

1900 City Park Drive, Suite 204
Ottawa, ON K1J 1A3
Tel 613.747.6784 • Fax 613.747.6519
Toll Free 1.866.902.5446
www.champlainhin.on.ca

1900, promenade City Park, bureau 204
Ottawa, ON K1J 1A3
Téléphone : 613 747-6784 • Télécopieur : 613 747-6519
Sans frais : 1 866 902-5446
www.rliisschamplain.on.ca

BOARD MEETING MINUTES

September 26, 2018

Meeting Start time: 12:00 p.m.

1900 City Park Drive, Suite 500

Board Members in Attendance: Jean-Pierre Boisclair (Chair), Anne MacDonald, Mindy McHardy, Gregory Taylor, Diane Hupé, Pierre Tessier, Barbara Foulds, Randy Reid, Guy Freedman

Regrets: Nick Busing, Wendy Nicklin, Abebe Engdasaw

Executive Leadership Team Members in Attendance & LHIN Staff Presenters: Chantale LeClerc (CEO), Catherine Butler, Elaine Medline, Richard Wilson, James Fahey, Dan Merritt, Christine Gagné-Rodger, Leah Bartlett

1 Call to Order

The meeting was called to order at 12:00 p.m.

2 Conflict of Interest Declarations

Jean-Pierre Boisclair declared a conflict of interest concerning item 13.5.

3 In-Camera Session

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 receive confidential information relating to:

3.1 Approval of confidential minutes of June 27, 2018

3.2 Chair's Report

3.3 CEO's Report

3.4 Approach to modernizing home and community care

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

Chantale LeClerc

Elaine Medline

Penny Sands

Daniel Merritt

Amber Kayed

Moved: P. Tessier / Seconded: M. McHardy

All in favour

Carried

MOTION to move out of camera:

Moved: B. Foulds / Seconded: G. Taylor

All in favour

Carried

4 Welcome and Introduction

Chair's Report & In-Camera Report

The Chair welcomed Board members and guests and outlined the Champlain LHIN's rules for engagement at public Board meetings. Attendees were invited to introduce themselves.

Chair's Report:

No report was provided.

In-Camera Report:

The Board met in-camera to approve the confidential minutes of June 25, 2018 and receive updates from the Board Chair and CEO. There were no decisions to report in the public domain.

5 Approval of agenda

With no objection, the agenda was approved as distributed.

Moved: R. Reid / Seconded: B. Foulds

All in favour

Carried

6 CEO's Report

A written report was pre-circulated and Board members were invited to seek clarification on its contents.

- Health Links: The LHIN will invest in an additional 10 FTEs for Health Links care coordinators in home and community care. With this added capacity, the LHN should reach its 2018-19 goal of 6000 patients enrolled in Health Links.
- Algonquin College Care Coordination certificate program: The new program, developed in partnership with the LHIN, is open to students of various backgrounds, including registered nurses, occupational therapists, physiotherapists, and social workers.

The CEO also provided information on the LHIN's response to the recent tornadoes in the Ottawa region. Using the emergency response plans, LHIN staff were able to quickly ensure that patients receiving home and community care services would continue to receive service.

7 Consent Agenda

There being no concern or question expressed by members of the Board, the following items were approved as distributed:

- 7.1 Approval of minutes of July 25, 2018
- 7.2 Renfrew Victoria Hospital 2 & 3 floor redevelopment

Moved: A. MacDonald / Seconded: P. Tessier

All in favour

Carried

NEW BUSINESS

8 Overview of the Champlain LHIN's Patient and Family Advisory Committee activities

The Champlain LHIN's Patient and Family Advisory Committee (PFAC), which formed in September 2017, uses the collective experiences of its members to improve health care programs and services in the region to better meet the needs of patients, families, and caregivers. Marc Bourgeois, Director of Communications and Engagement at the LHIN, introduced the members of the Committee. Members in attendance included Stephanie Paravan (Co-chair), Anita Manley (Co-Chair), Roger Pharand, Cathy Doolan, and Doreen Rocque.

The Co-chairs of the Patient and Family Advisory Committee, Stephanie Paravan and Anita Manley, presented on the role of the Committee, its priorities, and their experiences over the past year. The Committee's priorities were identified as:

1. Expanding the benefits of Health Links to those who need it
2. Improving the experience when transitioning between hospital and home
3. Improving the patient experience between patients/caregivers and care coordinators

In addition to the identified priorities, committee members also participate in additional ad hoc work groups as required. Mr. Pharand and Ms. Doolan outlined recent activities, outcomes, and goals of the work groups and initiatives they have participated in.

