

CHATHAM-KENT HEALTH ALLIANCE
Boards of Directors
Open Board Meeting Minutes

Date: Thursday, January 23, 2020
Time: 4:00 pm to 5:00 pm
Place: Chatham-Kent Health Alliance
Board Room, Room B122, 80 Grand Ave. W., Chatham, ON N7M 5L9.

Members: Greg Aarssen (Chair), Jack Carroll, Stephanie Dries, Robert Dye (Vice Chair & Treasurer), Brian Glover, Deborah Hook, Dan Miskokomon, Geetu Pathak, Sharon Pfaff (Vice Chair), April Rietdyk, Betty Schepens, Alan Wildeman
Ex-Officio: Lori Marshall, President & Chief Executive Officer; Dr. Pervez Faruqi, Chief of Staff ; Dr. Jason Back, President Medical Staff; Lisa Northcott, VP, People & Chief Nursing Executive; Gaye Thompson, CKHA Foundation Board Chair
Guests: Ken Deane, Governance Coach; Aaron Ryan, VP, Performance & CFO; Caen Suni, VP, Clinical Programs & Operations; Mary Lou Crowley, President & Chief Executive Officer, CKHA Foundation, Rahim Pradhan, Administrative Resident
Recorder Annette Zimmer, Senior Executive Assistant, Governance Coordinator
Regrets: April Rietdyk, Betty Schepens

1.0 Call to Order

1.1 Quorum

Greg Aarssen, Chair, Chatham-Kent Health Alliance presides. He called the meeting to order at 4:00 pm and welcomed everyone present. Alan Wildeman and Stephanie Dries attended the meeting by teleconference.

Greg Aarssen, Chair began by acknowledging the land on which we are gathered is the traditional territory of the Three Fires Confederacy, made up of the Ojibwa, Odawa, and Potawatomi Nations. The Ojibwa, Odawa and Potawatomi Nations remained in their Territory and are now represented by the Council of Three Fires of Walpole Island First Nation.

1.2 Conflict of Interest and Confidentiality Declarations

No member declared a conflict of interest or confidentiality declarations regarding any items on the agenda.

1.3 Approval of Agenda

The Board of the Chatham-Kent Health Alliance reviewed the agenda.

Moved by: Brian Glover

Seconded by: Robert Dye

THAT the Board of the Chatham-Kent Health Alliance approve the agenda as presented.
CARRIED.

2.0 Board Education

2.1 Presentation provided by Lisa Northcott, VP, People & Chief Nursing Executive regarding QIP Process.

Lisa Northcott, VP, People & Chief Nursing Executive provided a presentation regarding the Quality Improvement Plan Process to provide Board Members with an overview of the documents that they will be expected to review and approve in March 2020. Questions were answered throughout the presentation. Greg Aarssen, Board Chair, thanked Lisa Northcott, VP, People & Chief Nursing Executive for her presentation.

2.2 KPMG On the 2020 Healthcare Board Agenda Article.

Greg Aarssen, Board Chair noted the article entitled On the 2020 Healthcare Board Agenda produced by KPMG was provided for information.

3.0 Patient Story

3.1 A patient story was presented and discussed.

4.0 Approval of Consent Agenda Items

4.1 The Board of the Chatham-Kent Health Alliance reviewed the consent agenda.

Moved by: Deborah Hook

Seconded by: Sharon Pfaff

THAT the Board of the Chatham-Kent Health Alliance accept the consent agenda as presented and endorse the acceptance, receipt and filing of information contained therein including the following:

- i) CKHA Open Board meeting minutes from the meeting held on Thursday, November 28, 2019.
- ii) Draft Quality Committee open meeting minutes from the meeting held on Thursday, December 5, 2019.
- iii) Draft Resources Committee open meeting minutes from the meeting held on Monday, January 13, 2020.
- iv) Report from the President and Chief Executive Officer dated Monday, January 13, 2020.
- v) Report from the Chief of Staff dated Monday, January 13, 2020.
- vi) Report from the President and Chief Executive Officer of the CKHA Foundation dated November 26, 2019. **CARRIED.**

