

Holland Bloorview Board of Trustees
Wednesday, February 17th, 2021
6:00 p.m. to 8:00 p.m.
ZOOM

Attendance

Present: Marg Rappolt, Chair; Poonam Puri, Vice Chair, Catherine Wood, Secretary; Bruce Cooper, Treasurer; Irene Andress; Alycia Calvert; Carol Cowan-Levine; Laura Dottori-Attanasio; Julia Hanigsberg; Mark Johnson, Suzanne Jorisch; Alice Keung; Jean Lam; Golda Milo-Manson; Dale Ponder; Jennifer Quaglietta; Lisa Robinson; Catherine Roche; Peter Rumney; Michael Wasserman; Allyson Whyte Nowak

Sr. Management: Tom Chau; Enza Dininio; Sandra Hawken; Tracey Millar, Bohodar Rubashewsky; Diane Savage; Meenu Sikand; Stewart Wong

Guests: Aryn Gatto, Accreditation Lead, Quality, Safety and Performance; Dr. Timothy Ross, Scientist, Bloorview Research Institute; Margot Follett Rowe, Interim Director, Quality, Safety and Performance

Recorder: Adwoa Rascanu

1. Call to order

M. Rappolt, Chair, noting a quorum present, called the virtual meeting of the Holland Bloorview Kids Rehabilitation Hospital Board of Trustees to order at 6:00 p.m.

Chair's remarks

M. Rappolt welcomed Trustees and leadership attendees to the meeting and began the meeting with a Land Acknowledgment. She respectfully acknowledged that the Board Meeting was taking place on the treaty and traditional land of the Huron-Wendat, the Seneca, and most recently, the Mississaugas of the Credit River.

Announcement

M. Rappolt congratulated Trustees on their Capes for Kids fundraising efforts so far and encouraged trustees to continue meeting fundraising goals.

M. Rappolt thanked Trustees for signing up to attend at least one Quality Committee (QC) and one Family Advisory Committee (FAC) meeting and reminded trustees that performance on these targets is reviewed by Accreditation Canada as part of the governance component of the survey.

Approval of agenda

The Chair requested approval of the agenda as pre-circulated.

A MOTION to approve: It was MOVED by Poonam Puri, and seconded by Jennifer Quaglietta, that the Board of Trustees approve the agenda.

P. Puri / J. Quaglietta

CARRIED

Disclosure of Conflicts of Interest

The Chair asked whether anyone wished to declare a conflict of interest on any of the items slated for discussion at this Board meeting, and there were none.

2. Discussion Agenda

2.1 Board Education Session with Dr. Timothy Ross, Scientist, Bloorview Research Institute (BRI)

T. Chau introduced Dr. T. Ross and commended him for his resilience and ability to conduct research even through all the restrictions and challenges of the pandemic. Dr. T. Ross is the Bloorview Research Institute Social Justice Scientist. Dr. T. Ross is also the only BRI scientist who has an academic appointment in the department of geography and planning. He is well engaged with the hospital's inclusion, diversity, equity and accessibility work and has received a number of grants looking at issues relating to social justice and children with disabilities and their families.

Dr. T. Ross introduced the board to his work background and provided an overview of his research program. He has established the Engagement and Planning for Inclusive Communities (EPIC) Research Lab. The research program aims to understand the experiences and critical perspectives of families living with childhood disability, identify ableism, unpacking its normalcy and shaping inclusive, diverse, and healthy communities for all. The research areas that the lab will be exploring are access to education, transport and mobility, inclusive play and addressing institutional ableism.

A lively discussion ensued about the impact of the research being explored at the EPIC Research Lab.

2.2 Caring Safely:

2.2.1 Accreditation

J. Hanigsberg introduced A. Gatto, Accreditation Lead, Quality, Safety and Performance, and M. Follett Rowe, Interim Director, Quality, Safety and Performance, who walked the board through the accreditation process specifically as it pertains to the governance standards and the Board of Trustees.

Under the current model, the hospital seeks accreditation from Accreditation Canada every four years. Accreditation Canada will be sending surveyors to the hospital from October 17-21 this year and will evaluate whether we meet national and international best practices.

There are six standards that they will be reviewing – 4 that all organizations are evaluated against and 2 specific to the services that Holland Bloorview provides.

Most teams have completed their self-assessments and have started to look at the areas they need to address: Governance, Leadership, Medication Management, Infection Control and Rehabilitation Services, Ambulatory Care Services.

The board will be involved in three primary ways:

1. A self-assessment
2. Complete a governance functioning tool survey
3. Participate in the onsite visit.

The board was asked to complete the online governance functioning survey once it becomes available.

M. Follett Rowe, concluded that collectively the board will be an important part of the accreditation process as they share the hospital's story, practices, and successes with the surveyors this fall.

