



**BOARD OF DIRECTORS  
GENERAL BOARD MEETING  
WEDNESDAY, OCTOBER 7, 2009  
PORT ALBERNI LAWN BOWLING CLUBHOUSE  
4255A WALLACE STREET, PORT ALBERNI, BC**

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

**Staff**             Howard Waldner  
**Present:**        Richard Crow  
                      Catherine Mackay  
                      Lynn Stevenson  
                      Neil Sweeney  
                      Bill Boomer  
                      Janet Shute, Recorder

**Regrets:**        Michael Costello

1. Call to Order

Chair Kreut called the meeting to order at 2:30 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 May 27, 2009 were adopted as circulated.

2. Health Quality Committee

Director Nunns Shoemaker noted that the Health Quality Committee had its regular meeting on Tuesday, October 6<sup>th</sup>.

- The Continuing Health Services portfolio provided an annual update on their key activities and initiatives, telehealth, the Nanaimo Geriatric Specialty Service, and Home & Community Care medication reconciliation. We also heard an excellent presentation on VIHA's Seniors Service Excellence Strategy, which will be implemented over the next two years.
- We received an update on caesarean birth rates within VIHA, and the committee was pleased to see these rates are continuing to decrease, as well as VIHA's involvement in provincial work in this area.

- 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 the implementation of a new services model in Mt. Waddington, which was under development for the past two years, and represents a significant shift towards more integrated health care for local residents.
- The committee received an update on an Infection Control Demonstration Project that is underway at Cowichan District Hospital. This project is above and beyond the regular infection prevention and control work that occurs every day at all sites in VIHA, and will be focusing on pro-active surveillance, or the tracking of infectious diseases, such as VRE, MRSA and C.difficile, and antibiotic stewardship. The learnings from this demonstration project will be shared across VIHA.
- In addition to our regular meeting, the Health Quality Committee also met Monday with local physicians from Tofino and Ucluelet and yesterday met with Port Alberni physicians to discuss local issues.

### 3. Governance & Human Resources Committee

Director Slaney reported that the committee met on Monday, October 5<sup>th</sup> and this meeting was primarily focused on Governance issues.

- On the Human Resources side we received an update on action taken to address some WorkSafe BC issues and reviewed a revised Whistle Blower policy, which will be posted on our website.
- On the Governance side we reviewed and approved the meeting schedule for 2010.
- The Board recently revised the Board of Directors Guidelines, and while a Board Evaluation Questionnaire has been in place since the Board was established in 2002, the committee is now working to implement a questionnaire for Peer Evaluation of Board members.
- We also looked at the Board Succession Plan and discussed recruitment of a new Director to fill the upcoming vacancy on the Board. We anticipate the Notice of Position will be posted on our website and published in November.

### 4. Finance & Audit Committee

Director Robinson noted that the committee met on Monday, October 5<sup>th</sup>.

- The Period 5 Financial & Statistical Reports were reviewed, and currently show an unfavourable variance of \$6.2 million. Management has identified a number of budget initiatives targeted at helping VIHA achieve a balanced budget by year-end.

VIHA established four strategies to achieve a balanced budget, with a priority on protecting important, core services to patients. The four strategies identified were:

1. reduce discretionary, administrative and support costs;
2. increase revenues;
3. implement program reviews and consolidate services; and
4. cap or reduce services to protect priority programs.

An example of savings already achieved this year is the reduction in overtime costs, which shows a \$2.3 million reduction over the same period last year. Details on VIHA's budget initiatives will be made public shortly, after management has had an opportunity to talk to our staff.

- Under the Financial Information Act, all health authorities are required to submit a number of documents annually to the Minister of Finance, including a schedule of remuneration and expenses paid to those employees who were paid in excess of \$75,000 in the fiscal year, and the name of suppliers and amounts paid to them where the amount paid is in excess of \$25,000 per annum. VIHA posted this information on September 30, 2009, as per the statutory reporting requirements.
- The committee regularly receives reports and updates from the Director of Internal Audit, and there are some workload challenges that need to be addressed, primarily due to a request from the Office of the Comptroller General to assist in completing work that office is required to do. The committee provided feedback on the projects that needed to be completed as a priority. No other issues were raised.
- 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 currently has one major capital project underway, the new Patient Care Centre at Royal Jubilee Hospital, which is on-time and on-budget. The Board was very pleased to see the Emergency Department Redevelopment at Victoria General Hospital projected completed on-time and on-budget, and officially opened for patients September 21<sup>st</sup>.

