

WINDSOR ESSEX COMMUNITY HEALTH CENTRE (WECHC)
BOARD OF DIRECTORS MEETING MINUTES
Tuesday March 22, 2016 5:30 P.M. to 8:00 P.M.
Teen Site 1361 Ouellette Ave. Windsor
Teleconferencing was available upon request

Present: Elaine Clark (Treasurer), Angie Deneweth (Secretary), Robert Fetherston, Kathryn Hengl (President), William McClounie, John Mowat (Vice President), Toni Scislowski, Tracy Urquhart

Staff: Glenn Bartlett, Executive Director, Hardeep Sadra, Senior Director, Director Chronic Disease, Amy Palmer, Director Human Resources, Mary Brannagan, Office Administrator, recorder.

Regrets: Patrick Brown, Director Finance, Judy Ellis, Director Clinical Services Sandwich, Beth Kinnaird-Iler Director, Clinical Services Teen Health/Street Health

Quorum was achieved. Eight (8) of eight (8) Board Members were present.

K. Hengl called the meeting to order at 5:37 P.M. and asked members to identify any conflict of interests at this time. None were declared.

K. Hengl announced that Tracy Urquhart had submitted her resignation due to business commitments effective June 30, 2016. K. Hengl thanked her for her years of service on the WE CHC Board and welcomed William McClounie as a new Board Member, attending his first Board meeting.

- H. Sadra demonstrated the WE CHC Intranet Board Portal. The portal will contain Board documents which members will be able to access from their IPADS. The Board will be requested to hand in their IPADS after the June 28, 2016 Board meeting to allow the IT department time to upgrade them over the summer by installing a program used to access the portal. G. Bartlett recognized the efforts of staff member Tadoh Munji who developed the portal very cost effectively, without the use of outside contracted services.
- H. Sadra, Senior Director, Director Chronic Disease, provided a power point presentation on her portfolio which included the following Programs:

Active Aging	Respiratory Wellness
Diabetes Wellness	Diabetes Prevention Program
Falls Prevention	Self Management

The Power Point presentation is attached.

There were no requests made to "unstar" any items therefore the 'starred' (*) items were deemed approved or received.

*Approval of the March 22, 2016 Agenda.

*Approval of the January 27, 2016 Board meeting minutes.

President's Report by K. Hengl

Board/Board Committee Attendance: The report is contained in the Governance Committee Minutes December 16, 2015 which were included in the Agenda package.

- **Board Professional Development scheduled events:**

April 27, 2016 Facilitator Gordon Milak: Quality Workshop 5:30 P.M. to 7:30 P.M. Teen Health Site. "**Designing Effective Governance for Quality and Safety in Canadian Healthcare**" document was distributed and Board Members were asked to review prior to the Quality Workshop.

May 17, 2016 Multi-Cultural Council: 3rd and final Cultural Competency workshop 5:30 to 7:30 Teen Health Site.

Leamington District Memorial Hospital (LDMH) Letter from Board Chair, David Glass.

- At the request of LDMH Board Chair, David Glass, K. Hengl agreed to provide LDMH Board with a presentation on how the "Leamington and Area Moms and Baby Family Health Services Program" (LAMB Program) formerly known as the Navigation Centre will run. The date to attend is yet to be determined.

Review status of Board's Cultural Competency

Members reviewed the Tool 1 Board Processes and Functions. The tool will be located in the Board Orientation Manual. Cultural Competency will be covered in the Board's Accessibility Training. Most areas of the tool are being addressed. It will be revisited in the future. Operationally the items are being addressed but for quality assurance it will be reviewed again. The tool can be incorporated into the Board Accreditation review. WE CHC's priority is to have a skilled based board.