5.0 Standing Committee Reports

5.1 Quality Committee Standing Committee report from the meeting held on Thursday, December 5, 2019.

Sharon Pfaff, Chair, Quality Committee reviewed the Quality Committee Standing Committee report from the meeting held on Thursday, December 5, 2019. She noted the Committee reviewed the Performance Scorecard Indicators (CKHA's Balanced Scorecard) for the second quarter; the Patient Safety Report Including Patient Complaints for the second quarter; the Enterprise Risk Management Report; the Emergency Preparedness Report; the ED Return Visit Quality Report and the e-VOLVE Risk Register.

After review, discussion, deliberation on the information provided and all questions asked were answered to the satisfaction of the Board of the Chatham-Kent Health Alliance, the Board approve the following:

Moved by: Sharon Pfaff
Seconded by: Deborah Hook

THAT the Board of the Chatham-Kent Health Alliance having reviewed the Performance Scorecard Indicators (CKHA's Balanced Scorecard) for the second quarter, noting no areas of concern, receive the report as presented, and **FURTHER THAT** the Board of Chatham-Kent Health Alliance direct Administration to post the Balanced Scorecard publicly. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Robert Dye

THAT the Board of the Chatham-Kent Health Alliance receive the Patient Safety Report Including Patient Complaints as presented. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Geetu Pathak

THAT the Board of the Chatham-Kent Health Alliance receive the Enterprise Risk Management Report as presented. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Brian Glover

THAT the Board of the Chatham-Kent Health Alliance receive the Emergency Preparedness Report for as presented. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Deborah Hook

THAT the Board of the Chatham-Kent Health Alliance approve the Health Quality Narrative for the Emergency Department Return Visit Initiative and the audit template as presented and **FURTHER THAT** Administration sign-off and submit the report template to Health Quality Ontario by the January 31, 2020 deadline. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Deborah Hook

THAT the Board of the Chatham-Kent Health Alliance receive the report as presented and **FURTHER THAT** Administration identify mitigation strategies for each of the noted moderate to high e-VOLVE project risks: financial, quality and patient safety for the March 2020 Committee meeting. **CARRIED.**

5.2 Resources Committee Standing Committee report from the meeting held on Monday, January 13, 2020.

Robert Dye, Chair, Resources Committee reviewed the Standing Committee report from the meeting held on Monday, January 13, 2020. He noted the Committee reviewed the CKHA Annual Audit Plan; the Compliance Charter Report; the Financial Results up to November 30, 2019; the Information Technology Strategy & Performance Update and the Human Resources Strategy Annual Review Report.

After review, discussion, deliberation on the information provided and all questions asked were answered to the satisfaction of the Board of the Chatham-Kent Health Alliance, the Board approve the following:

Moved by: Robert Dye
Seconded by: Brian Glover

THAT the Board of the Chatham-Kent Health Alliance Board approve KPMG LLP's Audit Plan for the year ending March 31st, 2020 as presented. **CARRIED.**

Moved by: Robert Dye
Seconded by: Geetu Pathak

THAT the Board of the Chatham-Kent Health Alliance endorse the Compliance Charter for the period ending December 31, 2019 and **THAT** Administration be directed to post the Compliance Charter publically. **CARRIED.**

Discussion took place regarding the NEER penalty and whether administration has considered appealing the penalty. Lisa Northcott, VP, People & Chief Nursing Executive noted that two actions have been implemented to try and reduce WSIB penalties. Overall NEER penalties can increase or decrease year over year and is not appealable. She noted individual cases are appealable. The Board queried comparison data with other hospitals of the similar size.