Successes over the past year include increased diversity within the group, participation in various Champlain-LHIN driven projects, and having the opportunity to share their stories with key stakeholders. Various challenges were also identified, including a continuous turnover in membership, the slow speed of system change, and the ability to contribute to meaningful patient engagement. A desire to be involved at the beginning of planning activities was expressed.

Following the presentations, Board members participated in a discussion and were to direct questions to members of the PFAC. A summary of discussion is as follows:

- To ensure meaningful engagement with the Board, the Committee stressed the importance of early involvement in planning (through information sharing, consultation, and collaboration). The LHIN and its Board can serve as an amplifier of the patient voice. The Board encouraged the co-chairs to indicate if engagement was not meaningful at any time.
- Openness and transparency, concerning assessment tools, programs available, and eligibility for service, are crucial in engaging and encouraging patients and caregivers to take an active role in their health care.

The members of the Patient and Family Advisory Committee were thanked for attending the meeting and sharing their experiences. The Board invited the group to provide an update on its progress at a future Board Meeting.

Attendance update: Guy Freedman left the meeting at 2:30 p.m.

9 Update on dementia care, including caregiver stress and challenges

Christine Gagné-Rodger, Sub-Region Director for Eastern Ottawa, provided an update on the Champlain Dementia Network. In the Champlain region, there are over 11,000 people with dementia living in the community, a 33% increase in people since 2010. The Champlain Dementia Network is comprised of health care providers, people with dementia, caregivers, and community partners and is responsible for implementing an integrated model of dementia care in the region. The model of care, revised in 2017, focuses on education, the provision of appropriate care, support for caregivers, and improving dementia assessment and builds on the Champlain LHIN's Integrated Health Services Plan and the Ontario Dementia Strategy.

Gwenyth Gowanlock and Carol Holmes-Kerr, members of the Champlain Dementia Network, spoke of their experiences as caregivers for loved ones with dementia. They identified strategies and actions that would have made their caregiving experiences easier, including improved primary care capacity, advanced respite services, and improved care coordination.

The Champlain Dementia Network has made several systemic improvements, including increasing the recognition of caregivers, improving respite services, improving the flexibility of community dementia programs, and enhanced training on end of life issues. The Network has also increased public awareness of dementia and access to information by launching the Rethink Dementia website (rethinkdementia.ca). Along with the Champlain LHIN, the Champlain Dementia Network participated in the development of the Ontario Dementia Strategy.

During the question period, the following points were addressed:

- The role of the Champlain Dementia Network in promoting brain health was discussed. The LHIN, alongside other partners, has provided funding to develop rethinkdementia.ca, which has resources related to improving brain health.
- A new tool created by the Ministry of Health and Long-Term Care will allow the LHIN to understand the regional system's dementia service capacity. This will allow the LHIN to benchmark its status against the regional capacity requirements.

The Board thanked Ms. Gowanlock and Ms. Holmes-Kerr for sharing their experiences and Ms. Gagné-Rodger for providing an update on the recent work of the Champlain Dementia Network.

10 Overview of lung health and COPD initiatives in Champlain

Leah Bartlett, Integration Specialist at the Champlain LHIN, provided an update on recent initiatives by the Champlain Lung Health Network. The Network is comprised of health service providers, patient advisors, and LHIN representatives and aims to improve care for those living with Chronic Obstructive Pulmonary Disorder (COPD). The Champlain region has a high incidence of COPD, with rural areas experiencing the highest rates.

The Champlain region has greatly improved access to lung health programs in the community. Christina Dolgowicz, Lung Health Coordinator at Lanark Renfrew Health & Community Services, and Michelle Maynard, Manager of the Lung Health Program at Somerset West Community Health Centre, provided information about the program services and outcomes. The programs use a hub and spoke model; 3 community health centres act as a program hub, with an additional 25 program sites distributed across the region. To ensure equity and quality of care, health care services and procedures are standardized. Clients who access the programs have fewer hospital admissions, emergency department visits, and physician visits for COPD management. In 2017, the LHIN leveraged existing resources and introduced a central intake system for community lung health programs. To date, over 1,400 referrals have been processed through the central intake system.

During the discussion period, it was noted that the Champlain LHIN is the first in the province to implement a centralized intake process for community lung health. The Board expressed a strong interest in hearing about and better promoting the successes of the Champlain LHIN and its staff.

The presenters were thanked for sharing an update on their work and most recent successes.

11 Approval of a corporate risk management strategy

The Board was presented with a document outlining a proposed corporate risk management strategy for 2018-19. The document identifies ten risks that are of importance to the Board. It was noted that management reviews additional operational risks on a regular basis.

