



## Quest Community Health Centre

### Minutes – Regular Meeting of the Board of Directors

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<b>Date:</b>	Thursday, February 28th, 2019
<b>Time:</b>	5:30 p.m.
<b>Location:</b>	145 Queenston Street, 2 <sup>nd</sup> Floor Community Room, West Wing
<b>Present:</b>	Rick Kennedy (Chair), Gail Riihimaki (Vice Chair), Blair Hutchings (Treasurer/Secretary), Janice Arnoldi, Carol Nagy, Jennifer Tsang, Jon Watson, Francesca Vergalito
<b>Regrets:</b>	Anne Marie DiSanto, Mary Jane Johnson, David Veres
<b>Staff:</b>	Coletta McGrath, Jenny Stranges, Trudy Schroeder

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#### **A. Convening the Meeting**

##### A.1 Call to Order

Recognition of a quorum – 5:40 p.m.

##### A.2 **Approval of Agenda**

Agenda revised to include In Camera Session re ED Performance Appraisal Tool (see item D.3 Executive Committee).

**Motion:** To accept the revised Agenda prepared for today's meeting, February 28th, 2019

**Moved:** Gail Riihimaki

**Seconded:** Janice Arnoldi

All in Favour

**Carried**

##### A.3 Declaration of Conflict of Interest

None to declare

#### **B. Presentation – Nazila Azizi, Nurse Practitioner**

Nazila provided an overview of the role and functions of a Primary Care Nurse Practitioner at Quest CHC; indicating that the Nurse Practitioners are responsible for the provision of primary health care services in accordance with the scope of practice as per College of Nurses of Ontario. Scope of practice has increased since NP role was established. The position has a strong emphasis on health promotion, disease prevention, harm reduction

and community capacity building. These are accomplished as part of an interdisciplinary team whose objective is to provide primary health care and follow-up for all of Quest clients.

**C. Minutes of Last Meeting**

C.1 Approval of Minutes

**Motion:** To approve the Minutes of the Board meeting January 24th, 2019  
**Moved:** Carol Nagy  
**Seconded:** Jon Watson  
All in Favour  
**Carried**

C.2 Business Arising from Minutes  
No Business was identified

**D. Reports**

D.1 Finance Committee

- Financial Summary

Blair Hutchings, Secretary/Treasurer, provided an overview of the Financial Summary Statement for January 31, 2019.

**Motion:** That Quest CHC Board of Directors approve the Financial Summary Statement for January 31st, 2019.  
**Moved:** Francesca Vergalito  
**Seconded:** Jennifer Tsang  
All in favour  
**Carried**

- Surplus & Van Purchase

Quest CHC Staff have met with the LHIN to review our Q3 Multi-Sector Service Accountability Agreement (MSAA). Within that context staff reviewed our Surplus, why it exists, and our plans for spending. While the largest part of our surplus continues to relate to physician dollars, it is much lower than in previous years.

Management Team have discussed the purchase of a new van with the LHIN and a proposal has been submitted to replace the current Quest Van, which is four years old, have not heard back yet. A motion with respect to purchasing a new Van as the purchase price could be over \$25,000 but no more than \$40,000.

**Motion:** Based on HNHB LHIN approval, that Quest CHC Board approve the purchase of a Van, costing up to \$40,000 plus HST (of which 50% is rebatable) minus the trade in amount of approximately \$12,000.  
**Moved:** Gail Riihimaki  
**Seconded:** Francesca Vergalito

All in favour  
**Carried**

After some discussion the Board Members felt it would be best to increase the motion up to \$50,000 from the proposed \$40,000 for the purchase of the van.

**Motion:** That a friendly amendment be approved to increase the purchase of the Quest CHC Van up to \$50,000 from the proposed \$40,000 minus the trade in amount of approximately \$12,000.

**Moved:** Carol Nagy

**Seconded:** Jon Watson

All in favour

**Carried**

- Recruitment and Retention Funding
  - Based on Alliance for Healthier Communities Executive Leadership Meeting (via Webinar), our understanding is that Retention and Recruitment Funding has been approved. CHCs have not received a letter to that affect as of yet. If we do receive it we anticipate it will arrive after we receive our new Multi-Sector Service Accountability Agreement (MSAA), which is supposed to arrive shortly. We will keep you informed as this unfolds.
  - Amount, if received, will be up to \$77,300; Salary increases for NPs will again be prioritized but all staff will receive an increase.
  - Meeting has been scheduled with the Finance Committee in March and we will review at that time, if it has arrived.

## D.2 Governance Committee

In Anne Marie DiSanto's (Governance Committee Chair) absence, Gail Riihimaki presented the following report:

- Board Member Evaluation Results – Q3

Very positive feedback; Committee observations re proactive nature of Board overall  
Suggestion re: extending meeting by 30 minutes when having a presentation by staff/other; explore/discuss opportunity for Committees to file electronic reports in advance/ no verbal report unless requested; suggestion for discussion at future meeting re pros/cons.

