

Horizon Health Network

Minutes of meeting

Minutes of a meeting of the Board of Directors held on Wednesday, October 29 2014, beginning at 1:00 p.m. at the Future Inns Moncton.

Present: W. David Ferguson (Chair), Linda Aitken, François Beaulieu, Mike Coster, Jo-Ann Fellows, Linda Forestell, Dr. Erik Klein, Michael McCoombs, John McKay, Kathleen McMullen, Jane Mitton-MacLean, Mary Schryer, Kay Simonds, John McGarry, Dr. Tom Barry, Cathy Cormier, Jean Daigle, Gary Foley, Geri Geldart, Dr. Edouard Hendriks, Janet Hogan, Dan Keenan, Dr. Pam Mansfield, Margaret Melanson, Andrea Seymour, Norma MaGee (recording)

Regrets: Chief Candice Paul, Luigi Rocca

1. Approval of agenda and opening remarks

The meeting was called to order at approximately 1:20 p.m. The Chair requested that the order of agenda be changed to allow for the presentations before other discussion.

MOTION:

MOVED BY M. BEAULIEU, SECONDED BY MS. FELLOWS

THAT THE AGENDA FOR THE MEETING BE APPROVED AS AMENDED.

MOTION CARRIED.

2. Consent agenda

Removed from the consent agenda were items 2.5.1; 2.5.3.

MOTION:

MOVED BY MS. SIMONDS, SECONDED BY MS. FORESTELL

THAT THE CONSENT AGENDA BE APPROVED AS AMENDED.

MOTION CARRIED.

3. **Business arising from the minutes**

Nil

4. **Emergency Preparedness**

Dr. Yves Leger, Regional Medical Officer of Health for Moncton, and Dr. Edouard Hendriks, VP Medical and Horizon's Task Force on Ebola Preparedness Chair, provided information on Ebola preparedness in New Brunswick, and in particular Horizon.

Dr. Leger gave an overview of the Ebola Virus Disease information, the current outbreak, risk estimates and plausible scenarios for New Brunswick, and the federal and provincial response (power point presentation attached to minute book at Corporate Office for future reference). The likelihood of Canada seeing an Ebola case is pretty small.

Dr. Hendriks updated the board on what Horizon is doing to prepare its staff and physicians, and each hospital has the proper protocols in place to ensure staff remains safe should a situation arise. The Saint John Regional Hospital is Horizon's facility designated to treat patients with Ebola. In all other facilities, if a patient presents in the Emergency Department and the screening process raises suspicion of Ebola, the patient will be isolated and the on-call Medical Officer of Health will be contacted. The suspected Ebola patient will be cared for in the Emergency Department and transported to either Saint John Regional or the Dr. Georges-L. Dumont University Hospital Centre in Moncton, whichever is closer.

5. **Official Languages update**

As part of the shift in focus on patient centered care, Horizon is committed to providing patients, their family and all members of the public with quality health care in the official language of their choice. As a basic principle in accordance with the New Brunswick *Official Languages Act*, Horizon will use increased vigilance to ensure access to services for both linguistic communities.

Ms. Melanson provided an overview of the Official Language initiatives, including the results of active offer audits completed and French language education/training being offered for staff in Horizon.

6. **Governance, Nominating and Planning Committee recommendations**

Ms. McMullin reported on four recommendations from the September 17 meeting of the Governance, Nominating and Planning Committee.

6.1 Approval of Hospital Auxiliary by-laws: RHA B by-laws outline that by-laws of each hospital auxiliary are subject to review and approval by the Health Authority Board. The following auxiliaries have recently reviewed their mandates and provided revised documents for Horizon Board approval. It is hoped that all auxiliary organizations will move towards consistency in the wording of their by-laws.

6.1.1 Hotel Dieu of Saint-Joseph Hospital Auxiliary Inc.: when this facility flooded in 2012, the original documents were destroyed. The relationship with Horizon Health Network is reflected in the revised document.

MOTION:

MOVED BY MS. MCMULLEN, SECONDED BY MS. MITTON-MACLEAN

THAT THE BOARD OF DIRECTORS APPROVE THE REVISED BY-LAWS OF THE HOTEL DIEU OF SAINT-JOSEPH HOSPITAL AUXILIARY INC. AS REQUESTED.

MOTION CARRIED.

6.1.2 Sackville Memorial Hospital Auxiliary: Revisions include wording to reflect the relationship with Horizon Health Network.

MOTION:

MOVED BY MS. MCMULLEN, SECONDED BY MS. MITTON-MACLEAN

THAT THE BOARD OF DIRECTORS APPROVE THE REVISED BY-LAWS OF THE SACKVILLE MEMORIAL HOSPITAL AUXILIARY AS REQUESTED.

MOTION CARRIED.

6.1.3 The Moncton Hospital Nurses' Healthcare Auxiliary: Revisions include wording to reflect the relationship with Horizon Health Network.

MOTION:

MOVED BY MS. MCMULLEN, SECONDED BY M. BEAULIEU

THAT THE BOARD OF DIRECTORS APPROVE THE REVISED BY-LAWS OF THE MONCTON HOSPITAL NURSES' HEALTHCARE AUXILIARY AS REQUESTED.

MOTION CARRIED.

6.2 Social Media Policy: The Governance, Nominating and Planning Committee also recommended the Social Media Policy to the Board of Directors. The policy was created to provide clear guidelines to employees for the use of corporate and personal social media. It is covered by the same laws that govern comments printed in a newspaper or spoken in the street, and include libel or slander. Social media guidelines for employees and non-employee personnel were developed to support the policy and provided for the board's review.