Moved by: Robert Dye
Seconded by: Geetu Pathak

THAT the Board of the Chatham-Kent Health Alliance accept the financial results for the period ending November 30, 2019 as presented and **THAT** Administration be directed to post the HBAM and QBP Volumes Scorecard publicly. **CARRIED.**

Discussion took place regarding Ministry requirements in relationship to surplus funding and government grants. Lori Marshall, President and Chief Executive Officer noted that it is relatively uncommon that Ministry funding would not include any requirements regarding the use of the funds and are usually intended to go towards operations.

Moved by: Robert Dye
Seconded by: Sharon Pfaff

THAT the Board of the Chatham-Kent Health Alliance direct Administration to complete Surplus Policy within the current fiscal year and present this policy at the March Board meeting. **CARRIED.**

Moved by: Robert Dye
Seconded by: Brian Glover

THAT the Board of the Chatham-Kent Health Alliance receive the Information Technology Strategy & Performance Update for December 2019 for information. **CARRIED.**

Discussion took place regarding the Human Resources Strategy and CKHA's ability to recruit and retain employees and physicians. Lisa Northcott, VP, People & Chief Nursing Executive reviewed some initiatives being implemented such as a more robust mentorship program for new staff to try and reduce nursing graduates from leaving soon after being hired; educational opportunities by investing in CKHAs own staff to become trainers, ie. train the trainer; and the upcoming recruitment fair. It was noted that CKHA is a member of the Community Cabinet that has made a commitment to provide access to different sectors for recruits' partners when relocating to Chatham-Kent. Finally, WeRCKHA has identified some initiatives such as the mentoring program and the development of a social committee that they believe will make a difference.

Moved by: Robert Dye
Seconded by: Deborah Hook

THAT the Board of the Chatham-Kent Health Alliance receive the Human Resource Strategy Annual Review Report as presented. **CARRIED.**

6.0 Matters for Review

6.1 Briefing note from Lori Marshall, President & Chief Executive Officer dated Thursday, January 9, 2020 regarding Compliance with Freedom of Information and Protection Act (FIPPA) and Personal Health Information Protection Act (PHIPA).

The Board of the Chatham-Kent Health Alliance reviewed report from Lori Marshall, President & Chief Executive Officer dated Thursday, January 9, 2020 regarding Compliance with Freedom of Information and Protection Act (FIPPA) and Personal Health Information Protection Act (PHIPA). Lori Marshall, President & Chief Executive Officer noted that as a Health Information Custodian, CKHA must comply with annual statistical reporting to the Information and Privacy Commissioner of Ontario (IPC) and make the reports publically available on the organization's website. There are three types of annual reporting, Freedom of information (FOI) requests, Release of Information (ROI) of patient records requests and reporting any privacy breaches. In 2019 there were 30 documented requests under FIPPA, 400 requests from individuals or their substitute decision maker to access their own personal health information (PHI) and 20 privacy breaches.

After review, discussion, deliberation on the information provided and all questions asked were answered to the satisfaction of the Board of the Chatham-Kent Health Alliance, the Board approve the following:

Moved by: Sharon Pfaff
Seconded by: Robert Dye

THAT the Board of the Chatham-Kent Health Alliance having reviewed the 2019 Year-End statistical reports, noting no areas of concern, receive the reports regarding annual compliance with Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Health Information Protection Act (PHIPA) for information and directs Administration to submit the documents to the Information and Privacy Commissioner (IPC) of Ontario by February 28, 2020 and post publicly on the website. **CARRIED.**

7.0 Other Business / Emerging Risks and Trends

7.1 Discussion took place regarding the risk of the coronavirus. It was noted that it is tied closely with the Public Health Unit and CKHA has their own pandemic plan. Currently the plan and policies are being reviewed to ensure everything is up to date.

8.0 Next Meeting and Adjournment

8.1 The next regular Open Board meeting is scheduled for Thursday, March 26, 2020 at 4:00 pm, Board Room, 80 Grand Avenue West, Chatham, ON.

There being no further business, the Open Board meeting adjourned at 6:25 pm.

Greg Aarssen, Board Chair
Chatham-Kent Health Alliance

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