- Board Orientation

The Board Orientation was held on Monday February 11<sup>th</sup> from 5:30 – 7:30 p.m. Two of the three Board members who joined us this year participated. Presenters included the Board Chair, as well as the Chair of the Governance Committee and the Treasurer-Secretary. The Executive Director as well as the Program Director also participated. All five presenters shared various sections of the PPT presentation and discussion took place throughout.

A list of acronyms was prepared by staff and shared with the participants; hard copies are now available to Board members and it will be on the Board portal shortly.

An evaluation was circulated following the orientation, using Survey Monkey. One participant responded. Responses to each item were very positive.

- Governance Policies Review

The policy review continues and proposed changes will be brought to the Board upon completion.

- Board Annual Workplan

Board Annual Workplan was reviewed; proposed revisions to be reviewed at next committee meeting.

Particular attention given to:

- Board Evaluation – Value of monthly evaluations noted, need for annual and individual board member evaluations also discussed; Coletta to bring options to Committee
- Board Education & Development – need to establish frequency and topics; Committee has developed a draft survey for Committee's review in March and subsequent distribution to the Board.

### D.3 Executive Committee

ED Performance Appraisal Tool

- In Camera 6:35 p.m.

**Motion:** To move In Camera

**Moved:** Blair Hutchings

**Seconded:** Jennifer Tsang

All in favour

**Carried:**

Board asked for Executive Director's reports to be placed in the Board Portal for their review.

### D.4 Capital Project Ad Hoc Committee - 6:50 p.m.

Carol Nagy, Chair, Capital Project Ad Hoc Committee, provided the following update:

- Currently the Committee has not met but a meeting will be scheduled once Quest has met with the Ministry of Health and Long Term Care. Currently the Ministry meeting is scheduled for the seconded week of March 2019.
- Ad Hoc Committee to regroup about next steps including meeting with MPP's.
- Ministry has been very positive and supportive of Quest re Toolkit and revisiting square footage, which will now include the De dwa de dehs>nye, Aboriginal Health Centre Hamilton (AHCH).

## D.5 Marketing, Communications & Fund Development Committee

Janice Arnoldi reviewed the Marketing, Communications & Fund Development Committee update:

- Committee met on February 21st, 2019 to brain storm ideas re StoryBrand messaging.
- Reviewed the concept of StoryBrand BrandScript, noting that you have 7 seconds to grab the audience's attention. Target audience 'General Public'.
- The BrandScript will be used to guide our marketing materials for the CHC as well as individual programs.
- Quest is complex re scope of practice / operations / populations / services; this makes brand scripting challenging.
- Committee will be coming up with 3 ideas each re a statement / message along with thoughts / questions for our next meeting on Wednesday March 6<sup>th</sup>, 2019.

## D.7 Board Liaison Report

Gail Riihimaki, Board Liaison, presented the following update :

- Quest has been selected for the 2019 Transformative Change Award - 'Quest CHC Rainbow Niagara LGBTQ+ Services (Rainbow Niagara).
- The award recognizes Quest's leadership, vision, provision of best practice care / services to the LGBTQ+ community, being clinical leaders for trans adolescent / youth, reducing barriers to care, supporting capacity among solo practitioners.
- Annual Conference, Community Health Connections 2019, June 11-13, 2019, join the Alliance for Healthier Communities and the Canadian Association of Community Health Centres in Ottawa.
  - Quest can accommodate Three Board members participating. Rick will represent Gail at the AGM for Board Liaisons, June 11th 2019 as Gail is unable to attend.
  - Please let Trudy know if you are interested in attending the two (2) day conference in Ottawa by March 29th, 2019.

### ● **Changes to the Health Care System**

Ontario Government introduced new legislation to enable their proposed health system changes. Our Association, the Alliance for Healthier Communities, and the OMA were the only primary care organizations invited to the Minister's announcement alongside other stakeholders, primarily from hospitals – clear indication that CHCs are at the table and of interest to the current government.

The Bill is called the 'People's Healthcare Act' some key features:

- The Bill establishes a Super Agency called Ontario Health
- It also enables the creation of Integrated Care Delivery Systems called Ontario Health Teams

### **Ontario Health (or the Super Agency)**

- Will incorporate larger agencies including Cancer Care Ontario, eHealth Ontario, Health Force Ontario Marketing and Recruitment Agency, Health Shared Services Ontario, Ontario Health Quality Council, Trillium Gift of Life Network, Local Health Integration Networks,

- Must engage prescribed Indigenous and Francophone health planning entities as well as the Minister's Patient and Family Advisory Council.
- Will take on current LHIN and Ministry Accountability Agreements with health service providers (HSPs).

**The "Ontario Health Teams" (the integrated care delivery systems):**

- Will incorporate at least Three (3) of hospital services, primary care services, mental health or addictions services, home care or community services, long-term care home services, palliative care services, any other prescribed health care service or non-health service that supports the provision of health care services.
- Will eventually serve 100% of Ontario's population, if successful
- Can include non-HSPs or persons that support the delivery of health care.
- Anticipating there will be up to 50 of these across the province; potentially ten early adopters.

The Executive Committee will be meeting to review and summarize the changes and a report will be brought back to the Board.