Executive Director's Report: G. Bartlett

- Chronic Disease Management Program received three (3) letters of thanks from client letters.
- WE CHC/Chatham CHC Back Office Support Functions Termination effective April 15, 2016.
- G. Bartlett reported that he received letters of commendation for Amy Palmer, Director HR and Patrick Brown, Director Finance, from Chatham Kent CHC for their contributions in supporting Finance and Human Resources during their Administrative transition.
- H. Sadra reported WE CHC has a volunteer Dentist and Dental Hygiene students working out of the Street Health location. WE CHC received one time LHIN funding which will be used to provide filling services. The Health Unit receives Government funding to provide dental services to clients up to 18 years of age, the Street Health program supports those over 18 that do not have any other coverage for dental.
- H. Sadra reported WE CHC received one time ESC LHIN funding of \$10,000 to be used for Minor Supplies for Disadvantaged Populations

ESC LHIN Strategic Focus for IHSP4: Current Strategic Priorities for 2016-2019

- G. Bartlett reported that the LHIN's current strategic priorities for 2012-2019 and overall direction will continue to be action-focused and results based.

The IHSP 4 strategic priorities (work already in progress) are improved outcomes in:

- The emergency department*
- ALC management*
- Chronic Disease prevention and management*
- addictions and mental health care*
- rehabilitation care**
- hospice and palliative care**
- Indigenous Health Care***
- French Language Health Care***

*strategic direction carried over from IHSP 3

**new strategic direction in IHSP 4

***MOHLTC provincial mandated direction for 2016-19

- The WE CHC Strategic Plan contains those elements the organization is able to influence which are unique to the organization. The three changes that affect WE CHC are Chronic Disease Prevention and Management items and the Mental Health Care and Rehabilitation care. The organization is well positioned to address all three.

Patients and Communities First: Association of Ontario Health Centres (AOHC) Response

- H. Sadra reported that the AOHC has provided a response to Minister Hoskins' "Patients First" Proposal which focuses on primary care reform. WE CHC is well positioned for the changes which will benefit WE CHC's vulnerable clients.
- The key messages included:
 1. Shift the conversation to people and communities, rather than patients.
 2. Stronger provincial stewardship in order to set the province-wide parameters to make transformative change possible.
 3. Embed health equity throughout the system.
 4. More Effective Integration of Services and Greater Equity
 5. Timely Access to Primary Care and Seamless Links between Primary Care and Other Services
 6. More Consistent and Accessible Home and Community Care
 7. Stronger Links between Public Health and other Health Services

WE CHC 6th Annual General Meeting (AGM).

- H. Sadra reported Ms. Claudia den Boer Grima, Chief Executive Officer, Canadian Mental Health Association Windsor, agreed to be the guest speaker at the WE CHC AGM June 28, 2016 5:30 P. M. at Pickwick site. Planning for the event will begin in April 2016.

Community Health Foundation of Windsor and Essex County Board update

- G. Bartlett reported the Foundation Board is continuing to establish their relationship and are scheduled to meet March 30, 2016.
- The Foundation Board will be developing a link to the WE CHC website.
- WE CHC Board will develop a priority wish list to submit to the Foundation requesting dollars to cover upcoming capital costs.

Syrian refugees and WE CHC involvement update

- H. Sadra reported that Street Health continues to provide services to support the Syrian refugees. Three hundred (300) flu shots and additional primary care services have been provided by WE CHC in partnership with Multi-Cultural Council. Staff have been providing translation services.

Leamington Navigation Centre update

- H. Sadra will provide a report in-camera.

WE CHC Strategic and Implementation Plan updated March 2016

- G. Bartlett reported that the document was contained in the agenda package. Items were reviewed and updates were provided.

WE CHC Capital Project Stage 3 Update

- P. Brown has been working with the Architects and the Ministry in preparing WE CHC's responses to the Ministry's questions about the capital submission. A new Infection Prevention and Control (IPAC) person is in place and working with the team.

WE CHC Executive Dashboard Q4 & Definitions will be available at the next Board meeting

Motion: A motion was made to approve the President's Report and the Executive Director's Report.

Moved: J. Mowat

Seconded: E. Clark

No Discussion

Carried

Committee Reports:

Finance Committee – E. Clark, Chair

- The Committee met February 24, 2016 and will meet next on April 20, 2016.

