

# Horizon Health Network

## Minutes of Meeting

Minutes of the Board of Directors meeting held on Thursday June 22, 2017 beginning at 1:00pm at the Delta Brunswick, Saint John, NB.

**Directors:** Grace Losier (Chair), Andre Veniot, Michael McCoombs, Douglas Baker, John Cormier, Jane Mitton-McLean, Linda Forestell, Martina Shannon, Jeanne Breau, Mary Schryer, Pauline Gallant

**Staff:** Karen McGrath, Andrea Seymour, Jean Daigle, Gary Foley, Janet Hogan, Margaret Melanson, Dr. Edouard Hendriks, Dr. Thomas Barry, Geri Geldart, Jill Fox, Dan Keenan, Susan Dickie (recorder)

**Regrets:** Daniel McCarthy, Douglas Doucette, Carol Reimer

**Absent:** Tanna Pirie-Wilson

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**1. Call to order and approval of agenda**

G. Losier, Chair called the meeting to order at approximately 1:15 pm; the agenda was approved as circulated on a motion by A. Veniot, seconded by J. Breau. Motion carried.

**2. Community Needs Assessment (Minto and surrounding area)**

Mr. Eric Comeau, Community Developer and Kim Miller, Dietician from the Minto area were welcomed to the meeting. They outlined the recommendations contained in the Community Needs Assessment for the Grand Lake area and the success their community has had on implementing the initiatives. It was obvious in the presentation of the passion and commitment of Mr. Comeau and Ms. Miller to their community and its residents.

**3. Presentation: Greening Healthcare: Our Horizon Approach**

Mr. Blaine Lynch, Regional Manager of Physical Resources and Kate Butler, Energy Manger of Service New Brunswick were welcomed to the meeting. Members of Horizon's Physical Resources team were introduced who played an instrumental role to Horizon receiving the Energy and Environmental Award from the Canadian College of Health Leaders for environmental responsibility. This is a national award given to health leaders and organizations who have demonstrated leadership qualities, commitment and development of leadership practices across the healthcare industry.

Work to make Horizon "Greener" included energy savings, natural resource conservation, and effective waste management. Over the last year Horizon achieved the following reductions:

- Reduced energy by 13%; equal to the same amount of energy consumed by 750 NB homes

- Energy cost avoidance by 8.5%
- Reduced carbon dioxide emissions by 13% ; equal to 1200 cars off the road

Examples of the initiatives included the retrofitting to LED lights, improved monitoring of temperature controls, motion sensors for lights in certain patient areas such as washrooms.

**4. Presentation: Living Saint John**

Ms. Donna Gates, Executive Director of Living Saint John was welcomed and provided an informative presentation on the structure of Living SJ. Ms. Gates explained Living SJ is a collaborative movement of government, business, non-profit organizations and neighborhoods working together to end generational poverty. SJ Living uses a collective leadership approach for communities dealing with the complex issue of poverty. They are making change in the areas of education, employment and health with the ultimate goal of enhancing the quality of life in all our neighborhoods.

Ms. Gates explained a social innovation fund provided by government over the next five years will provide a long term security to explore new or unique ways to fight poverty.

**5. Consent Agenda**

**MOTION:**

**IT WAS MOVED BY M. MCCOOMBS, SECONDED BY L. FORESTELL THAT ;  
THE CONSENT AGENDA OF THE BOARD OF DIRECTORS MEETING FOR JUNE 22, 2017 BE  
APPROVED AS CIRCULATED.**

**MOTION CARRIED.**

**6. Business arising from the minutes**

Nil.

**7. Balanced Scorecard**

A.Seymour , Chief Operating Officer and VP of Corporate Resources presented the balanced scorecard quarterly results for June 2017. A copy of the presentation is appended to the Corporate minute book for information.

**Motion:**

**It was moved by J. Mitton-McLean, seconded by M. Shannon to adopt and file the report as presented. Motion carried.**

**8. Official Languages update**

M. Melanson, VP of Quality and Patient Centred Care provided the quarterly report of Official Languages to the Board of Directors.

