

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

Date: Thursday, September 27, 2018
Time: 4:00 pm to 5:00 pm
Place: Chatham-Kent Health Alliance
Board Room, Room B122, 80 Grand Ave. W., Chatham, ON, M7M 5L9

Members: Greg Aarssen (Chair), Kathryn Biondi, Robert Dye (Acting Chair, Vice Chair & Treasurer), Brian Glover, Deborah Hook, Rita Mezei, 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, Chief Nursing Executive, Chief, Professional Practice; Gaye Thompson, CKHA Foundation Board Chair

Guests: Ken Deane, Governance Coach; Deb Ancocik, VP, Chief Human Resources Officer; Jerome Quenneville, VP, Chief Financial Officer and Chief Information Officer; Zoja Holman, Director, Chief Strategy and Privacy Officer; Fannie Vavoulis, Director, Chief Communications & Community Engagement Officer

Invited Guests: Gareth Lewis, Manager, Claims and Lori Borovoy, Senior Healthcare Risk Management Specialist, HIROC

Recorder: Annette Zimmer, Senior Executive Assistant, Governance Coordinator

Regrets: Greg Aarssen, Dan Miskokomon, Alan Wildeman

1.0 Call to Order

1.1 Quorum

Robert Dye, Acting Chair, Chatham-Kent Health Alliance presides. He called the meeting to order at 4:00 pm and welcomed everyone present. Round table introductions took place by all present.

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: Sharon Pfaff
Seconded by: Deborah Hook

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

2.0 Board Education

2.1 Gareth Lewis, Manager, Claims and Lori Borovoy, Senior Healthcare Risk Management Specialist provided to the Board of the Chatham-Kent Health Alliance presentation entitled HIROC, Partnering to Create the Safest Healthcare System. The presentation provided an overview as follows, About HIROC and Your Insurance, HIROC Claims Experience, HIROC Key

Findings Specific to Chatham-Kent Health Alliance, The Boards Role in Relation to Risk Management, How the Board can Exercise Risk Management Oversight (Tool), How Chatham-Kent Health Alliance works with HIROC for Effective Risk Management. Questions from the Board were answered throughout the presentation. Robert Dye, Acting Chair thanked Gareth Lewis, Manager, Claims and Lori Borovoy, Senior Healthcare Risk Management Specialist for their presentation.

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: Brian Glover
Seconded by: Kathryn Biondi

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 of the meeting held on Thursday, May 31, 2018.
- ii) Report of the President and Chief Executive Officer Report dated Wednesday, September 19, 2018.
- iii) Report of the Chief of Staff dated Monday, September 17, 2018.
- iv) Quality Committee Meeting minutes from the meeting held on Thursday, June 7, 2018.
- v) Draft Quality Committee Meeting minutes from the meeting held on Thursday, September 6, 2018.
- vi) Draft Governance & Nominating Committee meeting minutes from the meeting held on Tuesday, September 11, 2018.
- vii) Draft Resources Committee meeting minutes from the meeting held on Monday, September 17, 2018. **CARRIED.**

5.0 Standing Committee Reports

5.1 Standing Committee report from the Quality Committee from the meeting held on Thursday, June 7, 2018.

Sharon Pfaff, Chair, Quality Committee reviewed the Standing Committee report from the Quality Committee from the meeting held on Thursday, June 7, 2018. It was noted that the Quality Committee reviewed the Accreditation Preparedness Report, the Patient Experience Report, the Workplace Violence Prevention Report, the Quality Committee Scorecard, the Annual Confirmation of Reporting Requirements under the Excellent Care for All Act (ECFAA), and the Patient Safety Culture Survey 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: Sharon Pfaff

Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the Accreditation Preparedness Report from the Quality Committee meeting held on June 7, 2018 for information. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Geetu Pathak

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the Patient Experience Report from the Quality Committee meeting held on June 7, 2018 for information. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Deborah Hook

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the Workplace Violence Prevention report from the Quality Committee meeting held on June 7, 2018 for information. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by:

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the Quality Committee Scorecard report from the Quality Committee meeting held on June 7, 2018 for information. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance, having reviewed the Annual Confirmation of Reporting Requirements under the Excellent Care for All Act (ECFAA) for the period covered April 1, 2017 to March 31, 2018 for the Chatham-Kent Health Alliance endorses the following confirmation under the Excellent Care for All Act (ECFAA):

- CKHA Quality Committee is established and receives regular reports on quality-related issues;
- Annual Quality Improvement Plan is in place and is made available to the public on the public facing website;
- The Executive Compensation Framework to the achievement of targets is set out in the Quality Improvement Plan;
- CKHA Patient and Care Provider satisfaction surveys are in place
- Regular CKHA staff surveys are conducted;
- A declaration of values is in place;
- Patient relations process to address and improve the patient experience is in place.