- The approved December 16, 2015 Meeting Minutes were included in the Agenda package.

Q3 Financial Reporting:

- Community Annual Planning Submission (CAPS) 2016-2017 Status Update: Waiting LHIN response to submission.
- Year End Spending/Projections Update: On track
- Q3 Staff Report was included in the Agenda package.
- Q3 Variance Report was included in the Agenda package.

Financial Dashboard: H. Sadra reviewed and interpreted line by line.

- This is the first Finance Dashboard to be developed. It has been added to the Finance Committee work plan and will be reported on quarterly at the Finance Committee meetings. Feedback is appreciated. The dashboard contains information from OHRS and the reports submitted to the LHIN. This information will be used to identify trending and reflects the cost of providing services.
- Monthly Factual Certificates for December 2015 and January 2016 were included in the Agenda package.

Recommendation:

- The Finance Committee recommends the Board accept the Q3 Variance Report, the Q3 Staff Report the Finance Dashboard and the Monthly Factual Certificates for December 2015 and January 2016 as submitted.

Motion: A motion was made to accept the Q3 Variance Report, the Q3 Staff Report the Finance Dashboard and the Monthly Factual Certificates for December 2015 and January 2016 as submitted.

Moved: T. Scislowski **Seconded:** T. Urquhart No Discussion Carried

Class Action Lawsuit against the City of Windsor and the town of Tecumseh for inflated costs of Bingo license was presented to the WE CHC Board January 2016.

Recommendation:

- The Finance Committee recommends WE CHC opt out of the class action lawsuit with the City of Windsor and Town of Tecumseh.

Motion: A motion was made to opt out of the Class Action Lawsuit between the City of Windsor and the town of Tecumseh re: inflated costs of Bingo licenses.

Moved: E. Clark **Seconded:** J. Mowat No Discussion Carried

Governance Committee – B. Fetherston, Chair

- The Committee met on January 4, 2016 and completed the Executive Director’s Performance Appraisal.
- The Committee met for their regularly scheduled meeting on February 24, 2016 and will meet next on April 20, 2016.
- The approved December 16, 2015 Meeting Minutes were included in the Agenda package.

Board Recruitment plan update:

- J. Mowat reported that the Board had received a letter of resignation from Board Member Tracy Urquhart effective June 30, 2016 and called for a motion to accept T. Urquhart’s resignation effective June 30, 2016.

Moved: B. Fetherston **Seconded:** K. Hengl No Discussion Carried.

- J. Mowat described the recruitment process to fill this position along with one additional vacancy. A motion was made at the February 24, 2016 Governance Committee meeting to approach the Board by email February 26, 2016 to hold an electronic vote to appoint Mr. William McClounie and Chief Louise Hillier as new WE CHC Board Members. The electronic vote took place on March 3, 2016 and the recommendation was made to appoint Mr. William McClounie to the Board effective March 3,

2016 and appoint Chief Louise Hillier to the Board effective July 1, 2016. The vote was unanimous 7 votes for 0 against. The Governance Committee followed up by notifying the successful candidates. This brings the Board to a full complement of eight members.

- W. McClounie was appointed a member of the Quality Committee, attending his first meeting April 19, 2016, and Chief Louise Hillier will be appointed a member of the Governance Committee attending the first meeting scheduled after September 2016.
- W. McClounie expressed appreciation for his appointment, highlighted his commitment to support the Board and provided his personal background.
- T. Scislowski left the room at 7:05 P.M. while the following discussion took place.

Motion: A motion was made to accept the Governance Committee's submission that the following motion was inadvertently omitted from the January 27, 2016 regular Board meeting minutes and ask that this be documented in the March 22, 2016 Board meeting minutes.

Motion: A motion was made to ask Toni Scislowski to voluntarily withdraw from the Board of Directors.