**Motion:**

**It was moved by L. Forestell, seconded by M. McCoombs to receive and file the report on Official Languages. Motion carried.**

**9. Patient Safety and Quality Improvement Committee**

Motion was made by L. Forestell, seconded by J. Breau that the report of the Patient Safety and Quality Improvement Committee be received and filed. Motion carried.

**9.1 Patient and Family Centred Care Report**

**Horizon Health Network Ambulatory Care Patient Experience survey**

M. Melanson, Vice President of Quality Patient and Family Centred Care explained Horizon Health Network implemented an Ambulatory Care Patient Experience survey over a two week period from February 20 to March 3, 2017 with the goal of measuring care experiences of this outpatient population. This included experiences from scheduling and access, registration, care at clinic visit, post-visit information, clinic environment and the overall rating of the service.

A total of 1,233 patients (25%) responded to the survey either on-line (4%) or through the mail (96%). Patients indicated they were very satisfied with their service/procedure. Results indicate an overall rating of 93.9% on a scale of zero to 10, zero being the worst rating possible and 10 being the best. Other patient experience indicators that rate high included registration wait time (91.4%), staff communicating with courtesy and respect (93.7%) and receiving assistance when needed (92.3%).

**Patient Centred Care – Strategic Review**

Margaret Melanson, Vice President of Quality Patient and Family Centred Care explained the goal of building upon current structures and processes and transitioning from the present state to future state of Patient Family Centred Care , a strategic review was undertaken in early June using tracer methodology . This will assist with the development of future organization priorities.

**Privacy Management**

M. Melanson, Vice President of Quality and Patient and Family Centred Care provided information on privacy management project and outlined deliverables on the physician engagement strategy for the newly developed privacy reference guide for physicians. Next steps were outlined which included education for all physicians and Horizon employees on the privacy management, personal responsibility and safe practices.

**Motion: It was moved by A. Veniot, seconded by D. Baker to adopt and file the reports as presented. Motion carried.**

**10. Governance, Nominating and Planning Committee**

J. Mitton-McLean presented the report from the Governance, Nominating and Planning Committee. J. Mitton-McLean noted the annual nominations from this committee will be presented at the annual meeting later in the day.

**Motion: It was moved by A. Veniot, seconded by J. Mitton-McLean to receive and file the report as presented. Motion carried.**

**10.1 Facility update**

A.Seymour, Chief Operating Officer/VP of Corporate Resources explained there are currently multiple facilities and program planning projects underway in various stages of completion. All projects are tracking to schedule. A briefing note was provided on the current status of each initiative and identifies anticipated timelines for critical items.

**It was moved by J. Mitton-McLean, seconded by A. Veniot to receive and file the report as presented. Motion carried.**

**11. Finance, Audit and Resource Committee**

**Motion was made by D. Baker, seconded by J. Cormier that the report of the Finance, Audit and Resource Committee be received and filed. Motion carried.**

**12. Items removed from consent agenda**

Nil.

**13. Other business**

**13.1 Spiritual Care**

Discussion was held on the process for pastoral care visitation with patients in hospital and how the clergy obtain names of patients who wish to have spiritual care. This topic has been discussed at a recent Executive Leadership meeting and the process is being examined. Further information on this item will be communicated as it becomes available.

**14. Questions Period**

Mr. Bernard Cormier, Moderator was welcomed to the meeting.

The following questions were received:

1. Robin Andrews – questioned the Horizon Health Network Public Participation Policy and how the questions to the board must be governance related. Mr. Robins asked the chair to define what governance means to the HHN Board? And to give three examples of governance related questions.

This question was tabled, the Chair will respond to Mr. Andrews in writing.

**15. Adjournment**

**There being no further business, the meeting was adjourned at approximately 3:55 pm on a motion by M. Shannon, seconded by M. Schryer. Motion carried.**

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Grace Losier, Chair

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Karen McGrath, Corporate Secretary