Hamilton Niagara Haldimand Brant
Local Health Integration Network
Minutes of the Meeting of the Quality and Safety Committee of September 20, 2017

A meeting of the Quality and Safety Committee of the Board of Directors of the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) was held on September 20, 2017, at the Webster/Albion Falls Room, Hamilton Niagara Haldimand Brant Local Health Integration Network, 211 Pritchard Road, Unit 1, Hamilton, Ontario, beginning at 1:30 p.m.

Present Voting Members: Paul Armstrong, Chair
Saqib Cheema, Member
Bill Chopp, Member
Bill Thompson, Member
Dominic Ventresca, Member
Janine van den Heuvel, Member

Regrets: Madhuri Ramakrishnan, member

Non-Voting: Shelley Moneta, Member
HNHB LHIN Staff in Attendance: Donna Cripps, Chief Executive Officer
Helen Rickard, Corporate Coordinator, Recording Secretary
Derek Bodden, Director, Funding
Emily Christoffersen, VP Commissioning, Performance and Accountability
Dr. Jennifer Everson, VP Clinical
Miranda Ingribelli, VP People and Talent Management
Trish Nelson, Director, Communications
Tom Peirce, Executive Lead Transition and Project Management Office
Martina Rozsa, VP Health System Strategy and Integration
Rosalind Tarrant, Director, Planning
Cindy Ward, VP Resource Stewardship and CFO

A. Convening the Meeting

A.1 Call to Order

A quorum was present.

A.2 Approval of the Agenda

MOVED: Saqib Cheema
SECOND: Bill Thompson

That the agenda of September 20, 2017, be adopted, as circulated.

CARRIED

A.3 Declaration of Conflicts

No conflicts were identified at this time.

B. Education Session

B.1 Privacy

Presenter: Jennifer Gaskell, Manager, Quality and Risk, Privacy Officer, HNHB LHIN

A presentation was provided and is amended to the official record of the minutes. (Appendix A)

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Key Points of Discussion:

- It was noted that new employees receive a one-hour privacy training session. Annual privacy updates and refresh training is also provided to existing employees.
- It was noted that the most cases of privacy breaches are the unauthorized use of internal records. Breaches usually occur because of interpretation not a lack of knowledge.

C. Approval of the Minutes

C.1 Approval of the Minutes of June 21, 2017

MOVED: Saqib Cheema
SECOND: Bill Thompson

That the minutes of June 21, 2017, be adopted, as circulated.

CARRIED

D. Consent Agenda

D.1 Consent Agenda of September 20, 2017

MOVED: Janine van den Heuvel
SECOND: Bill Thompson

That the Quality and Safety Committee adopts the consent agenda of September 20, 2017 consisting of:

i. Semi-Annual Complaints Report
ii. Risk Report

CARRIED

Key Points of Discussion:

- It was noted for item (i) Semi-Annual Complaints Report that future reports include complaint resolutions information to measure success.

E. New/Other Business

E.1 Ministry-LHIN Accountability Agreement (MLAA) Performance Indicators Quarterly Update

MOVED: Bill Thompson
SECOND: Dominic Ventresca

That the Quality and Safety Committee recommends that the Board of Directors of the Hamilton Niagara Haldimand Brant Local Health Integration Network receive and file the Ministry-LHIN Accountability Agreement Performance Indicators Quarterly Update.

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CARRIED

Key Points of Discussion:

- It was noted that all hospitals are having significant occupancy pressures across the province. This is not normal during the summer months and the LHIN is analyzing capacity and looking at ways of opening additional beds where available.
- It was noted that those indicators that we can control i.e., Percentage of home care clients who received their nursing visit within 5 days of the date they were authorized for nursing services, need to improve and move towards meeting the provincial targets.

E.2 Hospital Performance Indicator Action Plan

MOVED: Bill Thompson
SECOND: Dominic Ventresca

That the Quality and Safety Committee recommends that the Board of Directors of the Hamilton Niagara Haldimand Brant Local Health Integration Network direct the HNHB LHIN staff to

- The HNHB LHIN prepare and send a letter to hospitals, recognizing the work already completed and requiring that they continue their internal improvement work and demonstrate improving trends related to the current priority performance indicators. Quarterly reports on the PIAP should continue through 2017-18.
- Hospitals also be required to participate and collaborate in the LHIN wide and sub-region initiatives to improve overall system performance on priority indicators.
- A CEO to CEO and Board Chair to Board Chair discussion be held in the event that hospitals do not continue with internal improvement work, submit quarterly PIAP reports, and/or participate in the appropriate LHIN or sub-region initiatives.

The hold-back incentive plan remain on hold for the remainder of the 2017-18 fiscal year.

CARRIED

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Key Points of Discussion:

- The LHIN continues to meet with hospitals quarterly to assess the priority indicators as part of their HSSA obligation.
- The wording of the above motion was revised to require providers (rather than request providers) show continued improvement.
- Clarification was provided to advise that the LHIN is following the advice from LHIN Legal as it relates to escalation of performance management. This advice is aligned with the Hospital Service Accountability Agreement.

E.3 Emergency and Urgent Care

Staff presented a detailed slide presentation providing an overview of the HNHB LHINs 13 emergency department volumes and wait times. (Appendix B)

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E.4 Performance Accountability Annual Report

MOVED: Saqib Cheema
SECOND: Bill Chopp

That the Quality and Safety Committee recommends that the Board of Directors of the Hamilton Niagara Haldimand Brant Local Health Integration Network receive and file the performance accountability annual report.

CARRIED

E.5 Quality Improvement Plan

MOVED: Dominic Ventresca
SECOND: Bill Chopp

That the Quality and Safety Committee recommends that the Board of Directors of the Hamilton Niagara Haldimand Brant Local Health Integration Network receive and file the HNHB LHIN Quality Improvement Plan Update.

CARRIED

Key Points of Discussion:

- It was noted that the LHIN anticipates the addition of a Quality Improvement Plan for Home and Community Care for 2018/19.

E.5 Quality and Safety Committee Terms of Reference

MOVED: Bill Thompson
SECOND: Saqib Cheema

That the Quality and Safety Committee recommends that the Hamilton Niagara Haldimand Brant Local Health Integration Network Board of Directors approve the revised Quality and Safety Committee Terms of Reference.

CARRIED

Key Points of Discussion:

- The Quality and Safety Committee Terms of Reference was revised with the removal of Ex-Officio (Board Chair) from the Membership section. The Board Chair is a voting member of this committee.

F. Adjournment

F.2 Adjournment

MOVED: Bill Thompson
SECOND: Saqib Cheema

The Quality and Safety Committee Meeting was adjourned at 3:05 pm.

CARRIED

Original signed by

Paul Armstrong, Quality and Safety Committee Chair **Date**

Original signed by

Donna Cripps, Corporate Secretary **Date**