

REGULAR OPEN MEETING of the BOARD OF DIRECTORS

Thursday, April 25, 2024, 2:00 pm Haliburton Boardroom and via Zoom

Members:	David O'Brien, Board Chair* Irene Odell, Vice Chair & Treasurer* Mark Bell, Director* Sharon Kaasalainen, Director* Kurtis Bishop, Director* John Herald, Director*	Diana McNiven, Director* Jane Adams, Director* Liz Danielsen, Director* Ted Parent, Director* Don Pierson, Director*
Ex-Officio:	Veronica Nelson, President & CEO	Dr. Keith Hay, Chief of Staff
Regrets:	Charlotte Snider, Director Dr. Norm Bottum, President of Medical Staff	
Staff Resources:	Christa Jones, EA, Recorder	Lisa Gregorini, EA, Recorder
Guests:	Ulvi Iskhagi-Bayat, CFO Dr. Robert Drury, Accreditation Education Gail Simon, President of Minden Health Care Auxiliary (MCHA)	Jen Burns West, CNE Melanie Klodt Wong, HHHS Foundation Executive Director

*counts toward quorum

1. **CALL TO ORDER**

David O'Brien, Chair, called the (Open) meeting to order at 2:05 pm.

1.1 **Quorum** – Quorum was confirmed.

1.2 **Approval of Agenda** – The agenda was reviewed. Thereafter, there was a

MOTION: That the agenda be approved as presented.

Jane Adams/John Herald, **CARRIED**

1.3 **Declarations of Conflicts of Interest** – none declared.

1.4 **Land Acknowledgement** – The traditional land acknowledgement was recognized.

2. **CONSENT AGENDA**

Items identified as part of the consent agenda were pre-circulated and the related motions were presented as follows:

2.1 **MOTION:** That the draft minutes of the (Open) Board of Directors meeting of March 28, 2024, be approved as circulated.

2.2 **MOTION:** That the draft minutes of the (Open) Quality Committee meeting of April 17, 2024, be received.

2.3 **MOTION:** That the draft minutes of the Highland Wood Family Council Meeting of April 4, 2024, be received.

- 2.4 MOTION:** That the draft minutes of the Highland Wood Residents' Council Meeting of April 15, 2024, be received.
- 2.5 MOTION:** That the minutes of the Hyland Crest Residents' Council Meeting of April 15, 2024, be received.

Thereafter, there was a

MOTION: That the Board of Directors approves the motions of the (Open) Consent Agenda for April 25, 2024, as presented.

Irene Odell/Mark Bell, **CARRIED**

3. BOARD BUSINESS – QUALITY COMMITTEE

3.1 Overview: Director, Jane Adams, highlighted a few items from the last Quality Committee meeting, including an overview of the long-term care presentation given by Michelle Douglas, Administrator/Director of Care. It was reported that resident-centred care models are being explored, including the Butterfly Model. Limitations of implementing the trademarked Butterfly Model include cost and staffing capacity; however, some areas that have been adopted like changes to décor, including vibrant paint colours, are having positive impacts. The focus will be on a home and neighbourhood model for both long-term care homes. The updated Compliments and Complaints algorithm was presented highlighting the new response times as being within 48 hours. The importance of patient stories was noted the recent patient's story was well received.

3.2 2023-2024 Annual Corporate Goals & Objectives Q4 Results: was circulated with the Board package. CEO, Veronica Nelson reminded the Board that the new strategic plan approved in June 2023 was utilized in setting the annual corporate goals and objectives for the past six months. The focus was on four of the five priorities, where each department's specific goals rolled up into. It was reported that a culmination of those efforts is now being seen. Many of the initiatives will take time and not intended to be accomplished in six months; however, progress had been made. It was reported that foundational education had been conducted, many policies had been updated and/or implemented, and that the team had done outstanding work this year. The financial results ending February 2024 including a yearend forecast had been circulated. At the end of February revenues were at \$33.5M and expenses were (\$37.1) resulting in an unfavourable position of (\$3.7). The forecasted yearend position was reported to be about (\$3M); however, as management continues to work through several old reconciliations, the bottom line may be slightly better. It was reported that the new finance team has been reviewing some historical data noting that the outcomes would be completed in time for the audit. In HHR, it was reported that great progress had been made with recruitment. Resumes and applications are being received from people moving back to the area. It was further reported that since the COVID vaccination policy had changed, those who had not previously been qualified to work are now eligible. People are hearing that HHHS is a great place to work. Thereafter, there was a

MOTION: That the Board of Directors approves the 2023-2024 Annual Corporate Goals & Objectives Q4 results.

John Herald/Kurtis Bishop, **CARRIED**

3.3 2024-2025 Annual Corporate Goals & Objectives: was circulated with the Board package. CEO, Veronica Nelson reviewed the proposed 2024-25 annual corporate goals included in the package. It was reported that several goals from last fiscal year would continue including implementing the Just Culture

and Coaching Culture programs, development and implementation of the HHR Plan which includes input from management, staff and the Board, optimizing technology, and deepening relationships with partners. Also included is financial stability, financial sustainability and a long-term capital plan. It was reported that the CT scan project had not been explicitly included in the annual goals; however, would be completed. Thereafter, there was a

MOTION: That the Board of Directors approves the 2024-2025 Annual Corporate Goals & Objectives.

