

HOME AND COMMUNITY CARE SUPPORT SERVICES

Minutes of the Meeting of the Board of Directors of the 14 Local Health Integration Networks, operating as Home and Community Care Support Services (HCCSS) - March 20, 2024

A meeting of the HCCSS Board of Directors (Board) was held on
March 20, 2024, beginning at 1:00 pm.

PRESENT:

Voting Members:	Joe Parker, Chair Glenna Raymond, Vice-Chair Anne Campbell, Member Stephan Plourde, Member Kate Fyfe, Member Carol Annett, Member John Beardwood, Member Linda Franklin, Member
Regrets:	
Staff in Attendance:	Cynthia Martineau, Chief Executive Officer Karin Dschankilic, Chief Corporate Services Officer and CFO Lisa Tweedy, Chief Human Resources Officer Tini Le, Interim Chief Quality, Safety and Risk Officer Sabrina Grando, Deputy Director (A), Agencies Legal Marla Krakower, Chief Strategy, Transformation and Engagement Officer Erica Jeffery, Corporate & Board Relations Manager and Executive Assistant to the CEO
Guests:	Giuliano Celebre, Trish Nelson, Heidi Maanselka, Anthony DiCaita, Beverley Kelly, Michelle Nurse, Cindy Cacciotti, Josephine Kim, Odelia Andrea, Karyn Lumsden, Daryl Nancekivell, Richlyn Lorimer, Robert Delvecchio, Karen Taillefer, Sarah Vertlieb

A. Convening the Meeting

A.1. Call to Order

A quorum was present and the meeting was called to order at 1:36pm.

A.2 Land Acknowledgement

The Board Chair shared a land acknowledgment.

A.3 Approval of the Agenda of March 20, 2024

It was moved by Joe Parker / Stephan Plourde

That the agenda of March 20, 2025 be adopted, as presented.

This motion was put to a vote and

CARRIED.

A.4 Conflict of Interest

None declared.

B. Board Education

The final two modules in the Board education curriculum were presented; one focussed on Ontario Health Teams (OHTs) and Leading Projects and the other on Contract Modernization and Medical Equipment and Supplies (MES).

An Overview of OHTs and Leading Projects

Staff provided a reminder of what an OHT is and the number of OHTs, Accelerated OHTs as well as Leading Projects in the province. The seven Leading Projects, with a planned implementation of September/October 2024, are expected to provide learnings to help inform future home care transformation. Within the seven Leading Projects, two are focused on a palliative population and the remainder on a mixed patient population. A brief overview of the five joint OHT Leading Project Workstreams was shared, noting that planning is undertaken jointly between Ministry of Health (MOH), Ontario Health (OH) and HCCSS.

The 12 Accelerated OHTs (which include the seven Leading Projects) are targeted to launch as of January 2025. Planning is underway to establish a home care readiness and delivery plan and determine the sequencing for the patient population transition.

The Board expressed the critical importance of standardization, measurement and evaluation of the OHTs and Leading Projects.

Contract Modernization and MES

Staff provided an overview of contract modernization and the opportunities it presents including standardization and refreshed performance measurements for service provider organizations (SPOs). An overview of how both staff and SPO partners are being supported through this change was outlined. The roadmap for the modernization of MES was also shared including the challenges staff are working to address as well as the impacts and benefits.

The Board expressed the importance of ensuring SPO performance is measured and managed as well as ensuring hard to serve populations are provided care. Staff confirmed that there will be ongoing engagement with SPOs throughout the remainder of 2023/24 and 2024/25 with ongoing collaboration when OHTs assume the responsibilities for patient care.

C. Patient Story

This month's patient story focused on HCCSS supporting patients and substitute decision makers, working with health system partners and the importance of collaboration with long term care homes to safely transition patients to their next place to live. The story highlighted the trusting bond established between the patient, substitute decision maker and the hospital care coordinator to help the patient transition into long term care.

The Board acknowledged the patient story, noting in particular the importance of supporting cultural diversity and the impacts it can have for patients.

