



**BOARD OF DIRECTORS
GENERAL BOARD MEETING
WEDNESDAY, JANUARY 28, 2009
NATIVE SONS OF CANADA HALL
360 CLIFFE AVENUE, COURTENAY, BC**

Directors Jac Kreut, Chair
Present: Michael Costello
 Shelley Garside
 Ellen Godfrey
 Brenda Nunns Shoemaker
 Ed Robinson
 Vern Slaney
 Hans van de Sande

Staff Howard Waldner
Present: Mike Conroy
 Owen Heisler
 Lynn Stevenson
 Georgina MacDonald
 Neil Sweeney
 Richard Crow
 Catherine Claiter
 Janet Shute, Recorder

Regrets: Don Carlow

1. Call to Order

Chair Kreut called the meeting to order at 1:00 pm and confirmed that a quorum was present. He welcomed the members of the public in attendance and roundtable introductions were made.

The agenda was adopted as circulated.

The minutes of November 26, 2008 were adopted as circulated.

2. Health Quality Committee

Director Nunns Shoemaker noted that the committee met on Tuesday, January 27th and some of the key items discussed included:

- The Health Quality Committee has a standing agenda item to review issues impacting, both positively and negatively, VIHA's ability to provide accessible, timely, safe, and high-quality healthcare services. Highlights and challenges discussed this month included:
 - Challenges with two older electronic databases that has resulted in underreporting of home care hours delivered, and of VIHA's mental health follow up rate;
 - Neurosurgical postponements at Victoria General Hospital due to a lack of staff and bed pressures;
 - The ongoing demand for Residential Care beds as our population grows and ages;

- The new retail pharmacy at the Royal Jubilee Hospital, which will open in early February and provide prescription services and over the counter medications for patients and staff; and
 - A plan to complete more than 920 additional cataract surgeries across the Island this year, improving access to this important procedure.
- The Primary Health Care, Population, and Family Health portfolio provided an annual update on their key activities and initiatives. Topics included: the continued development of seven integrated Primary Health Care networks, optimizing caesarean section rates, further improvements in VIHA's Neonatal Intensive Care Unit outcomes (which were already much better than the Canadian average), and partnerships with the Aboriginal community to address the TB outbreak in Port Alberni and to increase the cultural competency of VIHA staff.
- The Chief Medical Officer provided an annual update to the Board on the medical staff, which provided information on clinical engagement, effective co-management, manpower planning, quality monitoring, and effective physician governance through the medical staff organizational structure.

3. Governance & Human Resources Committee

Director Costello reported that the committee met on Monday, January 26th.

- For the Governance component of the meeting the committee reviewed the Governance Manual, which is done annually, to determine if any changes or updates are required. We also reviewed our annual Board self-evaluation process, and minor changes to the questionnaire will be incorporated and the survey process undertaken in February. A copy of the Board Evaluation questionnaire is posted on the VIHA website for anyone interested in reviewing it.
- For the Human Resources component of the meeting we looked at a new Employee Engagement Survey Tool. This new tool has been developed by Accreditation Canada, and the Board has endorsed the adoption of the implementation of this survey tool for the 2009 to 2011 accreditation cycle.

4. Finance & Audit Committee

Director Robinson noted that the committee met Tuesday afternoon, and key items discussed included:

- A presentation on the capabilities and early reflections on the value of the Cerner clinical information system, which has now been implemented across all of VIHA's acute care sites, as well as some residential care sites. The presentation clearly showed the benefits and improvement in patient care as a result of one Electronic Health Record accessible by clinicians across the Island.
- The financial results for period 9 were reviewed. There is a slight deficit at the end of period 9. VIHA faces a number of cost pressures over the remainder of the fiscal year including capacity pressures at most acute care hospitals and increasing demand for home care services. Management is working hard to

achieve a balanced position at year-end, while at the same time managing these service demands.

- Annually the committee receives an update on the status of VIHA's investment portfolio and investment policy. No changes are required to the policy at this time and the committee is satisfied with the average rate of return for this fiscal year. VIHA's rate of return has been affected by the current financial crisis, but has remained positive due to the asset mix in the investment portfolio.
- Each meeting the committee reviews the status of major capital projects. VIHA currently has two major capital projects underway, the Emergency Department Redevelopment at Victoria General Hospital and the new Patient Care Centre at Royal Jubilee Hospital. Both projects are currently on-time and on-budget.
- 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.

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. The committee met earlier today.

- We discussed the new preferred option for North Island Acute Care Services, and there will be a presentation on this at the start of the Open House, following which the Board and senior management look forward to listening to the public to hear your thoughts on this new proposal.
- We received a semi-annual update on the major strategic challenges facing the organization. Human resources remains the biggest challenge facing the organization, although, as outlined in the People Plan, a number of strategies are underway to mitigate risks.
- We received an update on the new Accreditation Canada survey process, which has changed quite significantly from the survey process VIHA has been involved in for the past six years. As a result of the new system, VIHA will be moving from a sequential system to a single comprehensive survey once every three years. The Board and staff will be learning more about this new process over the next several months.

6. Questions & Answers

Chair Kreut noted that no questions were received in advance of the meeting, but if in future you have any questions from the Board, please send them to the Board Liaison.

Chair Kreut advised that this morning the Board learned that VIHA had received funding approval to build eleven residential care beds in Port Hardy, which we anticipate opening within a year, and this is great news for the Mt. Waddington area.

7. Adjournment

Chair Kreut noted that when this meeting adjourned, there would be a presentation by the President & CEO, Howard Waldner, on the Board's new preferred option for hospital services in the North Island, following which he would take a few questions from the floor that were of a general nature and of interest to the larger group, and then there would be an opportunity for individuals to ask questions of the Board and senior management during the Open House.

Chair Kreut adjourned the meeting at 1:20 pm