

OPEN SESSION MINUTES

Thursday, September 15, 2016 at 5:30 p.m.
Huntsville District Memorial Hospital Boardroom
Approved October 13, 2016

Elected Directors:	Evelyn Brown	Philip Matthews	Brenda Gefucia
	Cameron Renwick	Ross Maund	Dave Wilkin
Ex-Officio Directors:	Natalie Bubela	Dr. Dave McLinden	Karen Fleming
Executive Support:	Tim Smith	Esther Millar	Harold Featherston
	Robert Alldred-Hughes		
Resources:	Tammy Tkachuk		
Guests:	Don Mitchell, MAHST Co-Chair		
REGRETS:	Frank Arnone	Dr. Jan Goossens	Dr. Paulette Burns
	Beth Goodhew	Christine Featherstone	

1.0 CALL TO ORDER

With a quorum present, the Board Chair, Evelyn Brown called the meeting to order at 5:31 pm.

1.3 APPROVAL OF AGENDA

It was moved, seconded and carried that the meeting agenda be approved.

1.2 DECLARATION OF CONFLICT OF INTEREST

Directors were reminded that conflicts of interest are to be declared for any agenda items and the Director is to excuse him/herself from the meeting for the duration of the discussion. Upon review of the agenda, there were no conflicts of interest declared.

1.3 MUSKOKA & AREA HEALTH SYSTEM TRANSFORMATION

Evelyn Brown introduced and welcomed Mr. Don Mitchell, the Co-Chair for the Muskoka and Area Health System Transformation Council to the meeting. Mr. Mitchell provided the Board with a presentation the outlined the genesis of the Muskoka and Area Health System Transformation (MAHST), the current vision for the project and the progress to date. The next steps will be to appoint the Council Executive members. Mr. Mitchell informed the Board that this number may be expanded from the current 5 expert members. That exact number is unknown at this time; it is anticipated that the appointments will be announced Monday, September 19th. Recruitment for the Project Manager and project resources underway and there is ongoing recruitment for the working groups. It will be the Executive Council that will determine the process. The initial budget for the project is estimated at \$200,000, although it was noted that this is for the project manager and related resources. The Executive Council will need to determine an actual budget.

1.4 CHAIR'S REMARKS

Evelyn Brown, Board Chair welcomed all members to the first meeting and although excited for the year noted the reform ahead provincially as well as locally. It was reinforced that quality will continue to be the priority. The Chair will be working in partnership with the Vice-Chair and have had several discussions over the past months with respect to the critical issues facing MAHC and potential risks. It was also noted that efforts will also be focused on improved engagement at all levels of the organization. The Chair and Vice-Chair have met with the Foundations, the District Chair, the Chair of the North Simcoe Muskoka LHIN as well as the CEO, Chief of Staff and Senior Staff. The Chair has also been meeting with the local media, and attended the volunteer appreciation events as well as the Huntsville Foundation Golf Tournament at Bigwin Island, and the SMMM Auxiliary Muskoka Road Show. The Chair noted the HDMH Auxiliary report as pre-circulated with the meeting package and extended a note of appreciation for their

efforts. In July the Chair attended the launch event for MAHST and made comments on behalf of the organization alongside Bob Morton, Mayor Smith, Mayor Atchison and District Chair John Klinck. In August, the Chair attended the NOSM Clerkship welcome in Huntsville and Brenda Gefucia was thanked for attending the event held in Bracebridge. Evelyn Brown also reported that she has been a member of a LHIN advisory group preparing for the Quality & Patient Safety conference occurring September 23rd. As well, the Chair and the CEO attended the Ontario Hospital Association's Health Care Leadership Summit; an educational overview will be provided at the next meeting. The Chair noted that Cameron Renwick submitted to the Governance Centre of Excellence an overview of the Board's recruitment and retention processes and has been asked to present the submission at an upcoming conference. Congratulations were extended to Cameron Renwick as well as Ross Maund for their work on this submission. Evelyn Brown also commented on the recent passing of Ken Black and noted his unmatched legacy in Muskoka. Mr. Black was recognized for his many contributions to the community as well as his service to MAHC as the first Board Chair. The Chair also informed the Board that she is in receipt of the formal resignation of Donna Denny. Ms. Denny was recognized for her engagement over her term and her many contributions to the work of the Board and her commitment to ensuring everyone received the best quality and safe care. It was noted that Ms. Denny had a real commitment and richness that was coupled with a real solid community spirit.

It was moved, seconded and carried that the resignation of Director Donna Denny effective September 8, 2016 be received, with regret.