## 5. Committee of the Whole

Director Garside 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 received a semi-annual update on the major strategic challenges facing the organization. Human resources remains the biggest challenge facing the organization, and our People Plan contains a number of projects, focused on retention and recruitment, to mitigate this risk. A new risk facing VIHA is H1N1, and the unknown impact this will have on our health care system, including staff and physicians.

- To that end, the Board received a detailed briefing on VIHA's H1N1 planning activities. VIHA's website provides the most up-to-date information available on H1N1, and includes information for the general public, health care professionals, schools and universities and business, industry and commerce. The site also includes links to other key information sources, such as the BC Centre for Disease Control.

#### 6. Presentation by President & CEO, Howard Waldner

Howard Waldner gave a brief update on some key issues in VIHA.

- VIHA was very pleased to install and open a CT Scanner at West Coast General Hospital. This was purchased in partnership with the Alberni-Clayoquot Regional District and the West Coast General Hospital Foundation. We anticipate approximately 2,050 scans will be performed on an annual basis, meaning less travel for residents of the Alberni Valley and the West Coast of Vancouver Island.
- During the course of each year VIHA understands a number of housekeeping audits. VIHA's overall score was 86.8, and West Coast General Hospital had the highest score of any hospital in VIHA at 92.3. Tofino General Hospital also scored very high at 91. The housekeeping staff at these facilities are to be congratulated for their on-going hard work.
- Earlier this year VIHA opened an 11 bed residential care facility in Port Hardy, bring the total number of new residential care and assisted living spaces opened in VIHA in the past year to 711.

#### 7. Presentation on Home & Community Care Services in Port Alberni

Ms. Robin Monrufet, Manager, Home & Community Care and Ms. Lois Cosgrave, Director, Home & Community Care, were welcomed to the meeting.

- Home & Community Care supports people at home. Staff works with the client and the family to support them remaining at home.
- Services are provided to people of all ages, although the majority of clients are over age 65. Services are provided on both a short term basis, to assist with acute medical needs, and on a long term basis to assist people with chronic care needs.
- Services provided include professional nursing services, home support, end of life care, adult day programs, community clinics, brain injury program, caregiver respite, assisted living and access to residential care.

Chair Kreut thanked Robin and Lois for the excellent presentation.

## 8. Questions & Answers

Chair Kreut noted that there were no written questions received in advance of the meeting, but the Board will be taking some questions from the floor. Members of the public were asked to keep their questions general in nature, and ask more detailed or personal questions at the Open House immediately following the meeting.

- It was noted that when the CEO spoke about housekeeping he didn't mention NRGH. As a patient that was recently transferred from West Coast General Hospital to Nanaimo he would like to comment that Nanaimo Hospital was filthy.

Howard advised that we would get the details from this gentleman after the meeting and would have a staff member follow-up.

- A woman thanked VIHA for the excellent services provided to her elderly mother, both in acute care and through Home and Community Care, including arranging for her mother to be transferred to care in Port Alberni from Victoria. The support and care has been outstanding.
- Another woman thanked VIHA for the great service provided at the Nanaimo Pain Clinic. There continues to be a need for a walk-in clinic in Port Alberni, and it would be of great benefit to local residents if Specialists could visit the community on a regular basis, rather than patients having to travel. There are also some disability access issues at the hospital that could be improved.

Howard asked Ellen Brown, Site Manager for West Coast General Hospital, to meet with her after the meeting to review the access issues at the hospital.

Howard advised that VIHA is hopeful that in the future there will be a purpose-built building, adjacent to the hospital, where physicians will locate their offices, and home and community care services will be co-located. There will also be an opportunity for Specialists to perhaps have some shared office space they can use on a regular basis at the same location. While this is still in the discussion stage at this point, there is considerable local interest in such as project, so we hope to see something move forward in the near future.

## 9. Adjournment

There being no further questions from members of the public, the meeting was adjourned at 3:20 pm and members of the public were invited to join the Board and senior management for refreshments at the open house.