



**BOARD OF TRUSTEES  
OPEN MEETING  
10<sup>th</sup> Floor Boardroom**

**MINUTES OF NOVEMBER 29, 2017**

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<b>PRESENT:</b>	Mr. Tom Motz (Chair) Ms. Jenny Baker Mr. Richard Cantin Dr. Paul Chiasson Mr. Rick Coccimiglio Ms. Linda Fabi	Ms. Christine Henhoeffler Mr. Don Kaluzny Rev. Dr. Dieter Kays Mr. Stan Nahrgang Mr. Terry O'Sullivan Dr. Peter Potts	Mr. Tim Rollins <i>(by phone)</i> Mr. Don Shilton Mr. Jim Stirtzinger Mr. Scott Smith Ms. Lisa Strayer Ms. Marion Thomson Howell
<b>REGRETS:</b>	Ms. Angela Stanley		
<b>GUESTS:</b>	Dr. Danielle Leddy		
<b>RESOURCE:</b>	Ms. Susan Dusick Ms. Sherri Ferguson	Mr. Gary Higgs	Mr. Marco Terlevic

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**1. CALL TO ORDER:** 4:00 p.m.

**2. OPENING PRAYER/REFLECTION**  
Mr. Motz provided the opening reflection.

**3. APPROVAL OF THE AGENDA**

**Motion: That the Board of Trustees approve the open meeting agenda for November 29, 2017 as presented.**

**Moved by Don Kaluzny, Seconded by Jim Stirtzinger, VOTED AND CARRIED.**

**4. DECLARATION OF CONFLICT OF INTEREST:** None.

Having completed their respective terms on the Board of Trustees, Ms. Henhoeffler and Ms. Strayer were thanked for their efforts and dedication to St. Mary's over the past years.

**5. MEETING EVALUATION REMINDER**

The meeting evaluation form was circulated with the agenda package for Board members to complete.

**6. BOARD HUDDLE AND ACTION TRACKER**

The Board reviewed the progress on the 2017-2018 corporate goals and improvement ideas on the huddle board. The items listed on the action tracker were also discussed. The information posted on the huddle board was circulated with the meeting package.

A Gemba walk to Housekeeping was held prior to today's meeting. Those who attended heard about their infection control efforts and were given a demonstration of what procedures staff follow. Board members shared their observations from the walk:

- Staff are proud of their efforts and how they helped in the reduction of c.difficile cases as it relates to the corporate HAI goal.
- Housekeeping staff prepare the boardroom for our meetings but they do not know the Board's function and so asked Board members what their role is.
- Housekeeping staff are asking for more responsibility as do not manage all housekeeping tasks within the hospital. This leads to inconsistencies among the different groups.

The purpose of the walk is to test the depth of the strategies and to see if staff make the connection to these. The huddle boards are where they monitor and report the results of what they are doing and that demonstrates the strategy is being carried through. This is a way for us to engage with staff and hospital departments.

It was suggested that we set aside more time to talk about the key performance indicators (KPIs).

Mr. Motz took a few minutes to introduce Dr. Paul Chiasson, President, Medical Staff Association, as a new member of the Board of Trustees.

**7. PRESENTATIONS/UPDATES:** None.

**8. OVERSIGHT/INSIGHT/FORESIGHT DISCUSSION**

Two articles were posted to the Board's Basecamp forum for discussion regarding electronic health records: "How the EMR is Increasing Innovation and Creativity in Health Care" and "EHR-related Malpractice Claims are Rising, and Risk-mitigation Strategies More Important than Ever".

