

South West LHIN Board of Directors' Meeting

Tuesday, Tuesday January 16, 2018 2:00 to 5:00 pm
Participation House, 193 Clarke Road, London, ON Programme/Common Room

Minutes

Present: Andrew Chunilall, Vice Chair, Acting Board Chair
Linda Ballantyne, Board Director, Vice Chair
Jean-Marc Boisvenue, Board Director
Myrna Fisk, Board Director
Glenn Forrest, Board Director
Wilf Riecker, Board Director
Jim Sheppard, Board Director
Leslie Showers, Board Director
Cynthia St. John, Board Director

Regrets: Lori Van Opstal, Board Chair
Aniko Varpalotai, Board Director

Staff: Hilary Anderson, Vice President, Corporate Services
Maureen Bedek, Vice President, Human Resources
Mark Brintnell, Vice President, Quality, Performance & Accountability
Dr. Cathy Faulds, Chief Clinical Lead
Kelly Gillis, Interim Co-CEO/Vice President, Strategy, System Design & Integration
Donna Ladouceur, Interim Co-CEO/Vice President, Home & Community Care
Amanda Harper Sevonty, Communications Director
Stacey Griffin, Executive Office Coordinator
Marilyn Robbins, Executive Office Assistant

1.0 Call to Order – Welcome and Introductions

The Acting Board Chair called the meeting to order at 2:00 pm. There was quorum and four members of the public, which included health service providers, were in attendance for parts of the meeting. The Board welcomed new Board Director Jim Sheppard who was appointed by Order in Council (OIC) on January 8, 2018. The Board thanked Participation House for hosting the board and providing a tour of the new facility located on Clarke Side Road, which will be supporting 4 persons in one-bedroom units within a 14-unit apartment building.

1.1. Approval of Agenda

MOVED BY: Jean-Marc Boisvenue
SECONDED BY: Myrna Fisk

THAT the Board of Directors' meeting agenda for January 16, 2018, be approved as presented. A closed session will be held

CARRIED

1.2 Declaration of Conflict of Interest

No conflicts were declared

2.0 Approval of Minutes

2.1 December 19, 2017 South West LHIN Board of Directors Meeting

MOVED BY: Glenn Forrest

SECONDED BY: Myrna Fisk

THAT the December 19, 2017 South West LHIN Board of Directors' meeting minutes be approved as presented.

CARRIED

2.2 January 2, 2018 South West LHIN Board of Directors Meeting

MOVED BY: Glenn Forrest

SECONDED BY: Myrna Fisk

THAT the January 2, 2018 South West LHIN Board of Directors' meeting minutes be approved as presented.

CARRIED

3.0 The Patient Voice

3.1 Patient Care Story

The Board heard from Brian Orr, Board Chair of Participation House Support Services, London and Region - a non-profit, community-based organization providing assistance to people with significant physical and/or developmental disabilities, and those considered medically fragile, to reach their full potential in the community. The board received an overview of services and Participation House highlighted a patient story of a client living with Chronic Mechanical Ventilation (CMV).

4.0 Approval of Consent Agenda

MOVED BY: Cynthia St John

SECONDED BY: Linda Ballantyne

THAT the consent agenda items be received and approved as circulated in the agenda package.

CARRIED

5.0 Business Arising From Past Meeting

5.1 French Language Services Planning

The Board was provided with an update on the role of the LHIN in French Language Health Services planning. The South West LHIN has a Francophone community of 13,000 people of which more than 7,500 reside in the London Middlesex sub-region. We have one French [designated area](#) in the South West LHIN, the City of London. The South West LHIN and six (6) other HSPs in the London Middlesex sub-region are identified agencies

In December 2016, Ontario passed the Patients First Act, 2016, reinforcing the expectation that LHINs respect the requirements of the French Language Services Act (FLSA) in the planning, design, delivery and evaluation of services, and emphasize the LHIN's responsibility to promote health equity and respect for diversity, including of Ontario's French-speaking community. In November 2017, the Ministry of Health and Long-Term Care (MOHLTC) produced a [Guide to Requirements and Obligations Relating to French Language Health Services](#) (FLHS). The purpose of Guide to FLHS is to help strengthen health system accountability and performance in support of access to linguistically and culturally appropriate services for Ontario's Francophone communities. Staff committed to provide updates a minimum of twice per year to the Board on our Joint Action Plan with the Entity, Progress on our internal FLS plan and other Francophone projects outside of the Joint Action Plan that align with the IHSP and to ensure future presentations from the French Language Services Commissioner and the Erie St Clair/South West French Language Health Planning Entity.

MOVED BY: Jean-Marc Boisvenue
SECONDED BY: Leslie Showers

THAT the LHIN Board makes a commitment that by the end of 2018/19 members will complete the Francophone Community Linguistic and Cultural Competency Training course currently in development in partnership with ESC LHIN.

CARRIED

5.2 Indigenous Mitigation and Amplification Matrix

The Board was provided with an update on the opportunities identified in the Mitigation and Amplification matrix that was developed prior to the integration of the LHIN and Community Care Access Centre as part of a comprehensive Health Equity Impact Assessment (HEIA). The Board discussed engagement with Indigenous communities and the need to build an honest relationship with each First Nation recognizing the autonomy of each community. A letter of apology was sent to the five First Nation Chiefs of the communities: Chippewas of Nawash First Nation, Chippewas of Saugeen First Nation, Chippewas of the Thames First Nation, Munsee-Delaware Nation, and Oneida Nation of the Thames on January 10, 2018 with a request to meet and commitment to working together to build a new type of relationship so that the health care system can deliver a higher quality of care for First Nations peoples.