CARRIED.

Moved by: Sharon Pfaff
Seconded by: Betty Schepens

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the Patient Safety Culture Survey Report from the Quality Committee meeting held on June 7, 2018 for information. **CARRIED.**

5.2 Standing Committee report from the Quality Committee from the meeting held on Thursday, September 6, 2018.

Sharon Pfaff, Chair, Quality Committee reviewed the Standing Committee report from the Quality Committee from the meeting held on Thursday, September 6, 2018. It was noted that the Quality Committee confirmed the Quality Committee Chair and Vice Chair for 2018-2019 and reviewed the 2018-2019 Committee Workplan, the Performance Scorecard Indicators – CKHAs Balanced Scorecard, the Quality of Care/Service/Patient Safety Report including Patient Complaints, the Enterprise Risk Management Report, and the Internal Controls 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: Sharon Pfaff
Seconded by: Rita Mezei

THAT the Board of the Chatham-Kent Health Alliance receive confirmation of Sharon Pfaff as Quality Committee Chair and Kathryn Biondi as Vice Chair for information. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance approve the Quality Committee 2018-2019 Workplan as presented. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Betty Schepens

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, received the Performance Scorecard Indicators – CKHAs Balanced Scorecard from the Quality Committee meeting held on September 6, 2018 for information, and **FURTHER THAT** the Board of the Chatham-Kent Health Alliance direct Administration to post the Balanced Scorecard publicly. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the Quality of Care/Service/Patient Safety Report including Patient Complaints from the Quality Committee meeting held on September 6, 2018 for information. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Betty Schepens

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the Enterprise Risk Management report from the Quality Committee meeting held on September 6, 2018 for information, and **FURTHER THAT** the Board of the Chatham-Kent Health Alliance direct Administration to provide clarification regarding the level of risk for the HIS Project, specifically around patient safety, human resources and financial at a future Board meeting. **CARRIED.**

Moved by: Sharon Pfaff
Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the Internal Controls report from the Quality Committee meeting held on September 6, 2018 for information, and **FURTHER THAT** the Board of the Chatham-Kent Health Alliance direct Administration to complete a subsequent Internal Controls Review by a third party in 2019/2020. **CARRIED.**

5.3 Standing Committee report from the Governance & Nominating Committee from the meeting held on Tuesday, September 11, 2018.

Deborah Hook, Chair, Governance & Nominating Committee reviewed the Standing Committee report from the Quality Committee from the meeting held on Tuesday, September 11, 2018. It was noted that the Governance & Nominating Committee confirmed Deborah Hook as the Chair and appointed April Reitdyk as Vice Chair, and reviewed the 2018-2019 Governance & Nominating Committee Workplan, the Chatham-Kent Health Alliance Accreditation – Governance Preparation report, the Governance Functioning Tool Results, the CKHA Board Events and Education Survey, the CKHA Ethical Framework Policy – ADM-1-007, and the Strategic Plan Monitoring report for the First Quarter, for the period of April 1, 2018 to June 30, 2018.

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: Deborah Hook
Seconded by: Geetu Pathak

THAT the Board of the Chatham-Kent Health Alliance approve the 2018-2019 Governance & Nominating Committee Workplan as presented. **CARRIED.**

Moved by: Deborah Hook

Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance receive the report regarding Chatham-Kent Health Alliance Accreditation – Governance Preparation for information and **FURTHER THAT** the Board of the Chatham-Kent Health Alliance direct Administration to create a brief executive summary of key points for the Board members who will be part of the survey process. **CARRIED.**

Moved by: Deborah Hook

Seconded by: Brian Glover

THAT the Board of the Chatham-Kent Health Alliance, having reviewed the 2018 responses to the Governance Functioning Tool, approve the development of a peer evaluation and supportive process and other targeted strategies to provide feedback to individual members on their performance. **CARRIED.**

Moved by: Deborah Hook

Seconded by: Geetu Pathak

THAT the Board of the Chatham-Kent Health Alliance, having reviewed the 2018 responses to the Board Event and Education Survey, approve the action plan as presented. **CARRIED.**

Moved by: Deborah Hook

Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance, having reviewed the CKHA Ethical Framework Policy – ADM-1-007

- i) Approve the Chatham-Kent Health Alliance Ethical Framework Policy ADM-1-007 as presented, and
- ii) Support engagement in a focused training session with an Ethicist regarding using the framework in their own decision making. **CARRIED.**

Moved by: Deborah Hook

Seconded by: Sharon Pfaff

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, receive the First Quarter Strategic Plan Goals & Objectives Monitoring report for the period of April 1, 2018 to June 30, 2018 for information and **FURTHER THAT** the Board direct Administration to post the report publicly. **CARRIED.**

5.4 Standing Committee report from the Resources from the meeting held on Monday, September 17, 2018.

Robert Dye, Chair, Resources Committee reviewed the Standing Committee report from the Resources Committee held on Monday, September 17, 2018. It was noted that the Resources Committee confirmed the Resources Committee Chair and Vice Chair and

reviewed the 2018-2019 Resources Committee Workplan, the Compliance Charter Report, the Restricted Equity Funds and the Financial Update.