MOTION:

MOVED BY MS. MCMULLEN, SECONDED BY MS. AITKEN

THAT THE BOARD OF DIRECTORS APPROVE THE SOCIAL MEDIA POLICY AS PRESENTED.

MOTION CARRIED.

7. Finance, Audit and Resource Committee

7.1 Five-year major capital equipment plan: The Finance, Audit and Resource Committee reviewed the five-year major capital equipment plan at the September 18 meeting.

The five-year list contains 73 items and is valued at \$47,747,823. The items being recommended are the top 11 priorities identified by the Prioritization Committee, endorsed by the Executive Leadership Team, approved by the Regional Medical Advisory Committee, and approved by the Finance, Audit and Resource Committee.

MOTION:

MOVED BY MR. MCCOOMBS, SECONDED BY MS. SCHRYER

THAT THE BOARD OF DIRECTORS APPROVE THE FIVE-YEAR PLAN FOR MAJOR CAPITAL EQUIPMENT AS RECOMMENDED.

MOTION CARRIED.

7.2 Financial Results at July 31, 2014: Dan Keenan, Corporate Director Financial Services, explained that year to date financial results for the four-month period ending July 31, 2014 continue to show a small surplus. The \$1.7 million surplus in regular operations is in line with the surplus of \$1.6 million at the same time last year. The organization is tracking lower in expenditures in nearly all areas compared to budget.

8. Patient Safety and Quality Improvement Committee

Ms. Forestell provided highlights from the committee's September meeting.

8.1 Patient and Family Centred Care: Ms. Melanson updated the board on patient and family-centred care activities. She explained that the Patient and Family Centred Council has met five times and its work is proceeding well.

8.2 Patient Safety Key Performance Indicators: The Key Performance Indicators at September 2014 were provided for information. It was suggested that in the future these be part of the presentation at the board meeting. As well, all should be posted on Horizon's public website.

During the discussion on hand hygiene, it was noted that more progress was needed on compliance and Ms. Forestell agreed that the committee would continue to monitor this indicator.

8.3 Hospital Experiences Survey Results: The results of the survey of patients discharged in May 2014 were provided for information. A total of 2,207 out of 3,681 surveys were distributed (60%) and 1,195 out of 2,207 surveys were returned (54%). The goal of the 2014 Horizon Acute Care Hospital Experiences Survey was to provide an interim measure of performance of Horizon services between the three-year NB Health Council survey cycle.

9. Environmental Services (EVS) review and go forward plan

In response to comments received from patients/families and the patient experience survey results regarding cleanliness of Horizon facilities, a peer review of Horizon's three largest facilities was recently carried out by a team from Niagara Health Services. Ms. Seymour shared the preliminary findings from the review through a power point presentation (appended to the minute book at Corporate Office for future reference). The full report is due October 31, and recommendations will include 30, 60 and 90 day remediation actions.

The Board will be updated on this topic at the January meeting.

10. Appointment to Regional Professional Advisory Committee

Mr. McGarry reported of a vacancy on the Regional Professional Advisory Committee and the requirement for the Board to fill vacant positions. The Social Work Professional Council has named Lynsey Wilson as the replacement, to complete the term of Art Gallant which was to expire at the annual meeting in 2015.

MOTION:

**MOVED BY M. BEAULIEU, SECONDED BY MS. MCMULLEN
THAT LYNSEY WILSON BE APPOINTED TO THE REGIONAL
PROFESSIONAL ADVISORY COMMITTEE TO COMPLETE THE
TERM OF ART GALLANT, TO EXPIRE AT THE ANNUAL MEETING
IN JUNE 2015.**

MOTION CARRIED.

11. Items removed from the consent agenda

Items 2.5.1 and 2.5.3 were removed from the Consent Agenda at the request of M. Beaulieu. Regarding 2.5.1, Physician Recruitment, he asked if there had been any success in recruiting a francophone physician for Fredericton. Dr. Hendriks explained that recruitment continues for the vacancy at the Centre Noreen-Richard, and discussions have taken place with the Université de Sherbrooke regarding the possibility of medical rotations at this Centre.

In reference to the Missed Appointments Campaign (2.5.3), Ms. Hogan explained that the campaign started in the Fredericton area with the highest rate of missed appointments (patients not showing up or calling to rebook) were seen. The statistics used will be shared with Board members.

12. Other business

Nil

13. Questions from the public

Monica McNally spoke about her experiences at the Dr. Everett Chalmers Regional Hospital as a patient and as a family member. The unclean state of the Emergency Department was depicted in photos she shared with the board, and she asked if the Department has been properly cleaned and if not, why.

Mr. Ferguson responded that he understands the problems noted, and hopes the public will appreciate Horizon's willingness and commitment to improve the situation, but this will not happen overnight.

Another member of the public referred to the number of patients without a family physician in the province, and the discrepancy in the numbers cited on the Patient Connect website and the New Brunswick Medical Society. She asked if the board was able to give accurate numbers of people waiting for a physician, the average wait time to get one, and a strategy to get everyone a primary care provider.

Dr. Hendriks spoke to Horizon's recruitment efforts in attracting primary care providers (both family physicians and nurse practitioners).

14. Adjournment

There being no further business, the meeting was adjourned on motion by Ms. Forestell at approximately 5:20 p.m.

W. David Ferguson, Chair

John McGarry, Corporate Secretary