Discussion:

- In considering the implementation of the new health information system (HIS), it might be beneficial to connect with other board members who have experienced this journey and ask how they monitored the quality aspect. We might want to speak with North York General about their experience at the Board level.
- We need to also talk with clinicians because it is the clinical adoption component that we have to ensure goes well.
- We should learn as much as we can ahead of time to avoid pitfalls. Examining an instance that experienced some failures would be helpful. Nanaimo B.C. had issues with their physicians when implementing a new system and early on in our due diligence we spoke with them.
- At this table we need to know from a board perspective what we should be monitoring. We do not want to get into operational areas, such as implementation and staffing issues.
- We have been discussing this for the last few years and feel comfortable with the technical work that has been done. Grand River Hospital (GRH) is going to be ahead of us and we will benefit from their learning. We should spend our time looking at the long-term governance issue and decide where we want to focus our attention.
- There are Board members that sit on the Joint HIS Committee from both organizations. These governors will report back to their respective boards on high level issues. Terms of reference for a formal structure for this committee will be coming to the Board in a few months.
- It might be helpful when we rethink the right side of the huddle board that we look at it as a dashboard of what we should be asking every month and choose KPIs to reflect this.

**9. THE QUALITY/PATIENT SAFETY REPORT**

The Quality Committee Report was circulated with the Board meeting package. Mr. Motz spoke to the patient story and highlighted some areas in the report.

**Motion: That the Board of Trustees approve the Quality Committee report.**

**Moved by Tom Motz, Seconded by Christine Henhoeffler, VOTED AND CARRIED.**

**10. MISSION AND GOVERNANCE COMMITTEE REPORT**

The report of the Mission and Governance Committee meeting of November 15, 2017 was circulated with the meeting package.

- **Motion: That the Board of Trustees approve an exception to article 3.2(a)(iii) of the Administrative By-Laws to allow the Vice President of the Volunteer Association, Linda Maxwell, to sit as a member of the Board of Trustees from January to September 2018.**

**Moved by Jim Stirtzinger, Seconded by Scott Smith, VOTED AND CARRIED.**

- **Motion: That the Board of Trustees approve the revised Quality Committee terms of reference as recommended by the Mission and Governance Committee.**

**Moved by Jim Stirtzinger, Seconded by Marion Thomson Howell, VOTED AND CARRIED.**

Concern was expressed that board meeting packages are sent out by email but are not password protected. Members were asked to consider ways from a material distribution perspective how we might enhance the security when distributing this information. Mr. Higgs will look at options for the Board to consider.

**11. CONSENT AGENDA**

The minutes of the Open Board meeting held October 25, 2017, reports from the OHA HealthAchieve annual convention, the Foundation report, and the President's report were distributed with the agenda.

**Motion: That the Board of Trustees approves the following:**

- **Minutes of the Open meeting – October 25, 2017**
- **OHA HealthAchieve Reports**
- **Foundation Report**
- **President's Report**

**Moved by Stan Nahrgang, Seconded by Don Kaluzny, VOTED AND CARRIED.**

**12. REPORTS**

**12.1 President**

Mr. Shilton highlighted the comment in the President's report about the Ministry of Labour. They are looking at five areas of staff safety and approached St. Mary's to be one of two organizations that is profiled for the work being done here.

**12.2 Board Chair**

- Mr. Motz commented that the Annual Community Update was held on November 16<sup>th</sup> and focused on innovative patient care. Dr. Chiasson was one of the speakers and presented on the improvements he has been spearheading in the Thoracic

Department. Two patients also spoke at the event. In addition, the Lackner Award of Medical Excellence was presented to Dr. Ronald Pace.

- A meeting was held with the Waterloo Wellington Local Health Integration Network (WWLHIN) CEO, some of their board members and staff. It was a very collegial and collaborative meeting and they do want to promote the interests of St. Mary's. We need to know at some point what they expect from us with regard to the Cardiac Program. It is not just that SMGH is the cardiac centre for the region but they will be looking at us to provide guidance to other hospitals in Waterloo Wellington.

**13. ADJOURNMENT:** 5:40 p.m.

**Motion: To adjourn the open Board meeting.**

**Moved by Don Kaluzny, Seconded by Stan Nahrgang, VOTED AND CARRIED.**

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Tom Motz, Chair

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Don Shilton, Board Secretary

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Susie Bell, Recorder