Sharon Kaasalainen/Liz Danielsen, **CARRIED**

4. **BOARD BUSINESS – FINANCE, RESOURCES & AUDIT COMMITTEE** – None identified as there was no committee meeting held prior to this Board meeting.
5. **BOARD BUSINESS – GOVERNANCE AND PLANNING COMMITTEE** – None identified as there was no committee meeting held prior to this Board meeting.

6. **REPORTS**

6.1 Report of the Chief of Staff: The Report of the Chief of Staff was pre-circulated. Chief of Staff, Dr. Keith Hay, highlighted information from his report. It was reported that Dr. A. Bohra would be joining early May as a full-time Emergency Physician, which was well received by the Board. A media release led by Haliburton County is planned for next week. Thereafter, there was a

MOTION: That the Board of Directors receives the Report of the Chief of Staff for April 18, 2024.

Mark Bell/Jane Adams, **CARRIED.**

6.2 Report of the President & CEO – President & CEO Veronica Nelson submitted a written report which was included in the Board package. Information regarding the Summer Engagement session taking place virtually on July 9 at 6:30pm was provided noting that those presenting include the local Rexall Pharmacy pharmacist, HKPR Public Health Unit, Dr. Natalie Bocking, and others. As an outcome of the presentation to the Minden Rotary, an invitation had been extended to CEO Nelson to present at the Gull Lake Cottagers Association's Annual General Meeting in May. It was reported that the first request for expressions of interest (EOI) for CT and MRI would be in the coming weeks under the new *Integrated Community Health Services Centres Act*. Further discussion on if HHHS should apply for an MRI under this initial EOI took place and it was concluded that a review of the application once released would provide further information. Implementing MRI is included in the Master Program/Master Plan. It was reported that, HHHS is working with the new Auditors, BDO, who will begin the Audit on May 3 which will take two to three weeks to complete. It is anticipated that the final draft Audit would be presented to the May 21 Finance, Resources and Audit Committee and that the final Audit would be presented to the Board on May 30. It was reported that Haliburton County Council and HHHS had reached an agreement and will be moving forward with adding up to two Councillors to the HHHS Board as elected, voting directors. Thereafter, there was a

MOTION: That the Board of Directors receives the Report of the President & CEO for April 2024.

Irene Odell/John Herald, **CARRIED.**

6:3 Report of the Minden Health Care Auxiliary: President of Minden Health Care Auxiliary (MCHA), Gail Simon, provided a verbal report. It was reported that at a recent meeting the MHCA Constitution and by-laws were updated. It was reported that since HHHS had received funding from the Ministry of Health

for two vans, their original contribution of \$10,000 would be reallocated and at this time the decision had not been finalized. It was reported that the pilot program to subsidize Adult Day Program (ADP) had been successful and that this may continue being supported. After responding to questions, the Board Chair thanked President Simon for the Auxiliary's continued support and her report.

6.4 Report of Haliburton Highlands Health Services Foundation: HHHS Foundation Executive Director, Melanie Klodt Wong, reported that the Foundation is focused on campaign planning including participating and/or hosting events such as Home and Cottage Show (June), the Matt Duchene Charity Golf Classic (July 19) and the annual Haliburton Highlands Health Radiothon (August 17 & 18). It was reported that funding to support a summer student had been received and the Foundation is currently looking for qualified candidates. It was reported that there was a successful joint presentation to the Minden Rotary and that the Rotary offered to aid with signage and communication to help Minden residents to understand the services available to them. It was reported that three of the municipalities had permitted tax inserts which includes information from both HHHS and HHHSF; however, the Municipality of Minden Hills had new rules that disallowed the inclusion of non-municipality information to be shared with their tax bills. It was reported with respect to the Diagnostic Imaging Capital Campaign, that the Gull Lake Cottagers Association asked specifically for CEO Nelson to speak. It was reported that in the next month or so there will be more exciting announcements, and the campaign branding would be shared. The Foundation is thrilled to be a part of providing change for care in the future. V. Nelson reported that more information is to come with respect to the CT scan, and that the June 17th delivery date is still on target.

7. OTHER BUSINESS

7.1 Accreditation – Governance Functioning Tool: was pre-circulated with the Board package. V. Nelson reminded the Board that it was completed in April 2023. This tool was created in preparation for accreditation. The last two questions were highlighted to the Board. It was suggested that the Board review these prior to Accreditation. Additional resource documents would be provided to the Board.

7.2 Next meeting date – May 30, 2024 @ 2:00 pm

8. CORRESPONDENCE

8.1 ADP Donor Report – April 19, 2024: was pre-circulated with the Board package.

8.2 Correspondence from P. Porzuczek, March 22, 2024 to April 19, 2024: was pre-circulated with the Board package.

9. MOTION TO ADJOURN THE OPEN MEETING & MOVE INTO THE CLOSED MEETING

On a motion by Mark Bell, the Open meeting adjourned at 3:02 pm and the Board moved into its Closed meeting.

Chair

Secretary

Date