hospital

Laurie Dojeji, Network Manager, Health Promotion, Champlain CVD Prevention Network

**1. One Minute of Reflection / Silence
Welcome & Introductions**

The meeting is called to order at 1:05 p.m.

Dr. Keon informs all Board Directors and presenters to use the microphones for today's meeting as we are using the service of an interpreter over the teleconference line. The interpreter will transcribe speech to text for a member of the public participating in our meeting. Dr. Keon introduces Mr. Michel David, Regional Director, from the Canadian Hearing Society.

One minute of silence is observed. Dr. Keon asks members of the public to introduce themselves. Dr. Keon and Jocelyne Beauchamp welcome observers in both official languages and remind them about the rules of engagement of our public board meeting. Also, observers are reminded of the twenty-minute scheduled break during the meeting, providing members of the public and Board Directors time to engage with each other and for Board Directors to answer questions.

2. Approval of Agenda:

One revision is noted: item 8.2 is removed from the agenda.

There being no further revision, the agenda is approved as amended.

MOVED: Marie Biron / SECONDED: David Somppi
ALL IN FAVOUR

CARRIED

3. **Declaration of Conflict of Interest:**

- D. Somppi declares a possible conflict of interest regarding Pricewaterhouse Coopers.

4. **Approval of Minutes -- February 26, 2014**

There being no objection, the minutes are approved as distributed.

MOVED: Elaine Ashfield / SECONDED: Linda Keen
ALL IN FAVOUR

CARRIED

4.1 **Business Arising**

Any business arising from the minutes of February 26, 2014

5 **Consent Agenda**

No item under the consent agenda to be considered.

6 Build a strong foundation of integrated primary, home and community care

6.1 Community Support Sector Initiatives -Update

Time
Allotted:
1:10 – 1:45

Keren Reiser, Senior Integration Specialist and Colleen Taylor, Senior Accountability Specialist present an update regarding changes taking place in the community support services sector to improve client's journey through the system and respond to the needs of the community. ([See slide deck posted on our Web site](#)). These changes are to ensure the community is well positioned to play a strong role in an integrated health system.

Due to an aging population and increased demand for health services, the community support sector is now serving more clients with higher needs. As a result, The Champlain LHIN as embarked on a multi-year project to strengthen community support agencies.

A primary goal of the project is to better align services offered by the Community Support Services (CSS) and the Community Care Access Centre (CCAC). One of the main objectives of the three-year strategy is to improve the patient's journey by providing appropriate level of services in the community and address the significant increase in clients' acuity. Details are provided regarding the environmental scan being conducted and its recommendations vis-à-vis the alignment project.

Valerie Bishop-de-Young, Chair of the Community Support Services Coalition and Executive Director of VHA Home Support Services, provides details regarding the community engagement/planning day held February 25, 2013 with representatives from CCAC and the CSS sectors, as well as clients.

During the question period the following points are made:

- Comments are expressed regarding the alignment report of the Champlain LHIN community sector and its focus on integration. Also, regarding the possibility of examining other innovative solutions.
- Clarification is provided regarding the importance of the environmental scan of all service providers (source of funding, volunteer involvement, etc.) and the importance of encouraging leveraging/standardization of services across Champlain Community Support Services agencies.
- Comment is expressed by the Board for the need to identify timelines and priorities within the three year action plan.
- Comments are expressed by the Board to bring focus on improving a seamless transition between CCAC and CSS for all clients, through the implementation of the action plan.
- Clarification is provided that one of the early benefits of this project is the continued improvement of knowledge exchange amongst all Community Support Service agencies.

7 Improve coordination and transitions in care

There is no item to be presented under this priority today.

8 Increase coordination and integration of services among hospitals

8.1 Healthy Foods Strategy in Hospitals

Time
Allotted:
1:45 - 2:10

Randy Penney, President and CEO of the Renfrew Victoria Hospital and chair of the Healthy Foods in Hospitals Leadership Task Force and Laurie Dojeiji, Network Manager, Health Promotion, Champlain Cardiovascular Disease Prevention Network present details regarding a strategy developed to improve food served in hospitals (cafeterias, vending machines, franchises and gift shops) across Champlain. ([See slide deck posted on our Web site](#)).

Laurie Dojeiji presents the landscape of healthy food on the international, national and provincial level. She also presents the work accomplishments by the Champlain Cardiovascular Disease Prevention Network (CCPN) over the past years to improve health of our population and their close involvement with the Healthy Foods in Hospitals Program.

Randy Penney presents the progress to date of the CEO lead task group created. He explains the complexities involved and the challenges. It is mentioned that hospitals are committed to the health and wellness of the staff and see the project as an investment for the future. The Champlain LHIN is a leader in the province in the development of such program.

