

**BOARD OF DIRECTORS
GENERAL BOARD MEETING
WEDNESDAY, JUNE 1, 2011
QUEEN ALEXANDRA CENTRE FOR CHILDREN'S HEALTH
2400 ARBUTUS ROAD, VICTORIA, BC**

Directors	Don Hubbard, Chair	Staff	Lynn Stevenson, A/CEO
<u>Present:</u>	Michael Costello	<u>Present:</u>	Richard Crow
	Shelley Garside		Bill Boomer
	Ellen Godfrey		Joe Murphy
	David Kruyt		Ann Bozoian
	Vern Slaney		Suzanne Germain
	Hans van de Sande		Janet Shute, Recorder

Regrets: Frank Carson

1. Call to Order

Chair Hubbard called the meeting to order at 10:45 am. He confirmed that a quorum was present and welcomed the members of the public in attendance.

Roundtable introductions of the Board were made.

It was MOVED, SECONDED and CARRIED THAT the agenda be approved as circulated.

It was MOVED, SECONDED and CARRIED THAT the Minutes of March 30, 2011 be approved as circulated.

2. Health Quality Committee

Director van de Sande noted that the Health Quality Committee held its regular meeting on Tuesday, May 31st.

- We received the semi-annual update from the Population and Community Health Portfolio, and heard an excellent presentation on the value of an Aboriginal Nurse Practitioner in Mt. Waddington and how this role has improved the feeling of cultural safety for many First Nations patients. This additional resource has also increased access to care on many of the local reserves, and it is anticipated that there will be a decrease in Emergency Room visits as we move forward, as people will be accessing care at an earlier stage.

- At each meeting the committee reviews issues impacting VIHA's ability to provide accessible, timely, safe, and high-quality healthcare services. This month included an update on:
 - Improvements to wait times for Magnetic Resonance Imaging (MRI) scans. Routine scans are now an average wait of 90 days, which is a huge improvement from the previous year;
 - The establishment of The Woodstone Residence Treatment Society, a non-profit agency providing a Provincial, ten-bed residential treatment program for people with serious eating disorders such as anorexia nervosa. The facility opened in April 2011 on Galiano Island and will help fill an important gap in the eating disorders service continuum; and
 - Patient Flow and Capacity Management, which continues to be a challenge across VIHA, as well as in other jurisdictions across the province, and across Canada. VIHA has undertaken a number of initiatives to mitigate the late seasonal surge of activity we are currently experiencing.
- We received an update on the Microbiology Review that was undertaken for Campbell River and Nanaimo. Management will be establishing some benchmarks before reviewing this matter further to determine if any changes are required to improve services to patients.
- As a result of the recent provincial Cochrane Review, the Board instructed VIHA's Health Authority Medical Advisory Committee to implement clinical audits and peer review programs for all medical staff members. VIHA's Chief Medical Officer is working with the Medical Advisory Committee and our Medical Affairs Department to determine how best to fully implement this process, and work is on-going to move this forward.

It was MOVED, SECONDED and CARRIED THAT the Health Quality Committee Report be received as presented.

3. Governance & Human Resources Committee

Director Slaney reported that the committee met on Monday, May 30th.

- We received a status report on the strategies contained in the People Plan, which include: Care Delivery Model Redesign; Staff Safety & Injury Prevention; Planning Based on Health Needs & Care Delivery; Strategic Retention & Recruitment; and Continuous Learning. The work on these key strategies, and the associated projects, is on-going and the committee was satisfied with the progress being made in this key area for the organization.

- There was also an excellent presentation on the Learning and Support System, which is aimed to train and support staff, leaders and others to provide safe, competent care and service. VIHA has, and continues to, make a significant investment in education by adopting a Learning and Performance Support approach. This was the method of learning used to train hundreds of staff for the opening of the new Patient Care Centre at Royal Jubilee Hospital and has proven to be extremely successful.
- We received an update on WorkSafe BC issues. There is a lot of work underway to address areas of concerns, such as violence prevention and musculoskeletal injury prevention. As noted earlier, staff safety and injury prevention is one of VIHA's four system-wide initiatives, making this a key area of focus for the organization, and the Board was very pleased to see the significant reduction in the injury rate that occurred last year has been sustained this year. However, there is still much work to be done to address areas of concern, and this is a continued area of focus for the organization.
- There was an update on the comprehensive policy review that is underway with respect to Code of Conduct, and the Committee is supportive of the direction management is taking

It was MOVED, SECONDED and CARRIED THAT the Governance & HR Committee Report be received as presented.

4. Finance & Audit Committee

Director Costello noted that the committee met on Monday afternoon.

- The focus of this meeting was the review and approval of the Audited Consolidated Financial Statements for the year ended March 31, 2011 before they are submitted to government. The Audited Financial Statements will be posted on our website following approval.
- At each meeting the committee reviews the status of Major IM/IT Projects to ensure they are within budget, on schedule, and the degree to which the project is meeting its original objectives. The committee continues to be satisfied with the action plans in place for all projects.
- At each meeting the committee also reviews the status of major capital projects. VIHA has just completed our most significant project to date, with the opening of the \$350 million Patient Care Centre in Victoria. This project was completed on time and on budget and management is to be commended for the outstanding job they did in managing this major project.

