

Minutes

Board of Directors Meeting Toronto Central Local Health Integration Network

Thursday, May 26, 2016, 4:00 – 7:00 p.m.

Boardroom, Toronto Central LHIN
425 Bloor Street East, Suite 201, Toronto, Ontario

Directors Present	Staff Present
Angela Ferrante (Chair) Maurice Hudon (by phone) Yasmin Meralli Carol Perry Christopher Hoffmann John Fraser Felix Wu (by phone)	Susan Fitzpatrick, Chief Executive Officer Vania Sakelaris, Senior Director, Health System Integration, Design and Development Raj Krishnapillai, Senior Director, Finance, Corporate and Shared Services Bill Manson, Senior Director, Performance Management Kevin Robinson, IT Director, LHIN Shared Services Office Heidi Hay, Senior Director, LHINC Nello Del Rizzo, Senior Consultant, Performance Management Tess Romain, (A) Senior Director, Community Engagement and Corporate Affairs Alvin Cheng, Interim Senior Director, Performance Measurement and Information Management Chris Sulway, Senior Consultant, Performance Management Sue Robertson, Recorder
Guests: Joe Hester: Executive Director at Anishnawbe Health Toronto Sam Kloetstra: Youth Coordinator of the Toronto Indigenous Health Advisory Circle Youth Council Dr. Janet Smylie, St. Michael's Hospital, Centre for Research on Inner City Health	

Notice of the meeting having been properly given to each Board member and seven (7) Board members being present at the meeting, the Chair declared the meeting duly constituted for the transaction of business.

1. Call to Order

The Chair called the meeting to order at 4:00 p.m.

2. Welcome and Guide to Open Meetings of the Toronto Central Local Health Integration Network

The Chair welcomed the public to the open Board of Directors meeting.

The Chair invited the Board members and members of the Senior Management Team to introduce themselves.

The Chair outlined the process for stakeholders and community members to request a presentation to the board during regular meetings.

John Fraser, Vice Chair acknowledged that Angela Ferrante is finishing her term as Chair of the Board. On behalf of the Board and staff Mr. Fraser thanked Angela for the many accomplishments the LHIN has achieved under her leadership.

3. Approval of Agenda

The Chair invited comments from the Board regarding the meeting agenda. No changes were tabled.

That the Toronto Central LHIN Board approves the Agenda of the May 26, 2016 Board of Directors meeting as circulated.

4. Declaration(s) of Conflict(s)

No declaration(s) of conflict(s) were made.

5. Toronto Indigenous Health Strategy

The CEO introduced the presentation topic – the first Indigenous Health Strategy – A Reclamation of Well Being: Visioning a Thriving and Healthy Urban indigenous Community which has recently been completed by the Toronto Indigenous Health Advisory Circle. The TC LHIN, Toronto Public Health and Anishnawbe Health Toronto collaborated to create the strategy.

The strategy recommends a number of strategic activities that will impact what and how health programs and services are provided in addition to addressing health influencers such as the education, housing, food and justice systems.

Ellen Blais, TC LHINs Aboriginal Lead, introduced the guests, Joe Hester, Executive Director of Anishnawbe Health Toronto, Sam Kloetstra, Youth Coordinator of the Toronto Indigenous Health Advisory Circle Youth Council and Dr. Janet Smylie, St. Michael's Hospital, Centre for Research on Inner City Health.

Mr. Kloetstra reviewed the details of the strategy including the vision, mission and operating principles.

In response to a question raised, Dr. Smylie confirmed that the term cultural safety referred to in the strategy comprises of systems and culture that is embedded in practices. It takes cultural care beyond competency.

The following resolution was passed:

Motion

That the Board of Directors receive the Toronto Indigenous Health Strategy (THIS) as presented by the TIHAC, and request that management develop an action plan in response to the recommendations.

The Chair thanked the guests for the presentation and to their commitment to the development of the strategy.

6. Integrating the Patient Experience into our Work

Community Engagement

The Board received an overview of the TC LHINs approach to community engagement in the context of strategic plan implementation. The approach is grounded in the LHINs desire to involve a broad range of stakeholders as active partners in the design, delivery and evaluation of health care services. As the LHIN moves toward planning in smaller geographic regions, the need to understand and respond to local factors and perspectives becomes increasingly important. The LHINs community engagement plan provides a focused, yet flexible approach to engaging with our community of residents, service providers and system level partners.