The vision of the program is to *"create supportive, healthy nutrition environments in Champlain hospitals so that the healthy choice is the easy choice for staff and patients"*. Eight sites have enrolled in the program (Almonte General Hospital, Carleton Place & District Memorial Hospital, CHEO, Hawkesbury & District General Hospital, Queensway Carleton Hospital, Renfrew Victoria Hospital, The Ottawa Hospital-Civic Campus, and University of Ottawa Heart Institute).

During the question period clarifications are provided regarding product availability, the use of the Canadian Food Guide and patient's food.

Randy Penney also takes time thank the Champlain LHIN Board for its support for the expansion of the Renfrew Victoria Hospital dialysis program. He indicates that construction will start next week.

Time
Allotted:
2:10-2:40

B R E A K

Attendance
Update: Yvonne Boyer departs at 2:40 p.m.

9 Enable our vision

9.1 Approval of Champlain LHIN Performance Scorecard

Time
Allotted:
2:40-2:50

Brian Schnarch, Director of System Performance and Analysis at the Champlain LHIN provides an overview to the Board, and seeks approval of the new Champlain LHIN Performance Scorecard. [\(See slide deck posted on our Web site\)](#). The new scorecard will monitor performance and progress in relation to our vision, mission, commitments and core business. The scorecard was developed by LHIN staff based on input from the Board. This new tool will help the LHIN and its partners measure the performance of the region's health system in a timely manner, develop strategies and support decision-making. A live demonstration of the electronic scorecard is performed.

During the question period the Board commends Brian Schnarch and Todd Rever, Project Manager and Business Analyst, for producing this powerful tool and for bringing a solution to monitoring performance of 51 indicators linked to our Ministry LHIN Accountability Agreement, as well as our Integrated Health Services Plan and operations.

MOTION:

Whereas the LHIN Board requires timely performance information to help drive improvements, focus strategy and support decision making;

Whereas a Scorecard that integrates diverse performance information within an organized framework further facilitates performance monitoring and management; and

Whereas a Scorecard and framework, including domains, design and methods has been developed;

Be it resolved that The LHIN Board of Directors accepts the Champlain LHIN Performance Scorecard, including the conceptual framework, proposed indicators and methodology

MOVED: Jocelyne Beauchamp / SECONDED: Alexa Brewer
ALL IN FAVOUR

CARRIED

9.2 Update & Approval: Service Accountability Agreements for the Community Sector

Time
Allotted:
2:50-3:00

Patrick Manhire, Senior Accountability Specialist provides a presentation to update the Champlain LHIN Board of Directors regarding the status of the 2014-17 Community Accountability Planning Submission reviews and to seek approval to execute the remainder of the Multi-Sector Service Accountability Agreements (MSAA) with targets for 2014-15. ([See slide deck posted on our Web site](#)).

Following the reviews of planning submissions, LHIN staff is recommending that the accountability agreements for seventeen community health service providers are ready for execution as they demonstrate a balanced budget and no service changes. For two providers that indicated a service reduction related to transition to a new electronic health record system, LHIN staff is presenting special recommendations. (See submission review status in Appendix 1.)

During the question period clarification is provided regarding the following:

- The Champlain LHIN will work with the South East LHIN to ensure services are provided to the community during the period of service reduction experienced by the Lanark Health and Community Services. The Champlain LHIN staff will provide an update to the Board on the plan to mitigate this situation.
- The reduction of services for both agencies will be for a period of 3 months, but this will affect their annual cumulative performance targets.

MOTION:

Whereas the LHIN and Health Service Providers must have Service Accountability Agreements in place; and

Whereas a provincial planning process is in place to refresh the 2014-17 Multi-Sector Accountability Agreements by March 31, 2014 with performance targets set for the first year of the agreement; and

Whereas the planning submissions for 19 Health Service Providers have been reviewed and

- 17 demonstrate plans for balanced budgets and no service changes in 2014-15 and
- the planning submission for Sandy Hill Community Health Centre has been reviewed and demonstrates a temporary reduction in visits for 2014-15 and
- The planning submission for Lanark Health and Community Services is proposing changes to its services,

Be it resolved that:

The Chair of the Board of Directors and the Chief Executive Officer are authorized to execute the 2014-17 Multi-Sector Service Accountability Agreements for the 19 agencies as listed in the appendix to this motion with

the following local obligation for Lanark Health and Community Services:

- Lanark Health and Community Services will have targets for primary care and mental health peer support services set as To Be Determined and will submit a performance improvement plan detailing the actions it will take to improve access to primary care and mental health peer support services for residents of its catchment before April 30, 2014. The LHIN will review the plan and negotiate targets with the centre prior to May 31, 2014.