2.0 CONSENT AGENDA

It was moved, seconded and carried that the following items be approved or received as indicated:

- 2.1 Approval of the Board of Director Meeting Minutes from June 9, 2016***
- 2.2 Approval of the Board of Director Meeting Minutes from June 20, 2016***
- 2.3 Receipt of the Medical Advisory Committee Report of June 20, 2016***
- 2.4 Receipt of the Quality & Patient Safety Committee Report of September 6, 2016***
- 2.5 Approval of the Quality & Patient Safety Committee Work Plan for 2016/17***
- 2.6 Receipt of the Governance Committee Report of August 24, 2016***
- 2.7 Approval of the Governance Committee Work Plan for 2016/17***

3.0 ENSURE PROGRAM QUALITY & EFFECTIVENESS

3.1 PATIENT STORY

K. Fleming shared the results of a recent patient interview which included both positive comments as well as opportunities for improvement. The issue raised by the patient was related to pharmacy orders upon discharge and a miscommunication by staff. The issue was resolved and follow up with the staff is occurring to clarify the miscommunication. Discussion ensued with respect to medication reconciliation and it was highlighted that there are a number of actions in place to effect improvement the most significant of which was related to staff recruitment.

3.2 CREDENTIALING AUDIT PROCESS

Phil Matthews presented the proposed policy and procedure and noted that the proposed audit will be around the process and not the quality applications. The intent is to report to the Board and demonstrate the completeness of the application process.

It was moved, seconded and carried that upon the recommendation of the Quality & Patient Safety Committee, Policy #GOV-3-05, Auditing Process For Professional Staff Credentialing And Appointment be approved.

3.3 BALANCED SCORE CARD

Phil Matthews requested Karen Fleming to speak to the report as pre-circulated with the meeting package. K. Fleming provided an orientation to the new reporting format and highlighted that its intent is to provide an sense of the organization's progress. In response to a question with respect to the trend line, it was explained that it is intended to identify where the organization may be at year end. The 90th percentile for the emergency department wait time was to assist in understanding the outliers. Clarification was sought with respect to the comments related to improving patient satisfaction and the impact on HBAM which is related to growth. In response to a question regarding dissemination of data to physicians, it was noted that there is work underway to develop utilization reports, a final draft is scheduled to be presented to the next Medical Advisory Committee. As well it was noted that the Emergency Department Committee is also developing reports that will be of value to them. A comment was made with respect to

the link of medication reconciliation and readmissions to patient safety and it was suggested that these areas be a priority for the Quality and Patient Safety Committee.

4.0 ENSURE BOARD EFFECTIVENESS

4.1 ANNUAL GOVERNANCE GOALS

Evelyn Brown introduced the decision support document outlining the Governance Committee's approach to recommending the annual Board Governance Goals for 2016/17. It was clarified that the Governance Committee is facilitating this on behalf of the Board. With respect to the goal to develop a collaborative approach to Board reporting, it was explained that it will be to develop an approach that helps separate the governance perspective and the technical aspects of the report and each Committee will have different demarcation depending on the nature of the topic being brought forward. It was further highlighted that these annual Board Governance Goals are intended to be continuous improvement for the Board. It was also noted that there will be discussions with respect to unique areas of board functioning and improving communication between committees.

It was moved, seconded and carried that the Board of Directors approve the following Annual Board Governance Goals for 2016/17:

- ***Develop a collaborative Board reporting approach for Committee Chairs and Senior Staff resource.***
- ***Encourage and reinforce an organizational culture of positivity, support and innovation.***

5.0 REPORTS

5.1 REPORT OF THE CHIEF EXECUTIVE OFFICER

The September report of the Chief Executive Officer was pre-circulated with the meeting package and received for information. It was clarified that the partnership agreement with Orillia Soldiers' Memorial Hospital related to Pharmacy is to share the Director position only; all other staff are separate and distinct to each organization. It was also highlighted that in 2015/16 the MAHC pharmacy staffing complement was increased by three full time equivalents to assist with work load such as medication reconciliation.

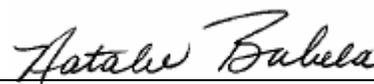
6.0 ADJOURNMENT

In closing the Chair encouraged Board members to visit the board calendar available on the Board portal and highlighted that the current professional recognition week is that of National Environmental Services & Housekeeping Week.

It was moved that the open session be adjourned and the Board of Directors proceed into the in-camera session following a short recess.



Evelyn Brown, Chair



Natalie Bubela, Secretary