There was discussion regarding the significant challenges related to the number of available long term care beds and waitlists in the province. Crisis placement is clearly articulated in legislation and has impacts not just in the community, but also those that are Alternate Level of Care (ALC) in hospitals.

The Board expressed appreciation for the patient story videos noting their importance in helping support understanding and education on the role of the organization and staff. There was discussion about how these patient stories are leveraged beyond Board meetings and if they could be shared beyond this audience.

Action: Staff to explore the potential to share patient story videos more broadly.

D. Approval of Consent Agenda

D.1 Approval of Consent Agenda

It was moved by Joe Parker / John Beardwood

That the Consent Agenda of March 20, 2024 be adopted, as circulated.

This motion was put to a vote and

CARRIED.

Items on the Consent Agenda included:

- Approval of Meeting Minutes of January 25, 2024
- Status Update Regarding Board Action Items from Open Board Meetings
- Board Overall Work Plan 2023/24 Status Update
- 2023/24 and 2024/25 Budget Refresh
- Transition Committee Terms of Reference

E. Reports from Committees

E.1 Governance Committee

The Interim Governance Committee Chair provided an update regarding the development of the draft By-Laws for the Ontario Health atHome Board. Staff will begin drafting the By-Laws for the new Board's review and approval.

E.2 Human Resources, Diversity, Equity and Communications Committee

The Committee Chair provided a brief update regarding the development of two final metrics for the HR Dashboard; one related to the Employee and Family Assistance Program (EFAP) and one related to Equity, Inclusion, Diversity and Anti-Racism (EIDAR). Staff was acknowledged for efforts made to establish the dashboard, which is now fully developed with these final metrics incorporated.

E.3 Finance, Audit and Information Committee

The Committee Chair provided brief verbal updates regarding the budget refresh, the Board Governed Agency Attestation Certificate of Assurance and the development of the budget for 2024/25. The advanced

engagement of the Human Resources, Diversity, Equity and Communications Committee and Patient Services, Quality and Risk Committees was acknowledged and appreciated.

E.4 Patient Services, Quality and Risk Committee

The Committee Chair provided an update regarding the final draft of the 2024/25 Annual Business Plan (ABP), which has incorporated feedback from both the Committee as well as the Ministry of Health. Some of the performance measures were refined for this final version of the ABP and staff also included Big Dot metrics in the briefing note package for reference noting this document is utilized for internal monitoring purposes.

It was moved by Anne Campbell / John Beardwood

The Board of Directors of the LHINs approve the 2024-2025 Annual Business Plan for submission to the Ministry of Health.

This motion was put to a vote and

CARRIED.

The Committee Chair also briefly highlighted the organization's efforts to support capacity planning and the results that were shared in the most recent update for the Committee.

F. New Business

F.1 CEO Report

The CEO provided brief updates regarding long term care and crisis placement and capacity planning as well as the anticipated return of Ontario Health (OH) staff to some dedicated space in HCCSS offices. Staff is currently working to identify spaces for OH staff that ensure privacy and confidentiality for each organization.

The CEO also provided an update regarding planning for centralized intake and access in the future. There are some aspects that will be ready for T1, such as one number access, while there are other aspects, such as phone systems, that still require some planning beyond T1.

G. Closed Session

It was moved by Joe Parker / Stephan Plourde

That the Board of Directors to the 14 LHINs move to a closed session to discuss matters of legal, personnel and public interest at 3:00pm.

This motion was put to a vote and

CARRIED.

H. Adjournment

After moving back to open session at 4:20pm, it was moved by Joe Parker / Glenna Raymond

That the meeting be adjourned.

This motion was put to a vote and

CARRIED.

There being no further items, the HCCSS Board Meeting adjourned at 4:25pm.

Original signed by	May 27, 2024
<u>Joe Parker, Board Chair</u>	<u>Date</u>

Original signed by	May 27, 2024
<u>Cynthia Martineau, Corporate Secretary</u>	<u>Date</u>