MOVED: Linda Keen / SECONDED: Elaine Ashfield
ALL IN FAVOUR

CARRIED

Chantale LeClerc takes a moment to recognize and thank all members of the Champlain LHIN Accountability Team for their work in accomplishing the task of reviewing, negotiating and preparing accountability agreements for each community sector agency. She also thanks all other LHIN staff for their team spirit and their help in sharing the load of work during this period.

9.3 Committee Report: Governance Committee

Time
Allotted:
3:03-3:07

Linda Keen offers a summary of the Governance Committee meeting of March 5, 2014. ([See draft minutes posted with board documents on our Web site](#)) two main topics were discussed:

- Terms of Reference, Work Plans and Self Evaluation: For various circumstances, some committee work plans are not yet finalized for 2014-15. The annual Board Committee Review will be presented at the May Board meeting for endorsement.
- Community Engagement for the Board: A working group comprising LHIN staff and headed by Alexa Brewer and Elaine Ashfield has been working to move forward this plan over the last quarter of 2013-14. Lots of activities have taken place over this period to meet its objectives.

9.4 Committee Report: CEO Performance Evaluation and Compensation

This item will be presented during the in-camera session.

9.5 Committee Report: Community Nominations

Time
Allotted:
3:07-3:10

Elaine Ashfield presents a summary of the meeting held on January 29, 2014. ([See draft minutes posted with board documents on our Web site](#)).

- Board Directors' Biographies: The committee prepared recommendations for reviewing and amending Board Directors' biographies on an annual basis. These were presented to the Governance Committee.

- Committee Terms of Reference and Work Plan: There were significant revisions made to the terms of reference and therefore significant changes to the work plan for 2014-15 remains to be completed.

9.6 Chair's Verbal Report

Time
Allotted:
3:10

Dr. Keon indicates that he will make a presentation regarding the Board's involvement vis-à-vis the development and adoption of the new performance scorecard at an upcoming meeting of the LHIN Board Chairs. This presentation will be shared in the context of LHINS' best practices.

9.6 CEO's Report

Time
Allotted:
3:12-3:20

Chantale LeClerc takes time to highlight a few points from her monthly report on the following subjects: Receipt of draft review of transitional mental health case management services to help the LHIN in the deployment of transitional case managers and care navigators across Champlain; improvements in MRI and hip and knee targets; half-day LHIN facilitated session for all Health Links in the region.

During the question period she provides further details regarding one-time funding opportunity for community paramedic services.

MOTION:

That the Board of Directors approves the CEO monthly report for the period of February 15 to March 14, 2014 as presented.

MOVED: Jocelyne Beauchamp / SECONDED: Alexa Brewer
ALL IN FAVOUR

CARRIED

10

MOTION TO MOVE IN CAMERA:

Time
Allotted:
3:18-3:35

THAT members attending this meeting move into a Closed Session pursuant to the following exceptions of LHINS set out in s.9(5) of the Local Health Integration Act, 2006:"

X *Personal or public interest*

- To approve confidential minutes from February 26, 2014;
- To receive a report from the CEO Performance Evaluation and Compensation Committee;

AND further that the following individuals be permitted to attend for these items;

Sylvie Bleau
Chantale LeClerc (for the first part of the in-camera session only)

MOVED: Linda Keen / SECONDED: Elaine Ashfield
ALL IN FAVOUR

CARRIED

The Chair has no issue to report in the public meeting regarding business conducted during the in-camera session and the Board agrees with the business conducted and information received. The Board also agrees that it is in the best interest of the Champlain LHIN that the business conducted and actions taken during the in-camera session are not to be reflected in the public minutes.

There being no further business the meeting is adjourned at 3:40 p.m.

MOVED: Alexa Brewer / SECONDED: Linda Keen
ALL IN FAVOUR

CARRIED

Wilbert Keon
Chair, Board of Directors
Champlain Local Health Integration Network

Chantale LeClerc
CEO and Board Secretary
Champlain Local Health Integration Network

Appendix I: Community Accountability Planning Submission Review Status

Status	Health Service Provider
Review Concluded	Carefor Health and Community Services
	Centre de jour Guigues
	Champlain Community Care Access Centre
	Eastern Ottawa Resource Centre
	Home Support Services - Morrisburg and District
	Mills Community Support Corporation
	Mohawk Council of Akwesasne
	North Renfrew Long-Term Care Services Inc.
	Ottawa Salus Corporation
	Royal Ottawa Health Care Group
	Services communautaires de Prescott-Russell
	Sobriety House
	The Perley Hospital o/a The Perley and Rideau Veterans' Health Centre
	VHA Health and Home Support
	Wabano Centre of Aboriginal Health
	Western Ottawa Community Resource Centre
Williamsburg Non-Profit Housing Corporation	
Temporary reduction in services	Sandy Hill Community Health Centre
Proposed changes to services	Lanark Health and Community Services