5.3 Access and Flow and Surge Allocation

The Board received the report and staff reported that Hospital ER's had daily admitted volumes housed within the department of 65-72 patients in the London Hospitals. Two surge calls were triggered during the holiday period and bed occupancy levels were above 100% in most of the South West LHIN Hospitals. The Board heard that the LHIN has received funding for additional bedded capacity with London Health Sciences Centre receiving 24 base-funded mental health beds, 30 targeted surge beds (one-time funding) with hospitals having demonstrated pressures impacting access to the highest levels of care and/or specialty services, and 43 one-time funded flex beds to be allocated within communities that demonstrate occupancy pressures in the winter months and have indicated an ability to operationalize additional conventional beds on an as-needed basis.

6.0 Information Items for Information/Discussion

6.1 November 2017 Financial Update

The board received the report on the November 2017 financial update and heard that the LHIN is currently operating at a year to date surplus of \$6.9M and forecasting a \$5.3M surplus as at March 31,

2018. The projection has not been adjusted since Last Estimate (LE)06. The surplus is caused by two major elements:

1. New funding has been recognized in actuals to date but expenses are lagging. Implementation of the plan to support Home and Community Care is expected to impact expenses in the first part of Q4, as new staff are hired.
2. The main factor elevating surplus is a shortage of Personal Support Workers across Ontario. This has greatly reduced our projected expenses year to date. The outlook for PSW staffing capacity has not improved since LE07.

Purchased Patient Services continue to trend down. Each snow day in fiscal 2016-17 on average reduced purchased service daily averages by approximately \$50K. To face these capacity challenges plans to support patients affected by the shortage have been implemented which include, longer nursing visits for palliative patients, Increase in therapy services, Additional hours of respite (until February 2018) Additional plans to mitigate the surplus due to PSW Capacity shortages are being reviewed and implemented carefully.

The board had discussion about the fact that there would be more than \$4M of surplus generated and how could we support the community health service providers before year end by using the Community One Time Minor Infrastructure Program (COTMIP). To proceed in this way would require ministry approval to move \$4M from Home and Community Care to LHIN distributed funding. The board approved in principle the LHIN pursuing with the ministry.

6.2 Managing the Personal Support Worker (PSW) Capacity in the Health System

The board received the briefing circulated in the agenda package.

6.3 South West LHIN Report on Performance Scorecard – 2017/18 Quarter 2

The Board received the 2017/18 second quarter results monitored as part of interim performance reporting for the South West LHIN organization. The Report on Performance scorecard tracks progress on four high-level or “Big Dot” measures and associated indicators selected to demonstrate how we are doing against our Integrated Health Service Plan (IHSP) 2016-19 objectives, Ministry-LHIN Accountability Agreement (MLAA) performance obligations, and additional priorities and goals.

6.4 Mental Health and Addictions Capacity Report

The Board heard that the South West LHIN & the Mental Health and Addictions Capacity Planning Project Committee have been working closely with an external advisory company to create a mental health and addiction capacity plan for the South West LHIN. The mental health and addictions capacity plan makes a number of specific and actionable recommendations aimed at alleviating current pressures and optimizing existing resources currently in place. The findings and recommendations support advancing further integration within the mental health and addictions sector to improve timely access to care for individuals living with both mental health and addictions issues. A discussion regarding further integration of the mental health and addictions system will be brought forward to the February Board of Directors meeting.

The board took a break at 4:32 pm

7.0 Closed Session

MOVED BY: Myrna Fisk
SECONDED BY: Leslie Showers

THAT the Board of Directors move into a closed session at 4:41 pm pursuant to s. 9(5)(a)(g) of the Local Health System Integration Act, 2006

CARRIED

LHIN staff members Kelly Gillis, Donna Ladouceur, Hilary Anderson, Maureen Bedek, Mark Brintnell and Stacey Griffin were permitted to attend for parts of the meeting and left the meeting at 5:15 pm.

MOVED BY: Leslie Showers
SECONDED BY: Jim Sheppard

THAT the South West LHIN Board of Directors rise from closed session at 5:51pm and returned to open session. The Acting Board Chair reported that the board discussed personnel matters in closed session.

CARRIED

MOVED BY: Wilf Riecker
SECONDED BY: Myrna Fisk

THAT the South West LHIN Board of Directors approve the appointment of an investigator under authority of Section 21.1 of Local Health System Integration Act (LHSIA) to investigate the Canadian Mental Health Association (CMHA) Elgin Branch related to reported governance and operational concerns and produce findings and any recommendations based on the review. The cost of the investigation will be paid by the South West LHIN.

CARRIED

8.0 Dates and Location of Next Meeting

The next South West LHIN Board of Directors Meeting will be held on Tuesday February 20, 2018 at the South West LHIN, 356 Oxford Street West, London, Trillium Room East and West.

9.0 Adjournment

MOVED BY: Leslie Showers
SECONDED BY: Cynthia St John

THAT the South West LHIN Board of Directors meeting adjourn at 5:55pm.

APPROVED: _____
Andrew Chunilall, Acting Board Chair

Date: _____