

**GRAND RIVER HOSPITAL
MINUTES OF A PUBLIC MEETING
OF THE BOARD OF DIRECTORS
HELD ON APRIL 24, 2012
IN THE FREEPORT BOARDROOM**

PRESENT:

Bellew, G.
Bleaney, T.
Collingwood, B.
Delamere, D.
Elop, T.
Harris, B.
Hendrikse, P.
Maki, P.

Maxwell, M.
McIlwham, K.
Robertson, S.
Sellers, L.
Sharma, A.
Uffelmann, D.
Weiler, B.

REGRETS:

Freeman, D.
Schlegel, J.
Singh, P.

STAFF:

Cheal, B.
Higgs, G.
Jewel, L.
Lillepold, A.

Karjaluo, M.
Mah, T.
McFadyen, C.
Rajaballey, J.

Recording Secretary: Karen Taylor

1.0 CALL TO ORDER

D. Delamere called the meeting to order at 4:05 p.m.

1.1 ACCEPTANCE OF AGENDA

The agenda was accepted as presented.

1.2 DECLARATION OF CONFLICT OF INTEREST

None.

2.0 ITEMS FOR CONSENT

2.1 BOARD MINUTES OF MARCH 27, 2012

The minutes from the public meeting of March 27, 2012 were included in the Board package.

MOTION:

**IT WAS MOVED BY P. MAKI AND SECONDED BY B. WEILER THAT THE BOARD OF DIRECTORS APPROVE THE ITEMS FOR CONSENT.
CARRIED.**

3.0 BOARD EDUCATION

None.

4.0 QUALITY REPORT

4.1 BEST PRACTICE SPOTLIGHT ORGANIZATION CANDIDACY

A briefing note on GRH's best practice spotlight organization (BPSO) candidacy is included in the Board package. The development and implementation of best practice guidelines at GRH has changed the way the nursing is practiced in a fundamental way. GRH will continue to roll out the practices implemented in programs.

A celebration on May 4 at 1000 h is planned to acknowledge that throughout the past 3 years, GRH has completed all associated BPSO targets and milestones. Board members were welcomed to attend, along with several politicians and healthcare stakeholders. It was recommended that GRH explore opportunities to advertise the Board's congratulations in local media with a combined message that congratulates on the BPSO accomplishment and celebrates nursing week.

ACTION ITEM: M. Maxwell will investigate opportunities to advertise a combined message from the Board that congratulates on the BPSO accomplishment and celebrates nursing week.

5.0 BOARD COMMITTEE & OTHER REPORTS

None.

6.0 STRATEGIC MATTERS

6.1 ED/ALC UPDATE

An update on the emergency department (ED) and alternate level of care was provided in the Board package. An additional slide presenting information on the non-admitted CTAS IV-V patients, percentage on target and average percentage on target pre and post department change on March 23, 2012 was distribution at the meeting. Following the redesign of the minor treatment area on March 23, significant improvement has been made and 87% of CTAS IV and V patients are seen within 4 hours. The 3-month pilot project that adds an additional nurse in the triage area for lower acuity patients is underway, and while feedback has been positive, it is too early to see results on the patient satisfaction surveys. Similar to problems experience by other larger hospitals in Ontario, ambulance offload delays continue, in part due to the large volume of CTAS II and III individuals. Improving the waiting room experience continues to be a priority for GRH. Various information technology options are being considered.

7.0 OPERATIONAL MATTERS

7.1 HOSPITAL DIAGNOSTIC SERVICE LABORATORY ISSUE

A document detailing the recovery of hospital diagnostic services for the period April 2 – 19, 2012 was included in the Board package and presented at the meeting. The availability of lab services on a 24X7 basis is a key dependency of the hospital. An overview of what happened to cause a breach in a specimen container, GRH's response, and an update on the loss of hospital diagnostic

services was provided. GRH staff referenced the ethical framework for decision making throughout the decision-making process.

Due in part to equipment-related issues, it is estimated that it will be an additional 6 weeks until the lab operations are fully recovered. The incident presents a major insurance property claim issue. The extent of insurance coverage is not known at this time.

On behalf of the Board, D. Delamere acknowledged and extended thanks to the many individuals involved. The huge loss in organizational capacity, as well as management and leadership challenges, were recognized.

8.0 EXECUTIVE HIGHLIGHTS

8.1 FOUNDATION

The report from the Foundation was included in the Board package. M. Maxwell advised that the Foundation held a strategic planning retreat on April 20 and 21 and a preliminary summary of their report is available to Board members in the package of material circulated for the May 1 GRH Strategic Retreat.

8.2 VICE PRESIDENT CLINICAL SERVICES AND CHIEF NURSING OFFICER

The report from the VP Clinical Services and Chief Nursing Officer was included in the Board package.

8.3 CHIEF OF STAFF REPORT

The report from the Chief of Staff was included in the package for information.

8.4 PRESIDENT AND CEO REPORT

In addition to the report that appeared in the Board package, the Board was informed about the medication shortage associated with the Sandoz situation. GRH was informed that the new Ministry calculation used to determine hospital funding generated a +1.2%, or \$2.9 million, revenue target for 2012-2013. The range for hospitals in Waterloo Wellington (WW) was -1% to +1.2%.

8.5 BOARD CHAIR REPORT

D. Delamere provided a verbal report and reminded the Board members of the May 1 Strategic Retreat. At the last meeting of the WW Local Health Integration Network (LHIN) and Hospital Chairs and Vices, a document on hospital integration, prepared by Guelph General Hospital's President and CEO was reviewed. The document will be circulated to the Board members.

ACTION ITEM: K. Taylor will circulate the document on hospital integration to the Board of Directors.

9.0 ITEMS FOR INFORMATION

9.1 COMMITTEE MINUTES

9.1.1 MEDICAL ADVISORY COMMITTEE

Medical Advisory Committee minutes of April 10, 2012 are included in the Board package for information.

9.1.2 AUDIT COMMITTEE

The Audit Committee minutes of April 5, 2012 are included in the Board package for information. It was confirmed that the next meeting of the Audit Committee is scheduled for May 25, 2012.

9.1.3 EXECUTIVE COMMITTEE

Minutes of the April 11, 2012 meeting of the Executive Committee are included in the Board package for information.

9.2 BOARD WORK PLAN

The Board work plan is included in the Board package for information.

9.3 BOARD EDUCATION OPPORTUNITIES

A list of Board education opportunities is included in the Board package.

9.4 MAY BOARD CALENDAR OF EVENTS

The May calendar of Board events is included in the Board package. It was confirmed that the next meeting of the Audit Committee is scheduled for May 25, 2012 and the next meetings of the Pension Committee will take place on May 10 and June 7 from 1600-1900 h.

9.5 GRH BOARD 2012 MEETING SCHEDULE

The schedule of 2012 GRH Board meetings is included in the Board package.

9.6 WWLHIN

9.6.1 WWLHIN BOARD 2012 MEETING SCHEDULE

The schedule of 2012 WWLHIN Board meetings known to date is included in the Board package.

9.6.2 WWLHIN PERFORMANCE DASHBOARD UPDATE

The WWLHIN performance dashboard for February 2012 is included in the Board package.

10.0 ADJOURNMENT

**THERE BEING NO FURTHER BUSINESS, IT WAS MOVED BY B. HARRIS AND
SECONDED BY G. BELLEW THAT THE PUBLIC MEETING BE ADJOURNED.
CARRIED.**

Malcolm Maxwell,
Secretary

D'Arcy Delamere,
Chair