Tess Romain, Acting Senior Director noted that the framework incorporates the recently revised Pan-LHIN Community Engagement Guidelines tailored to our population and is based on two public engagement frameworks:

1. The International Association of Public Participation (IAP2), and
2. Government of Ontario's Public Engagement Framework

A question was raised referring to the IAP2 spectrum of public participation in that the goals to increasing the level of public impact from inform, consult, involve, collaborate and the final stage being empower, which places final decision-making in the hands of

the public. The CEO noted that final stage, empower would be an aspirational target for the TC LHIN.

Complaints, Compliments or Concerns Policy and Process

The CEO advised the Board that the TC LHIN has been working on a complaints, compliments or concerns policy and process as one of the ways of receiving feedback from Torontonians to inform opportunities for ongoing system improvements. The process ensures that follow-up actions take place and helps to identify potential systemic issues.

The CEO noted that the Citizen's Panel group will be looking and discussing the fact that the public are not aware that they can contact the LHIN.

In response to a question raised, the CEO confirmed that the Board will receive periodic reports as part of the reporting process. The Chair noted that TC LHIN Board has not received these reports in the past and there have historically been a very small number of complaints.

In response to a question raised, Tess Romain confirmed that the breakdown by sector, noted on page 6 of the presentation attachment is complaints, compliments or concerns received only by TC LHIN and not by the health service providers.

No further questions were raised, and the following resolution was passed:

Motion

The TC LHIN Board of Directors approve the LHINs Complaints, Compliments or Concerns Policy.

Citizen's Panel

The CEO referred members to the briefing note in the meeting materials that provided an update on the TC LHIN Citizen's Panel activities. Panel member biographies will be posted on the LHINs website shortly. The Panel has had two meetings to date and have committed to two work streams by the end of the year.

The CEO noted that Board members are invited to attend the Panel's meetings.

7. Third Party Integration Review Recommendations

The CEO noted that at the last Board meeting in April, the Board was presented with the third party review of integrations report. The third party review presented a comprehensive and thoughtful analysis of the current thinking, practices and research in integrations. The Board received the TC LHINs staff assessment of the third party review recommendations and the information was included in the meeting materials.

The assessment includes potential courses of actions to implement the recommendations.

Nello Del Rizzo, Senior Consultant reviewed some of the highlights and thoughts on implementing the recommendations. He noted that the third party review of integrations will serve as a foundational document. The report provides recommendations for the TC LHIN to responsibly use integrations as a tool to help achieve the Strategic Plan objectives and services to patients and clients as well as the viability of the broader health care system.

A question was raised related to whether integrations will be incorporated into the mental health sector redesign or whether the redesign would lead any integrations. Nello Del Rizzo noted that it is anticipated that integration planning would be services based opposed to sector based and this would be for all sectors.

A Board member noted that other LHINs may be able to benefit from the best practices contained in the tool kit.

In response to a question raised related to the cost of the knowledge centre, Nello Del Rizzo noted that the knowledge centre contemplated in the recommendations would in all probability, be created on the LHINs website and would not require specific funds other than staff time.

Motion

That the Board of Directors hereby:

- **Accepts the assessment of the third party review report on integrations;**
- **Directs staff to prepare a fulsome work plan by September 2016 with courses of action to implement the recommendations, and**
- **Directs staff to present an evaluation of the implementation of the work plan in September 2019.**

The Chair thanked all of the staff involved in this important project.

The Board also received the 2015/16 Annual Report on Integrations in the TC LHIN. It provides an overview of the post-integration progress of the voluntary integrations in the LHIN. No questions were raised on the report.

8. TC LHIN Draft Annual Report

The CEO noted that all the LHINs are required to submit their Annual Report to the Ministry of Health and Long-Term Care at the end of June each year. The CEO asked for comments on the draft report.

Two comments were provided:

- Due to the most recent data received from the “Our Health Counts Study”, the Aboriginal population number in the Annual Report needs to be changed
- As there are 5 GTA LHINs, the Board recommended that the terminology “residents of our City” be changed to “residents of our LHIN”.

