

**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) - October 18, 2023

A meeting of the HCCSS Board of Directors (Board) was held on
October 18, 2023, beginning at 1:00 pm.

PRESENT:

Voting Members:	Joe Parker, Board Chair Glenna Raymond, Vice-Chair Anne Campbell, Member Stephan Plourde, Member Kate Fyfe, Member Carol Annett, Member
Regrets:	John Beardwood, Member Linda Franklin, Member
Staff in Attendance:	Cynthia Martineau, Chief Executive Officer Barbara Bell, Chief Quality, Safety and Risk Officer Lisa Burden, Chief Patient Services Officer Karin Dschankilic, Chief Corporate Services Officer and CFO Sabrina Grando, Deputy Director (A), Agencies Legal Erica Jeffery, Corporate & Board Relations Manager and Executive Assistant to the CEO
Guests:	Robert Delvecchio, Giuliano Celebre, Kerby Audet, Mary Grattan Gielen, Sarah Vertlieb, Trish Nelson, Heidi Maanselka, Nancy Saxton, Anthony DiCaita, Beverley Kelly, Michelle Nurse, Cindy Cacciotti, Josephine Kim, Odelia Andrea, Clare McCabe, Anthony DiCaita, Cathy Kelly, Tini Le, Karyn Lumsden, Karen Taillefer, Daryl Nancekivell

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 October 18, 2023

It was moved by Joe Parker/ Stephan Plourde

That the agenda of October 18, 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 centered on a palliative patient requiring wound care and the use of technology to support and improve the patient's care journey. The patient story highlighted how the use of Artificial Intelligence (AI) can be leveraged to support patient care, including wound healing. In this instance, the patient's wound healed within a relatively short period of time allowing her to continue with her other treatment requirements. The patient story also highlighted the use of wound care inter professional team.

The Board reflected on the use of digital and AI to support patient care and the overall progress made in treatment modalities. The Board inquired about the cost of wound care patients to the organization. Overall, savings would be achieved through reduced length of stay in hospitals and reduced nursing visits, which in turn would also enhance the patient experience. Staff also acknowledged positive feedback and engagement of physicians whose patients have benefited from this technology.

The Board inquired about further leveraging and spreading the technology more broadly to allow for more remote monitoring. Staff is continuing to review the programs that are working well and have positive evaluation results, while also ensuring HCCSS works within scope and procurement rules.

Staff offered to provide additional information and engage in a further discussion in the new year.

Action: Staff to provide the Board with an overview of the cost of wound care to the organization.

C. Consent Agenda

C.1 Approval of Consent Agenda

It was moved by Joe Parker / Glenna Raymond

That the Consent Agenda of October 18, 2023 be adopted, as circulated.

This motion was put to a vote and

CARRIED.

Items on the Consent Agenda included:

- Approval of Minutes of September 20, 2023
- Status update regarding Board Actions from Open Board meetings
- Board Overall Work Plan Status Update
- HCCSS BPSAA Attestations – FY 2023/24 Q2 Amended
- Passing Motions at Board and Committee Meetings

D. Reports from Committees

D.1 Patient Services, Quality and Risk Committee

An update regarding key items from the most recent committee meeting were shared: the balanced scorecard, the strategic initiatives progress report for Q1 and Q2 and the development of the Annual Business Plan (ABP) for 2024/25.

The balanced scorecard is being refreshed, including some of the indicators and becoming aligned to the organization's strategic priorities. The updated template will be shared in January. The most recent scorecard update focused on the factors contributing to caregiver distress focusing on the adult population. The Board acknowledged the comprehensive caregiver distress report. The Board suggested staff work to leverage some of the testimonials, where feasible.

A progress update regarding the organization's strategic initiatives was shared. The Committee Chair advised that the majority of initiatives are on track for completion. Those initiatives that are delayed and the one initiative that has not been started were flagged for Board awareness.

An overview of the potential approach to the development of the HCCSS ABP for 2024/25 was shared, noting the intention to develop a two phased approach for the ABP. An initial, truncated ABP would be developed for April-June, and then a subsequent ABP would be focussed on the development of the shared services organization (SSO) for the latter part of the year. Staff will pivot on the approach, depending upon direction received from the Ministry of Health. The preliminary draft ABP will come forward in January 2024.

The Board acknowledged the effort of staff in working to develop an ABP, but also the efforts required to support the current organizational mandate including patient care, while also recognizing future state planning. The Board wants to ensure the plan does not remain status quo. The Board acknowledged efforts to standardize activities across the province as it puts organization in a good position moving forward to the new SSO.

E. New Business

E.1 CEO Report

The CEO shared some selected highlights from the October CEO report. The Board acknowledged the recent HR Award achievement by the CEO and HCCSS, particularly given the level of competition from across the country.

The CEO spoke to the recent work undertaken on the personal support services (PSS) eligibility work and shared with the Ministry of Health and Ontario Health. The Board inquired about the intersection with Community Support Services agencies and wanting to ensure patients are not being passed over. Staff confirmed that referrals to community support services (CSS) agencies are tracked through health partner gateway (HPG). In addition, the CEO advised that whenever possible, efforts are made to advocate for funding for not only home care but also CSS, because it's low cost, high efficient model to keep patients in their homes before they need HCCSS services. All recognize the important role that CSS plays in the community.

The Board discussed the costs associated with keeping a person in their own home, versus CSS or acute care. The CEO spoke to a recent panel discussion regarding funding for patients in order to keep them in their own homes. The potential for implementing a senior's tax credit, similar to what Quebec introduced was discussed. Overall, it was agreed that the cost to keep someone at home versus caring for patients in hospital, is much less.

F. Closed Session

It was moved by Joe Parker / Stephan Plourde

That the Board of Directors to the 14 LHINs move to a closed session to discuss matters of legal, personnel and public interest at 2:07pm.

This motion was put to a vote and

CARRIED.

G. Adjournment

After moving back to open session at 3:20pm, it was moved by Joe Parker / Kate Fyfe

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 3:21pm.

Original signed by

November 15, 2023

Joe Parker, Board Chair

Date

Original signed by

November 15, 2023

Cynthia Martineau, Corporate Secretary

Date