

Horizon Health Network

Minutes of meeting

Minutes of a meeting of the Board of Directors held on Thursday, January 29, 2015, beginning at 1:00 p.m. at the Delta Fredericton.

Present: W. David Ferguson (Chair), François Beaulieu, Jo-Ann Fellows, Linda Forestell, Dr. Erik Klein, Michael McCoombs, John McKay, Kathleen McMullen, Jane Mitton-MacLean, 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: Linda Aitken, Mike Coster, Mary Schryer

1. Call to order and approval of agenda

The meeting was called to order at approximately 1:25 p.m.

MOTION:

MOVED BY MR. MCCOOMBS, SECONDED BY M. BEAULIEU

THAT THE AGENDA FOR THE MEETING BE APPROVED AS CIRCULATED.

MOTION CARRIED.

2. Consent agenda

MOTION:

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

THAT THE CONSENT AGENDA BE APPROVED AS CIRCULATED.

MOTION CARRIED.

3. Business arising from the minutes

Nil

4. Report of the President and Chief Executive Officer

Mr. McGarry's report spoke to the recent Patient Experience Surveys and Staff Engagement Survey as important in helping the organization understand its two most important stakeholders.

Mr. McGarry said that the serious matter of congestion in all the large hospitals, some leading to cancelled surgeries, is of concern to Horizon Health Network. The number of Alternate Level of Care patients in the regional facilities is significant and the situation is not being resolved. Solutions need to be found.

He also noted the government's recent release of Health Capital Estimates had no mention of funding for the Dr. Everett Chalmers Regional Hospital. Through a Power Point presentation he led the Board members through areas in the facility experiencing space issues, explaining there is a need to continue planning for the redevelopment of this hospital. Planning was completed and submitted to the Department of Health in 2007, and last year the government provided funding to update the 2007 plan.

5. Governance, Nominating and Planning Committee

5.1 Strategic Plan 2015-2020: Ms. Mitton-MacLean explained that the process to develop a new Strategic Plan for Horizon Health Network started in January 2014. After extensive consultation with more than 250 individuals from all sectors, and significant input from others on-line, a document was widely circulated in July 2014 indicating much of the discussion with these stakeholders. The Governance, Nominating and Planning Committee reviewed a preliminary document with suggested mission, vision, values and strategic priorities in September 2014. After discussion, some changes were made to the document to reflect the Committee's ideas. In October, four sessions were held with the original stakeholders as part of a validation process. Following full board discussion in early December, the Governance, Nominating and Planning Committee reviewed a final draft on January 19, 2015.

Through a Power Point presentation Mr. McGarry led the board through the process undertaken by the organization to prepare for the new strategic plan. The Plan includes four strategic priorities, with accompanying proposals on how the priorities will be accomplished in the five years. The process included a new Mission, Vision, Values for Horizon.

Mission: ***Helping People Be Healthy***

Vision: ***Exceptional care. Every person. Every day.***

Values: ***We show empathy, compassion and respect.***
We strive for excellence.
We are all leaders, yet work as a team.
We act with integrity and are accountable.

The Plan is a product of year-long consultations with community partners, patients, staff and physicians; it embraces patients and their families as the centre of the health care system; and will ensure that New Brunswick will have a health care system that is effective and sustainable.

Board members offered congratulations to the Governance Committee and senior team for a job well done.

MOTION:

MOVED BY MS. MITTON-MACLEAN, SECONDED BY M. BEAULIEU

THAT THE BOARD OF DIRECTORS ADOPT THE STRATEGIC PLAN 2015-2020 AS PRESENTED.

MOTION CARRIED.

6. Finance, Audit and Resource Committee

6.1 Financial Results at October 31, 2014: Dan Keenan, Corporate Director Financial Services, explained that year to date financial results for the seven-month period ending October 31, 2014 continue to show a small surplus. The \$3.8 million surplus in regular operations is in line with the surplus of \$3.0 million at the same time last year.

7. Patient Safety and Quality Improvement Committee

7.1 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 Advisory Council has had six meetings; and a number of people have come forward requesting to be patient advisors.

She added that it is gratifying to see that collaboration has been excellent with staff across Horizon.

7.2 Patient Safety Key Performance Indicators: The Key Performance Indicators at January 2015 were provided for information. Ms. Melanson noted that hand hygiene compliance has been trending up. Sharing of the compliance rate is an important step to building awareness and enhancing engagement among employees to reduce the associated risks of infection. Posting of the health care team's hand hygiene compliance rates at the entrance to each patient care unit began in December 2014.

8. Official Languages update

Ms. Melanson provided an overview of Official Languages, explaining that the team has grown significantly over the past year with Official Language Advisors being hired throughout the Region. Active offer audits continue, with the latest results showing no significant improvement. Mr. Ferguson said that the board is committed to improving Horizon's service in both official languages but the formal change that needs to happen is to have more bilingual staff.

9. Environmental Services (EVS) review update

Mrs. Seymour explained that the Environmental Action Plan is divided into three parts – 30/60/90 day strategy, with the second phase nearing completion. The final 30 days will focus on sustaining the improvements made.

10. Items removed from the consent agenda

Nil

11. Other business

Nil

12. 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. She again spoke to the need for an independent patient advocate, someone who can speak for the patient.

Judith Seymour spoke to the need for family physicians in the greater Fredericton area and asked if the board was concerned about the numbers of patients without a family physician in that area and if so, were there plans to do anything about it.

Dr. Hendriks explained that it is not a recruitment issue, there have been many physicians recruited over the years. Horizon has a very active recruitment program and the issue is being looked at on a daily basis. There are a number of physicians retiring as well, and although Fredericton is appealing, you have to match the recruited to those retiring.

Donna Collins spoke to problem of drug addiction in the province and the absence of a drug which is used as an antidote to drug overdose. She said the hospital system needs to change its practices and look at what is being done for patients who over dose. She spoke to specific deaths from drug overdose she feels could have been prevented with access to Narcan.

Jim Aucoin spoke to the need for a patient advocate and patients' bill of rights. Ms. Melanson responded that a renewed document for patients' rights and responsibilities will be looked at. There are patient representatives in Moncton/Miramichi, Fredericton and Saint John.

13. Adjournment

There being no further business, the meeting was adjourned on motion by Ms. Mitton-MacLean at approximately 4:30 p.m.

W. David Ferguson, Chair

John McGarry, Corporate Secretary