An assessment of the likelihood and impact of each risk for Q1 2018-19 was provided. It was suggested that a clause be included that indicates that scores for likelihood and impact are self-generated and are based on a pre-determined ranking system.

MOTION:

Be it resolved that the Board approves the proposed corporate risk management strategy for 2018-19, as presented.

Moved: P. Tessier / Seconded: R. Reid

All in favour

Carried

Attendance update: Barbara Foulds left the meeting at 4:30 p.m.

12 Progress update on 2019-2022 Integrated Health Service Plan development

James Fahey, Interim Vice-President of Integration, provided an update on the development of the 2019-2022 Integrated Health Service Plan (IHSP). The Champlain LHIN recently conducted eight validation sessions, which allowed key external stakeholders to express their understanding and concerns with the proposed plan. Key findings from the validation sessions were shared with the Board.

Based on feedback received from stakeholders, the draft IHSP will be revised and submitted to the Board for approval on October 24, 2018, in advance of submission to the Ministry on October 31, 2018. Following submission to the Ministry, the LHIN will share the revised draft framework with the stakeholders involved in the validation sessions and provide additional information on how their feedback was incorporated.

13 Board Committee Stewardship Reports and Matters Arising Therefrom:

13.1 French Language Services

The Committee met on September 24, 2018. The minutes of July 9, 2018 were approved and will be shared with the Board once translated. The Committee received an update on the compliance of home and community care contracted service providers to provide services in French and reviewed preliminary data on indicators relating to equity, satisfaction, and quality for francophone health services. The following motions were tabled:

MOTION:

That the French Language Services Committee recommends that the Board approves the designation plan of the Canadian Mental Health Association – Ottawa Branch.

Moved: D. Hupé / Seconded: M. McHardy

All in favour

Carried

MOTION:

That the French Language Services Committee recommends that the Board approve the Board of Governor’s French Language Services Policy.

Moved: P. Tessier / Seconded: G. Taylor

All in favour

Carried

13.2 CEO Performance Evaluation & Compensation

The minutes of the August 9, 2018 meeting were circulated and the Committee Chair provided an overview of the meeting.

13.3 Finance & Audit

A Committee meeting was held on September 24, 2018. The Committee received additional information on how the revised budget will influence service delivery and capacity. The approved minutes of July 23, 2018 were shared with the Board.

13.4 Quality

In the absence of Wendy Nicklin, Committee Chair, Greg Taylor provided an update on the September 18, 2018 meeting. At the meeting, the Committee discussed the performance reporting process and received a presentation from Dr. Shaun Visser, Champlain LHIN Emergency Department Clinical Lead, on emergency department performance indicators. An approach to incorporate patient storytelling was also proposed and the proposed plan was provided to the Board.

13.5 Governance

A meeting was held on September 5, 2018. The Committee reviewed its terms of reference, the draft agendas of upcoming Board meetings, and the “Policy Development and Implementation” policy. The following motions were tabled:

MOTION:

That the Governance Committee recommends the approval of the policy entitled, “Policy Development & Implementation” by the Board of Directors, as revised.

Moved: J.P. Boisclair / Seconded: D. Hupé

All in favour

Carried

MOTION:

That the Governance Committee recommends the approval of its terms of reference, as revised.

Moved: M. McHardy / Seconded: P. Tessier

All in favour

Carried

Approval of 2018-19 Stakeholder Engagement Plan

In addition, the Committee reviewed the 2018-19 Stakeholder Engagement Plan and an update on implementation progress in the first quarter. The plan was shared with the Board for discussion and approval. Clarification was sought regarding the use of “patient-driven,” and the plan will be amended in favour of the expression “patient-centered” or “patient-focused.”

MOTION:

That the Governance Committee recommends the approval of the 2018-19 Stakeholder Engagement Plan, subject to the suggested revisions.

Moved: G. Taylor / Seconded: P. Tessier

All in favour

Carried

MOTION to move in camera:

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 Personnel matters

To receive confidential information relating to:

➤ The role of the CEO in relation to the Board Chair

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

Amber Kayed (recorder)

AND further that the following individuals be excused:

Jean-Pierre Boisclair

Moved: P. Tessier / Seconded: M. McHardy

All in favour

Carried

MOTION to move out of camera:

Moved: A. MacDonald / Seconded: R. Reid

All in favour

Carried

14 Other Business

No other business was tabled.

15 Adjournment of Meeting

The meeting adjourned at 5:30 p.m.

Motion to Adjourn:

Moved: / Seconded:

Jean-Pierre Boisclair
Chair, Board of Directors
Champlain Local Health Integration Network

Chantale LeClerc
CEO
Champlain Local Health Integration Network