- The other project underway is the new Emergency Department at Nanaimo Regional General Hospital, which includes Psychiatric Emergency and In-patient Services. This \$37 million dollar project is slightly behind schedule due to the colder than normal seasonal temperatures, which have resulted in delays for some of the concrete work, but remains on budget at this time.
- The committee receives regular reports and updates from the Director of Internal Audit, and there are no areas of concern with respect to this on-going work.

It was MOVED, SECONDED and CARRIED THAT the Finance & Audit Committee Report be received as presented.

5. Committee of the Whole

Director Godfrey advised that the purpose of the Committee of the Whole is to provide an opportunity for the Board to discuss strategic matters related to planning, quality and enterprise risk management.

- VIHA's Accreditation Canada survey was held during the first week of April, and the Board is extremely proud to report that VIHA successfully met 92% of the standards that were reviewed. VIHA has been granted Accreditation with Condition, and staff have developed work plans to address outstanding issues identified to meet all of the Required Organizational Practices over the next few months. This is an outstanding achievement for VIHA and on behalf of the Board, Director Godfrey congratulated all of the staff for their on-going commitment and dedication to providing the best care possible.
- Each year the organization establishes strategies for the fiscal year, which are based on VIHA's five year strategic plan. The committee reviewed progress on the strategies for 2010/11, and the authority-wide strategies for 2011/12. These plans continue to focus on people as our number one priority, and to continue with the integrated approach to the four system-wide initiatives, as well as the key results areas identified by the Ministry of Health. For those of you that may not know, VIHA's four system-wide initiatives are:
 - Care Delivery Model Redesign;
 - Infection Prevention and Control;
 - Care Continuum Transformation; and
 - Staff Safety and Injury Prevention
- Lastly, we received an update on the development of a Primary and Urgent Health Care Centre in Oceanside. Detailed planning work started this week and consultations with key stakeholders is on-going as we move through the planning and development process.

It was MOVED, SECONDED and CARRIED THAT the Committee of the Whole Report be received as presented.

6. Presentation on VIHA's Electronic Health Record
by Catherine Claiter-Larsen & Dr. Mary-Lyn Fyfe

Catherine Claiter-Larsen, VP & Chief Information Officer, and Dr. Mary-Lyn Fyfe, Chief Medical Information Officer, gave a presentation on VIHA's Electronic Health Record (EHR): Supporting the Delivery of Care with a One Person, One Record EHR Solution. A copy of the presentation is available on our website at:

http://www.viha.ca/NR/rdonlyres/4050E487-C733-4058-A586-FB76682FFF6A/0/powerpoint_mlf_cc_electronic_health_record_1june2011.pdf

7. Public Presentations

Patient Placement Under First Available Bed Policy – Marilyn Brakhage

Marilyn Brakhage thanked the Board for the opportunity to talk about VIHA's "first available bed" policy and the conflicting information that family members are given regarding the possibility of a later transfer to another facility. Specifically, her family was advised that they would have to accept the first available bed in a care home for their mother, but that should a suitable space subsequently become available at the facility of their choice, their mother would be moved.

It has been over two years and their mother remains in the same facility, and yet over forty new residents have moved into this other facility in the past year. These new residents have come from either acute care hospital or the community at large, but there have been no transfers from other residential care facilities. If all of the facilities were of the same quality this would not be an issue, but some are new and some are very old, so it is an issue, and one that will not be addressed in the near future. It does not seem like it would be too difficult to have the patient in care moved to the facility of their choice, and then the person in hospital or the community moved into their mother's vacated bed, but for some reason this never happens.

It is hoped that a more fair and just resolution can be reached for residents and their families.

Chair Hubbard thanked Ms. Brakhage for her presentation. He noted that VIHA's number one concern is for the comfort of our patients and their families in residential care, and he asked Dr. Lynn Stevenson, Acting President & CEO, to provide comment on VIHA's policy.

Dr. Stevenson also thanked Ms. Brakhage for her presentation, and noted that it was troubling to hear her story. She apologized for what is happening, as it not VIHA's intent. We do have a First Available Bed Policy, and it has been problematic in terms of inter-facility transfers. A new process is being implemented over the summer that will ensure that, going forward, patients are transferred in a timely way to their preferred facility when a bed becomes available.

Adult Day Care Services – Nicole Donaldson

Nicole Donaldson thanked the Board for the opportunity to tell them about her new business, Open Hearts Adult Daycare. This is a private Licensed Adult Day Care in Colwood for seniors with dementia and other conditions related to aging. Fully trained and experienced staff provide quality care to augment what is available in the public sector.

Chair Hubbard thanked Ms. Donaldson for her presentation. While VIHA provides a wide range of programs and services to our growing and aging population, we recognize the importance of, and work closely with, private providers such as Open Hearts Adult Daycare.

Dr. Lynn Stevenson also thanked Nicole for her presentation. While the VIHA Adult Day Programs provide similar services to those she described, it is wonderful that there is now another option for residents and their families on the West Shore to obtain respite, socialization and bathing services.

8. Questions & Answers

Chair Hubbard noted that there was only one written question submitted in advance of the meeting, and the Q & A was distributed with the agenda, and will be posted on the VIHA website. He opened the floor for further questions from the public.

9. Adjournment

The meeting was adjourned at 11:50 am and members of the public were invited to join the Board and Executive at the open house.