There being no further comments, the following resolution was passed:

Motion

That the Board of Directors hereby approves the TC LHINs 2015/16 Annual Report for submission to the Ministry of Health and Long-Term Care.

9. Approval of April 27, 2016 Minutes

The Chair requested comments on the minutes. No amendments were tabled.

The following resolution was passed:

UPON MOTION duly made, and unanimously carried, the Toronto Central LHIN Board of Directors approves the Minutes of the Board of Directors meeting held on April 27, 2016.

10. Consent Agenda

CEO Report

The Board received the CEO report in the meeting materials. No questions were raised.

TC LHIN Communications and Stakeholder Relations Plan 2016/17

The 2016/17 Communications and Stakeholder Relations Plan was included in the meeting materials for the Board’s review and comment. It was suggested that as the LHIN creates a more integrated system, we look for opportunities in the communications plan to foster an integration culture. An example would be a forum on integration.

11. Finance and Audit Committee Report

John Fraser, Chair of the Finance and Audit Committee referred members to the Committee’s report in the meeting materials.

Approval Audited Financial Statements – March 31, 2016

Raj Krishnapillai, Senior Director provided an overview of the year-end financial results. No issues or concerns were raised regarding the draft audited financial statements.

MOTION

That the Board of Directors approves the Toronto Central LHINs 2015/16 audited financial statements.

Appointment of Auditors

The Chair noted that each year the Board of Directors is required to approve the Finance and Audit Committee's recommendation to approve the appointment of the auditors.

No issues or concerns were raised and the following resolution was passed:

MOTION

That the Board of Directors approves the appointment of Deloitte Inc. for the fiscal year ending March 31, 2017.

Q4 Reports

The Board received the Q4 system performance report in the meeting materials.

The following points were discussed as a result of questions raised:

- The LHIN has requested more information from the TC CCAC related to the decrease of clients receiving personal support services. The CEO noted that the decrease could be related to the strategy of moving personal support work to the community support sector.
- There are a number of activities underway in the TC LHIN to improve MRI scan results that have not yielded the anticipated outcomes. Bill Manson, Senior Director noted that a meeting is being planned to discuss the issues and brainstorm ideas.

Procurement Updates and Discretionary Funding Report

The Board received the procurement updates and discretionary funding report. No issues were raised on the reports.

2015/16 Year-end Compliance Report

No issues or questions were raised on the year-end compliance report.

Risk Reporting Process

John Fraser noted that the Finance and Audit Committee held a discussion on the LHINs risk reporting process. Currently there are two risks reports that are provided to the Finance and Audit Committee: MOHLTC quarterly risk report and the Agency risk report.

Streamlining the risk reporting will enable the F&A committee to focus on a single report that effectively captures the relevant risks for governors. This will create an effective and efficient mechanism to report relevant risks to the Board of Directors via the Finance and Audit Committee and will also eliminate redundancy.

The Finance and Audit Committee discussed the risk reporting process and are recommending that the Board agree with the proposal to receive one risk report that includes all identified risks and management will submit the risks reports to the Ministry of Health appropriately either through the MOHLTC risk report or the Agency risk report. Management will provide the Finance and Audit Committee with a briefing note that will identify key risks that need to be discussed. The Board will receive the briefing note through the Finance and Audit Committee reports to the Board.

Motion

That the Board of Directors hereby accepts the proposal to receive one risk report that includes all identified risks and authorizes management to submit the risk reports to the Ministry of Health appropriately either through the MOHLTC risk report submission or the Agency risk report submission.

12. Next Board Meeting

The next regularly scheduled Board of Directors meeting will be held on September 28, 2016, from 4:00 -7:00 p.m. in the Toronto Central LHIN Boardroom.

UPON MOTION duly made, and unanimously carried, the Toronto Central Local Health Integration Network Board of Directors meeting was moved into a closed session pursuant to s.9(5) of the Local Health Systems Integration Act, 2006 to:

- **Consider financial and other matters concerning personal or public interest and personnel matters.**

and that Board Members, along with Susan Fitzpatrick and Sue Robertson join the Board in the closed session.

14. Termination

The Board meeting was terminated by the Chair at 7:00 p.m.

Angela Ferrante, Chair