

**Minutes of the Meeting of the Board of Directors of the 14 Local Health Integration Networks,
operating as**

Home and Community Care Support Services (HCCSS) - May 17, 2023

A meeting of the HCCSS Board of Directors (Board) was held on
May 17, 2023, beginning at 1:00 pm.

PRESENT:

Voting Members: Joe Parker, Board Chair
Glenna Raymond, Vice-Chair
Carol Annett, Member
Anne Campbell, Member
Stephan Plourde, Member
Kate Fyfe, Member
Shanti Gidwani, Member
Michael Dibden, Member
Eugene Cawthray, Member
John Beardwood, Member

Regrets:

Staff in Attendance: Cynthia Martineau, Chief Executive Officer
Barbara Bell, Chief Quality, Safety and Risk Officer
Lisa Burden, Chief Patient Services Officer
Lisa Tweedy, Chief Human Resources Officer
Karin Dschankilic, Chief Corporate Services Officer and CFO
Marla Krakower, Chief Transformation, Strategy and Engagement Officer
Sabrina Grando, Deputy Director (A), Agencies Legal
Erica Jeffery, Corporate & Board Relations Manager and Executive Assistant to the CEO

Guests: Robert Delvecchio, Giuliano Celebre, Wanda Parrott, Kerby Audet, Mary Grattan Gielen,
Sarah Vertlieb, Trish Nelson, Heidi Maanselka, Martina Rozsa, Cathy Kelly, Tini Le, Daryl
Nancekivell, Nancy Saxton, Beverley Kelly, Michelle Nurse, Cindy Cacciotti, Josephine Kim,
Jamie Stephens, Karen Taillefer, Odelia Andrea, Kerby Audet

A. Convening the Meeting

A.1. Call to Order

A quorum was present and the meeting was called to order at 1:24pm.

A.2 Land Acknowledgement

The Board Chair shared a land acknowledgment.

A.3 Approval of the Agenda of May 17, 2023

It was moved by John Beardwood / Stephan Plourde

That the agenda of May 17, 2023 be adopted, as presented.

This motion was put to a vote and

CARRIED.

A.4 Conflict of Interest

None declared.

B. Patient Story

This month's patient story focused on a 75-year-old transgender woman living in Toronto and changes made to the Client Health Related Information System (CHRIS) as a result of the patient emphasizing the need for respect for her identity. HCCSS took steps to remove barriers to care by updating CHRIS to include pronouns and gender identity to better support trans and non-binary patients in the 2SLGBTQ+ community.

The Board acknowledged the efforts of the organization to make adjustments to reflect this patient's feedback.

Board members who were able to attend the inaugural "Above and Beyond" Caregiver Recognition event acknowledged the caregiver stories as well as the staff who planned and executed the event.

C. Equity Moment

Board member John Beardwood shared an equity moment focussing on access to home care and barriers for minorities. He spoke to some trends and data regarding seniors populations and minority groups and flagged barriers including language, cultural sensitivity and access to information.

Staff shared efforts undertaken by HCCSS to make information more accessible to patients and caregivers including "310-CCAC", a common access number allowing people to dial from anywhere in the province and reach their local office.

The Board inquired about whether there is cultural sensitivity training at HCCSS. At this time, HCCSS does not offer specific cultural training, other than the ongoing training modules for Indigenous cultural safety awareness training. HCCSS staff who have the knowledge and capacity are leveraged to help address barriers to care where able and also utilize interpreters services where necessary. HCCSS also does the best possible to support cultural and religious preferences, where feasible.

There was a discussion regarding specific language offerings for patients as part of the Service Provider Organization (SPO) contracts. Staff advised that there is not specific content that speaks to languages being offered by providers but was supportive of the inclusion of updated language related to inclusion. Staff also noted that HCCSS could conduct an audit of SPOs to explore diversity of care provincially. Staff advised that various colleges, such as the College of Nurses of Ontario (CNO) have standards for care provision that also speaks to language and communicating with patients. With the impending release of the new Patient Caregiver experience survey, HCCSS will be able to glean further information regarding care provision and opportunities for improvement.

