

HOME AND COMMUNITY CARE SUPPORT SERVICES

Minutes of the Meeting of the Boards of Directors of the 14 Local Health Integration Networks operating as Home and Community Care Support Services (HCCSS) Board of Directors November 3, 2021

A meeting of the HCCSS Boards of Directors (Board) was held on November 3, 2021, virtually, beginning at 1:00 pm.

PRESENT:

Voting Members:	Joe Parker, Board Chair Glenna Raymond, Vice-Chair Carol Annett, Member Anne Campbell, Member Eugene Cawthray, Member Michael Dibden, Member Stephan Plourde, Member
Regrets:	None.
Staff in Attendance:	Donna Cripps, Interim Chief Executive Officer Barbara Bell, VP, Quality and Risk Lisa Burden, VP, Home and Community Care Karin Dschankilic, VP, Finance and Corporate Services Marla Krakower, VP People Services, Employee Experience & Public Relations Jeffrey Simser, Legal Director, Agencies Legal Karen Ho, Agencies Legal Erica Jeffery, Corporate & Board Relations Manager and Executive Assistant to the CEO
Guests:	Angela Burden, Kerby Audet, Cathy Kelly, Jutta Schafler Argao, Debbie Roberts, Karen Taillefer, Tini Le, Claire Ludwig, Karyn Lumsden, Lisa Tweedy, Kimberley Floyd, Brock Hovey, Dave Speedie, Cindy Ward, Mary Grattan-Gielen, Martina Rozsa

A. Convening the Meeting

A.1. Call to Order

A quorum was present and the meeting was called to order at 1:01pm.

A.2 Land Acknowledgement

The Board Chair shared a land acknowledgment.

A.3 Approval of the Agenda of November 3, 2021

It was moved by Joe Parker/Eugene Cawthray

That the agenda of November 3, 2021 be adopted, as submitted.

This motion was put to a vote and

CARRIED.

A.4 Conflict of Interest

None declared.

B. Patient Story

This month's patient story focused on care for a patient on the Children and Complex Young Adult's caseload and spoke to knowing what is important to patients and families and also knowing the resources that are available to support people in our communities. The importance of common access to data as well as broader access to information was discussed as critical to supporting patients and families, as well as care practitioners.

C. Consent Agenda

C.1 Approval of Consent Agenda

It was moved by Joe Parker/Carol Annett

That the Consent Agenda of November 3, 2021 be adopted.

This motion was put to a vote and

CARRIED.

Action: Staff to provide an update to the Board regarding the status update re: Ontario Health Teams (OHTs), how many are approved, and how far along each OHT is in their maturation.

D. Business Arising/ Orientation

D.1 Annual Business Plan

The Interim CEO provided an update regarding the development of the Annual Business Plan, noting revisions were incorporated from the last meeting as well as subsequent feedback received. Additional metrics related to the cost of care coordination, wound care and Client Health & Related Information System (CHRIS) utilization have been added.

The Board and staff discussed expectations regarding the Annual Business Plan, what is to be submitted to the Ministry, as well as what will be used for internal planning and monitoring. The Annual Business Plan is an important document to help with organizational stability as well as to help staff ground their work; it also ties into annual performance planning. It was noted that the Board would like metrics to be as specific as possible so that progress towards outcomes can be measured.

It was moved by Carol Annett/Michael Dibden

That the Board of Directors approves the HCCSS 2021-2023 Business Plan, as circulated, and

That the Board Chair submits the Business Plan to the Minister of Health.

This motion was put to a vote and

CARRIED.

Eugene Cawthray opposed the motion.

E. Reports from Committees

E.1 Finance, Audit and Information Committee

The Committee Chair provided an update regarding Corporate Services staffing, the interim Business Plan financials and brought forward a motion regarding an information technology refresh.

The Committee Chair highlighted the 2021-2022 Q2 financials, July through September, noting a year to date deficit of \$25M, primarily due to an increase in service levels. Collectively, the 14 organizations are forecasting a \$65M year-end deficit. There are several strategies underway to address these shortfalls, including seeking funding to address the additional patient volumes as well as specific items such as personal protective equipment (PPE). The Ministry continues to ask that service not be withheld due to finances.

The Committee and the Board discussed the financial position for the organizations for submission as part of the Annual Business Planning submission. The Board recommended moving forward in a deficit position, given significant pressures faced due to patient demand for care. The Ministry is aware of these pressures and the HCCSS organizations' financial position.

The Committee Chair brought forward a motion regarding a required technology refresh for laptops that are outdated and this will ensure the same laptops for all 14 organizations across the province. The request is coming to the Board due to the lease having a term of 3 years and the financial Delegation of Authority in effect.

It was moved by Joe Parker/Michael Dibden

The Board approves each of the 14 HCCSS organizations to:

1. Enter into Dell leases for laptops for a term of 3 years to refresh computer equipment within current budget allocations; and
2. Enter into Dell leases for servers for a term of 5 years to refresh servers within current budget allocations; and
3. Enter into Dell leases for any additional computer equipment requirements for fiscal 2021/22 as may be identified and within current budget allocations.

This motion was put to a vote and

CARRIED.

E.2 Governance Committee

The Committee Chair provided an update following the Committee meeting held the morning of November 3, 2021.

The Committee Chair spoke to the first Board Meeting Feedback survey, noting the suggestion to move the Patient Story forward in Board meeting agendas has been implemented. The Patient Story had previously been shifted to accommodate guests at Board meetings.

A Board Orientation Virtual Handbook has been developed with helpful links for incoming Board Members. Board Members were encouraged to review the materials and a hard copy can be prepared if requested.

The Board also expressed an interest in coordinating education related to equity, diversity and anti-racism and is looking to schedule a facilitated, interactive training session for the Board. The Board also discussed and recommended scheduling time at Board and Committee meetings to commit to sharing perspectives on the topic.

The Board reviewed and supported the scheduling of Board meetings once every two months beginning in the new year. The December meeting will be cancelled and a strategy session for the Board and Interim Corporate Services team will be coordinated for mid-December. Committee meetings will be adjusted to align with Board meetings and based upon business needs.

F. New Business

F.1 Strategy Management Framework

The Interim CEO introduced the Strategy Management Framework to the Board as a tool that will help leadership keep track of the initiatives in the Annual Business Plan. There are project management supports as well as Executive Sponsors for each initiative. The Framework will also be aligned with the Balanced Scorecard which is under development.

The Board supported quarterly reporting and recommended adding key milestones, such as submitting financials to the Ministry.

G. Closed Session

It was moved by Joe Parker / Carol Annett

That the Board move to a closed session to discuss a matters of legal, personnel and public interest at 2:39pm.

This motion was put to a vote and

CARRIED.

H. Adjournment

After moving back to open session at 4:02pm, it was moved by Joe Parker / Stephan Plourde

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 4:02pm.

Original signed by

Joe Parker, Board Chair

January 5, 2022

Date

Original signed by

Cynthia Martineau, Corporate Secretary

January 5, 2022

Date