Moved: J. Mowat Seconded: T. Urquhart No Additional Discussion Carried

Moved: B. Fetherston **Seconded:** A. Deneweth No Discussion Carried

Motion: A motion was made to rescind the above motion of January 27, 2016 due to T. Scislowski's extenuating circumstances and her expressed commitment to the Board.

Moved: B. Fetherston **Seconded:** A. Deneweth No Discussion Carried

T. Scislowski reentered the meeting at 7:10 P.M., thanked everyone for their understanding and reaffirmed her commitment to the Board.

Board Self-Assessment Survey Plan

- All agreed to accept the Board Self-Assessment Survey Plan and agreed to complete it twice a year.

Association of Ontario Health Centre (AOHC) request for Board to Board Liaisons

- K. Hengl reported that the AOHC has approached all CHCs requesting one Board Liaison from each CHC. The AOHC explained the Board Liaison role as critical to ensure effective two way communications between CHC boards and the AOHC's board. The Board Liaison would have the opportunity to keep the AOHC board informed on issues most pressing for each centre, flag issues of common concern across members, learn more about the provincial health system, as well as the issues to address and the opportunities to pursue within the changing healthcare landscape.

Motion: A motion was made to appoint Toni Scislowski as WE CHC's Board Liaison to the AOHC Board and work with them in a Board to Board relationship.

Moved: B. Fetherston **Seconded:** J. Mowat

Discussion held. G. Bartlett described the position as a communication tool developed as the result of the AOHC's struggle to communicate with the Board of seventy-four (74) CHCs.

The motion was carried unanimously.

Motion: A motion was made to approve the Governance Committee's report.

Moved: T. Urquhart **Seconded:** A. Deneweth No discussion Carried.

Quality Utilization and Risk Committee – T. Scislowski, Chair

- The Committee met February 24, 2016 and will next meet on April 19, 2016.
- The October 20, 2015 approved Meeting Minutes were included in the Agenda package.
- The regular submission of the "Complements and Complaint" Reports were added to the QUR work plan.
- The Quality Improvement Plan (QIP) will be submitted by H. Sadra to Health Quality Ontario by the March 31, 2016 deadline. Health Quality Ontario is a group that works in partnership with health care

providers and organizations across the system to help initiate substantial and sustainable change to the province's complex health system.

- The Q3 Incidence Report & Q3 Client Compliments & Complaints Reports were included in the Agenda package.

Recommendation:

The Board accepts the Q3 Incidence Report and Q3 Client Compliments and Complaints Reports.

Motion: A motion was made to accept the Q3 Incidence Report and Q3 Client Compliments and Complaints Reports.

Moved: T. Scislowski **Seconded:** T. Urquhart No Discussion Carried

Recommendation: To present the Quality Utilization & Risk Terms of Reference dated February 16, 2016 to the Board for approval.

Motion: A motion was made to approve the Quality Utilization & Risk Terms of Reference dated February 16, 2016.

Moved: T. Urquhart **Seconded:** A. Deneweth No Discussion Carried

Motion: A motion was made to accept the Quality Utilization & Risk report.

Moved: T. Urquhart **Seconded:** E. Clark No Discussion Carried

In camera – HR/Personnel/Finance Issues.

A. Palmer left the meeting at 7:21 P.M.

Motion: A motion was made to move the meeting from regular meeting to in-camera meeting at 7:21 P.M.

Moved: J. Mowat **Seconded:** T. Scislowski No discussion Carried

Motion: A motion was made in the in-camera portion of the meeting to approve WE CHC as the agency to deliver the services of the Leamington and Area Moms and Baby (LAMB) formerly known as the Navigation Centre, as a WE CHC program.

Moved: K. Hengl **Seconded:** B. Fetherston No Discussion Carried

Motion: A motion was made to move the meeting from in-camera to regular meeting at 7:42 P.M.

Moved: T. Urquhart **Seconded:** A. Deneweth No discussion Carried

Adjournment: A motion was made by K. Hengl to adjourn the meeting at 7:42 P.M.

Respectfully submitted by Mary Brannagan, Recorder.

Approved May 25, 2016