D. Consent Agenda

D.1 Approval of Consent Agenda

Noted adjusted approach of items on consent agenda. Appreciated the status update on Action Items.

It was moved by Joe Parker / Glenna Raymond

That the Consent Agenda of May 17, 2023 be adopted, as circulated.

This motion was put to a vote and

CARRIED.

E. Reports from Committees

E.1 Governance Committee

The Committee Chair provided a brief update on several items following the most recent Committee meeting. The Committee discussed Board meeting feedback related to the volume of items on the Consent agenda and recommended making a section “for information” in order to separate out items requiring decisions versus those for Board member awareness. Overall, the most recent Board meeting feedback was generally consistent and positive.

The Committee Chair confirmed that Committee membership and structure remains unchanged from 2022/23.

A brief update regarding the equity, inclusion, diversity and anti-racism (EIDAR) resources for Board member awareness and self-directed education was shared. A Committee briefing note was shared which included a listing of a variety of resources.

The Committee Chair reflected upon the evaluation results from the most recent Board education session featuring Dr. Samir Sinha, The Ontario Caregiver Association CEO, Amy Coupal, and Patient Advisor, Marie Murphy-Foran. Overall, feedback was positive but the need to allow sufficient time for questions was suggested as an improvement for future sessions. The Committee Chair reflected upon a statement by one of the participants regarding underfunding and asked staff try to source the data referenced from Dr. Sinha.

An update regarding Board evaluation was shared including confirmation of a third-party vendor and the approach to be taken to launch the Board overall, peer to peer and committee evaluations. This will include interviews with each Board member to support the evaluation process in an effort to maximize the best use of Board member time.

The Board also discussed the potential for coordinating a Board Retreat in the Fall of 2023. The intention would be an in person meeting with a focus on planning regarding HCCSS’ mandate. The Board supported a session with a defined agenda and goal(s) for the meeting that would also leverage the skills of an external facilitator.

Action: Staff to follow up with Dr. Samir Sinha regarding health care funding data referenced during Board Education session.

Carol Annett joined at 2:04pm.

F. New Business

F.1 CEO Report

The CEO provided brief updates from her May CEO report including the launch of Remdesivir clinics as the province begins early fall influence and COVID preparedness conversations. These clinics leverage existing space, rather than having to create a separate clinic space.

A brief update regarding Ontario Health Team (OHT) Leading Projects was shared. The projects are a significant work pressure for HCCSS staff, noting that seven of the 12 Vice Presidents of Patient Services are actively participating in the Leading Projects. The goal is to ensure that successful initiatives are scaled and spread across the province.

The CEO further highlighted the recent Above and Beyond Caregiver Recognition event and hopes that the event will become a regular recognition event going forward with opportunities to host events across the province including the north.

Finally, the CEO highlighted HCCSS social media presence and receipt of positive feedback as result. The Board inquired whether the CEO and staff proactive reaches out to diverse groups or influencers. Staff advised there has been some outreach to Indigenous and francophone communities but they would like to build in more purposeful engagement going forward.

G. Closed Session

It was moved by Joe Parker / Anne Campbell

That the Board of Directors to the 14 LHINs move to a closed session to discuss a matters of legal, personnel and public interest at 2:19pm.

This motion was put to a vote and

CARRIED.

H. Adjournment

After moving back to open session at 5:10pm, it was moved by Joe Parker / Carol Annett

That the meeting be adjourned.

This motion was put to a vote and

CARRIED.

There being no further items, the HCCSS Board Meeting adjourned at 5:11pm.

Original signed by

June 26, 2023

Joe Parker, Board Chair

Date

Original signed by

June 26, 2023

Cynthia Martineau, Corporate Secretary

Date