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: April Rietdyk
Seconded by: Brian Glover

THAT the Board of the Chatham-Kent Health Alliance receive confirmation of Robert Dye as Resources Committee Chair and Geetu Pathak as Vice Chair for information. **CARRIED.**

Moved by: Geetu Pathak
Seconded by: Deborah Hook

THAT the Board of the Chatham-Kent Health Alliance approve the 2018-2019 Resources Committee Workplan as presented. **CARRIED.**

Moved by: Geetu Pathak
Seconded by: Rita Mezei

THAT the Board of the Chatham-Kent Health Alliance, noting no areas of concern, approve the Compliance Charter for the period ending June 30, 2018 and **FURTHER THAT** the Board direct Administration to post the Compliance Charter ending June 30, 2018 publically. **CARRIED.**

Moved by: Geetu Pathak
Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance approve the removal of the three (3) million dollar internal restriction of equity for working capital, previously restricted by the St. Joseph's Health Services Association Board, as identified by KPMG in their Audit Findings Report dated May 9, 2018 under Other Matters. **CARRIED.**

Moved by: Geetu Pathak
Seconded by: Rita Mezei

THAT the Board of the Chatham-Kent Health Alliance receive the Financial Update report for the period ending July 31, 2018 for information. **CARRIED.**

6.0 Matters for Review

- 6.1 Briefing note from Lori Marshall, President & Chief Executive Officer dated September 19, 2018 regarding Annual Hospital Attestation of Compliance with Hospital Parking Directive.

The Board of the Chatham-Kent Health Alliance reviewed report from Lori Marshall, President & Chief Executive Officer dated September 19, 2018 regarding Annual Hospital Attestation of Compliance with Hospital Parking Directive.

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: Brian Glover
Seconded by: Sharon Pfaff

THAT the Board of the Chatham-Kent Health Alliance endorse the signing of the Annual Hospital Attestation of Compliance with Hospital Parking Directive dated September 19, 2018 from Lori Marshall, President & Chief Executive Officer to the Erie St. Clair Local Health Integration Network and submit to the Erie St. Clair Local Health Integration Network by the September 30, 2018 due date. **CARRIED.**

6.2 Briefing note from Lori Marshall, President & Chief Executive Officer dated September 19, 2018 regarding 2018-2019 Board and Standing Committee Work Plan Alignment and Reporting Matrix.

The Board of the Chatham-Kent Health Alliance reviewed report from Lori Marshall, President & Chief Executive Officer dated September 19, 2018 regarding 2018-2019 Board and Standing Committee Work Plan Alignment and Reporting Matrix.

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: Geetu Pathak
Seconded by: Kathryn Biondi

THAT the Board of the Chatham-Kent Health Alliance approve the 2018-2019 Board and Standing Committee Work Plan Alignment and Reporting Matrix as presented. **CARRIED.**

6.3 Briefing note from Lori Marshall, President & Chief Executive Officer dated September 19, 2018 regarding Accreditation Summary 2013.

The Board of the Chatham-Kent Health Alliance reviewed report from Lori Marshall, President & Chief Executive Officer dated September 19, 2018 regarding Accreditation Summary 2013. The organization received an "Accreditation with Commendation (Report)" award and met 1,862 or 98.2% of the standards. In addition, CKHA was required to submit a report on some standards where the accreditors needed more evidence. The evidence was provided and was accepted.

7.0 Other Business / Emerging Risks and Trends

7.1 Kathryn Biondi commended staff of the Chatham-Kent Health Alliance for the promotion around falls prevention by wearing orange T-shirts.

Sharon Pfaff extended congratulations to the Leadership Team of the Chatham-Kent Health Alliance for the work completed in preparation of the arrival of the Accreditation Canada surveyors.

8.0 Next Meeting and Adjournment

- 8.1** The next regular Open Board meeting is scheduled for Thursday, November 29, 2018 at 4:00 pm at Chatham-Kent Health Alliance, Wallaceburg Site, 325 Margaret Avenue, Wallaceburg, ON.

There being no further business, the Open Board meeting adjourned at 5:19 pm.

Robert Dye, Acting Board Chair
Chatham-Kent Health Alliance

/az