**D.8 Board Chair Report**

Rick Kennedy, presented an overview of the Chair Report:

**Quality**

Niagara Community Health Centre Collaborative - Physician Recruitment Strategies & Implementation Plan was jointly submitted by the 4 Health Centres to our LHIN. Coletta took the lead in drafting the document, with subsequent input from her ED colleagues. The plan supports the recruitment of physicians to serve the Niagara Region and has the potential to increase access to physician services and reduce unspent salary dollars, a priority of the Board and the LHIN.

**Leadership**

- Working with the Executive to discuss a draft Board policy for the acknowledgement of Indigenous territories, and the potential for it to be added as a permanent agenda item.
- ED voted in the Alliance For Healthier Communities Special Board meeting teleconference, and as directed by the Quest Board, in support of New Alliance Board Members.

**Partnerships**

- Attended the Mayor's "State of the City Speech" organized by the Niagara Chamber of Commerce
- Attended the "Women and Wellness" fundraising dinner in support of CMHA Niagara. Excellent event and turnout. Janice Arnold chaired the event.
- At the request of Quest Management, joined the Conference Program Planning Committee for Rainbow Health Ontario. The Conference is taking place in Niagara Falls in April 2020. It is aimed at people who work in the health sector and likely to

attract 400 participants. To date has participated in an introductory teleconference with Devon MacFarlane, Director of Rainbow Health Ontario.

#### Telling our Story

- Co-facilitated the Orientation Training session for new Board members. The new Board members had lots of questions re history of Quest; why the name “Quest”?.

#### D.9 Executive Director Report

Coletta McGrath, presented a few highlights from the ED Report:

##### Quality

- Recruited two Dental Hygienists and one dentist
- Other Recruitment activities have included:
  - Developed database of local dental office addresses from St. Catharines to Burlington
  - A wide variety of new strategies have been initiated to promote the programs and volunteerism
  - Development of Physician Recruitment Strategies and Implementation Plan in collaboration with Niagara’s other three CHCs (the Niagara CHC Collaborative).
- Implement BPSO project re mental health, addictions and crisis management

##### Partnerships

- Health Promoter participation on the Alliance for Healthier Communities Health and Wellbeing Committee - focused on reviewing research/other models of service to identify how to effectively imbed community development/health promotion into the model of health and wellbeing
- Migrant Agricultural Worker Program (MAWP) collaborating with Public Health to develop and implement a Tick Kit Health Promotion Program
- Preparing to roll out a new Denture Program in partnership with Niagara Dental Arts (NDA) Inc; NDA will work with Quest to create/fit one free set of dentures monthly

##### Leadership

- Initiate Clinical Best Practice Spotlight Organization (BPSO) initiative, including:
  - explore methods for new evidence to be implemented
  - develop opportunities for learning acquired by staff during training/workshops to be shared across team
- New Group being provided at Quest including Community Ties, a social drop in group for clients to connect through games, trivia, crafts and other activities

##### Telling Our Story

- Application submitted to the Alliance for Healthier Communities Transformative Change Awards for our Rainbow Niagara Program. (as per Alliance Liaison Report Quest was approved for the award)
- Participated in the Niagara Connects Health and Wellness: Living in Niagara Working Group Session
- Participated in the Age Friendly Niagara Network Community Forum re aging and homelessness

- The Service Statistics including Core Indicators for All Sectors & Sector Specific Indicators were reviewed noting that Quest is surpassing targets for most indicators.
- Flu Indicator has been taken from Alliance for Healthier Communities Business Intelligence & Reporting Tool (BIRT) program; other indicators being reviewed / updated, based on this tool and may change. The change is anticipated to be much less significant. Reason for significant change re influenza vaccine being reviewed.

**E. New or Other Business**

**E.1 Annual ED Reports**

The ED Annual Reports were shared and discussed with Board members, as required under Governance Policy section C2.1, C2.2 and C2.3. Coletta explained that the Annual ED Reports are for accreditation purposes.

**Motion:** To approve the General Executive Constraints C2.1, Compliance with Legislation C2.2 and Information and Counsel C2.3 as presented

**Moved:** Carol Nagy

**Seconded:** Francesca Vergalito

All in Favour

**Carried**

**E.2 Strategic Plan Update**

Coletta, provided the Strategic Plan update

We are currently working on a multi layer dashboard strategy for Quest's Strategic Plan for Board updates and target results. Have connected with Jasbir Sunner, Health Innovations Group who helped with our Strategic Plan 2018-2020.

**F. Adjournment**

**F.1 There being no further business, the meeting was adjourned.**

**Motion:** To adjourn the meeting

**Moved:** Jon Watson

All in Favour

**Carried**

The meeting was adjourned at 7:45 p.m.

Next Meeting:

Date: Thursday, March 27th, 2019 @ 5:30 pm

Location: 145 Queenston Street, 2<sup>nd</sup> Floor Community Room, West Wing

Date: \_\_\_\_\_ Chairperson: \_\_\_\_\_

Rick Kennedy, Chair

Recorder: \_\_\_\_\_

Blair Hutchings, Treasurer/Secretary