

**Board of Trustees Meeting
MINUTES of Meeting
Wednesday, February 18, 2015
6:00-8:00 p.m.
Holland Bloorview, Room 5E100**

Present:	M. Ballantyne C. Hunt G. Milo-Manson	R. Carmichael J. Kustec (via teleconf) J. Morrison	R. Cranston R. Laxer T. Muir	L. Hicks (via teleconf) A. Maharaj W. Onuwa	J. Hanigsberg R. McLeod H. Ort
Sr. Management:	T. Bailey	W. Howes	J. Hunter (via teleconf)	D. Savage	B. Sybring
Regrets:	T. Chau	C. Hopper	D. Kline	J. Lam	L. Torneck
Guests:	F. Char R. Rajkumar	J. Flemming V. Tsang	A. Karmali L. Williams	J. Maxwell	S. Pagura
Recorder:	B. Webster				

Opening Remarks by Chair

J. Morrison called the meeting to order at 6:00 pm.

Education Session: *connect2care: Holland Bloorview's patient portal – clinical impact to clients and families*

In an effort to bring client and family stories to the Board, the education session today focusses on our new patient portal. J. Hanigsberg introduced Laura Williams, Senior Director of Client and Family Integrated Care who was joined by Amir Karmali, Family Centred Care Specialist, Joanne Maxwell, Project Manager and two client users of the portal, Fred Char and Jenna Flemming. The new patient portal is an online tool for sharing patient information which empowers clients and families to take an active role in their care. We received \$500,000 funding from Canada Health Infoway for this project – this is our first corporate initiative with them. The portal allows families to access their child's health care record, see reports and view upcoming appointments. The success of the project to date is a result of an extensive focus on client and family engagement as well as a collaboration of numerous staff teams. The portal was launched in December and over 160 families have enrolled to date. The original target was to enrol 180 families by April 2015 which they will surpass long before then. A research study will begin at the end of March. F. Char's daughter Crystal is an inpatient and he and his wife have been great champions of the portal. J. Flemming is an inpatient and spoke about how it helps her be more independent. The next steps of the project include securing 2-way messaging and more options with appointments i.e. ability to cancel or request appointments. The team continues to add more clinical documentation to the portal and support clinicians as we move through this time of change.

J. Morrison thanked everyone for their excellent presentation.

Declaration of Conflict of Interest for Meeting

The Chair asked whether anyone wished to declare a conflict of interest on any of the items slated for discussion at this Board meeting, and there were none.

1.0 Consent Agenda

The Chair asked for a Motion to approve the Consent Agenda as indicated.

MOTION: It was MOVED by Tom Muir and SECONDED by Robert Cranston that the Board of Trustees of Holland Bloorview Kids Rehabilitation Hospital approve the Consent Agenda as pre-circulated:

- 1.1 **Agenda – February 18, 2015**
- 1.2 **Minutes – January 21, 2015**
- 1.3 **Board Standing Committee Reports - February**

Muir / Cranston

CARRIED

2.0 President & CEO Report

J. Hanigsberg presented the President & CEO report. The question was asked about how many staff would go to Qatar in April and how we plan to backfill positions during this time. It was explained that there were 8-9 staff on the team and their time away will be straddled over a 2 week period. It was explained that only frontline positions are backfilled and only 30% of the team consists of frontline staff.

A question was raised regarding the Process Improvement Program Enhancement. J. Hanigsberg indicated that this a pilot year to build capacity using in-house resources only. Lean is one process improvement tool we will use and the goal is to push expertise throughout the organization.

On page 6 under Operating Planning and Budget, an amendment was made to paragraph 2 to read – “Nevertheless, *we have heard that* a letter will be received shortly.....”.

3.0 Business Arising

3.1 There was no new business at this time.

4.0 New Business

4.1 Financial Statements ending December 31, 2014

C. Hunt reported that a great deal of time was spent at the last Business & Audit Committee meeting reviewing the financial statements and operating plan. She thanked B. Sybring and E. Dininio for an excellent narrative on each financial item and how it appeared in the operating plan. There are a number of one-time items that will reverse by year end and the actions being taken to address each.

MOTION: It was MOVED by Harry Ort, and seconded by William Onuwa, that the Board of Trustees of Holland Bloorview Kids Rehabilitation Hospital approve the Financial Statements to December 2014 as pre-circulated.

Ort / Onuwa

CARRIED

4.2 Quality Improvement Plan (QIP)

R. Laxer indicated that we have tried to build in extra time this year to review and discuss the indicators and targets for the 2015/16 Quality Improvement Plan at both the Quality Committee and the Board. The Quality Improvement Plan will come to the Board for approval at the March meeting. We have received extensive input on the Plan from staff, clients and families. He reviewed the proposed new Indicators and their targets. He explained that the Autism wait time target of 137 days is equal to 4 ½ months which was seen as a reasonable wait time to families. It would be extremely challenging to reduce wait times to this new target this time. Management will be developing a multi-year plan.

There are two indicators which we are recommending be removed this year - C-Difficile and Hand Hygiene. These numbers will continue to be monitored at several different tables in other forums including at Medical Advisory Committee and Quality Committee meetings.

The proposed new indicators and targets were presented.

A question was raised as to why we choose the 80% percentile for wait times. It was explained that this is a standard for Autism and used consistently in other organizations. To change it now would skew how we monitor historical data. It was suggested that a clearer narrative be provided to explain why we choose the 80% percentile.



There was discussion regarding the wording in the new indicator under Integration – “% of clients contacted post inpatient discharge within 3 business days to assess if clients have been appropriately integrated back into the community”. It was suggested the indicator be re-worded. This is more of a check on the client and family that things are going well after discharge....not necessarily that they are integrated into the community. The staff will bring back revised wording.

4.3 Executive Compensation

J. Hanigsberg explained our approach regarding executive compensation which has remained constant for the past 4 years. She reviewed which 4 indicators are being recommended to be tied to executive compensation. She asked the Board to consider whether we should tie Autism wait times or Neuromotor wait times to executive compensation – currently we are recommending Autism. Both will continue to be monitored closely as they have in the past.

She asked Trustees to contact her before the next Board meeting if they have any questions or comments on the process or proposed indicators and targets.

5.0 Reports

5.1 Performance Results – Q3 2014/15

J. Hanigsberg indicated that a revised Q3 Performance Scorecard was located in Trustees’ folders. She explained that the original report indicated that we did not meet target for pressure ulcers. While conducting a deeper dive into the problem we revealed an error in data collection. We learned we did in fact achieve target with this indicator. The deeper dive revealed some concerns regarding improving quality of care for casted clients and these measures are underway.

J. Hanigsberg noted that the Q3 report highlighted several significant successes as well as challenges.

5.2 Quality Committee Report – January 2015

R. Laxer presented the Quality Committee Report.

5.3 Medical Advisory Committee Report

G. Milo-Manson presented the Medical Advisory Committee Report.

5.4 Foundation Report

T. Bailey presented the Foundation Report.

6.0 Adjournment

The meeting of the Board adjourned at 8:15 p.m.

7.0 Date of Next Meeting Tuesday, March 24, 2015 6:00-8:00 pm Room 5E100

*Janet Morrison, Chair
Board of Trustees*

:bw