There was a discussion about accreditation during a pandemic and the implications. M. Follett Rowe, responded that quality improvement is still important, even amid a pandemic and noted that other hospitals have already gone through accreditation during the pandemic and completed a hybrid, virtual and on-site accreditation survey.

J. Hanigsberg commented that the hospital is mindful of the efforts put into preparation for accreditation and is doing its best to minimize net new work, aligning with existing priorities and initiatives while in the midst of an ongoing global pandemic. J. Hanigsberg asked the board to calibrate its expectations, on preparation and results considering the current situation with full confidence that the hospital will receive exemplary (the highest) standing.

2.1.1 Quality Committee Report

C. Cowan-Levine gave a report of the Quality Committee for the month of January. She drew attention to the hospital's Caring Safely program, which was the focus of the Integrated Quality Framework Update. Launched in January 2020 the focus of the collaborative North American network is to keep all paediatric clients, families, and staff safe through the elimination of preventable harm. Holland Bloorview's first Caring Safely project is a hospital acquired condition initiative focused on the use of high reliability methods to reduce the incidence and severity of client skin pressure injuries.

C. Cowan- Levine also brought attention to a number of improvement initiatives underway as a direct result of learnings from 2020 clinical risk cases, including a caregiver escalation protocol, a Code White policy and response refresh, and processes related to custody and access information.

2.2.3 Medical Advisory Committee Report

P. Rumney presented the January summary report of the Medical Advisory Committee (MAC) on behalf of G. Milo-Manson. There were no critical incidents to report for the month of January 2021. Infection rates for C. difficile, MRSA and VRE remained at zero for January 2021. P. Rumney credited the low infection rates to the adequate use of personal protection equipment.

2.3 Extension of No Boundaries Strategy to 2023

J. Hanigsberg brought before the board the recommendation from management, which is to extend the No Boundaries strategic plan into a sixth year (FY 2022-23). In year six the hospital will continue to drive the three strategic directions developed in the 2019 Strategy Check-in and begin development of the next strategic plan in the Fall of 2022.

The Chair asked for the Board's approval on the extension of the No Boundaries strategic plan into a sixth year (FY 2020-23) as proposed by management.

A MOTION to approve: It was MOVED by Suzanne Jorisch, and seconded by Jennifer Quaglietta, that the Board of Trustees approve the extension of the No Boundaries Strategic Plan into a sixth year (FY 2022-23).

S. Jorisch / J. Quaglietta

CARRIED

2.4 Foundation Board Report

S. Hawken provided an update of the Holland Bloorview Kids Rehabilitation Hospital Foundation. She thanked Trustees for their fundraising efforts for Capes for Kids and encouraged them to continue their efforts. S. Hawken mentioned that Capes for Kids raises the most funds for undesignated highest priority hospital needs. She shared that the Foundation is on track to have its highest fundraising year in the history of the Foundation. She highlighted that although most foundations are experiencing a 20 to 40% decline in fundraising, the Foundation has seen 5% to 10% increase. As well, the Dear Everybody campaign currently has over 100 signatories including Hasbro and Canadian Tire. The Bloorview Research Institute fundraising campaign is also progressing with \$9 million to go against the \$32 million commitment.

S. Hawken concluded that the Foundation has already exceeded some of its five year strategic plan goals and will be moving to developing a new strategy.

2.5 President & CEO Report

J. Hanigsberg reported that the February CEO Report was included in the Board package. She indicated that she would be happy to address any questions coming out of the report.

2.5.1 Q3 Update on performance against 2020-21 Operating Plan

J. Hanigsberg gave a Q3 update on the 2020-21 operating priorities. In October 2020, the Board of Trustees approved a revised operating plan with a 25% targeted reduction in new operating priorities to enable the hospital to focus on core business needs and pandemic operations. Currently 60% of the operating priorities are at 75% completion for 2020-21 activities, with approximately 40% behind their timelines. She referred to the pre-circulated briefing note, which highlighted in detail some of the challenges to meeting the goals to date. J. Hanigsberg explained that, although the hospital's diversity equity inclusion and accessibility work has advanced, some of the goals that were initially set, have yet to be fully met.

2.5.2 Update on COVID-19 Current Status and planning

I. Andress provided an update on vaccination. Since demand for COVID-19 vaccines will initially exceed available supply, staff will be sub-prioritized to be consistent with the provincial government's revised framework for healthcare workers.

D. Savage shared screening changes that apply to the Bloorview School Authority and the onsite daycare that are required by Toronto Public Health. D. Savage added that travel outside of the country is currently not permitted for Holland Bloorview staff.

J. Hanigsberg reported that inpatient and occupancy census have risen dramatically at 78% overall occupancy. J. Hanigsberg added that ambulatory onsite and virtual visits are also exceeding target and highlighted that in all but two areas there has been good progress in terms of waitlist reduction.

2.5.2.1 Team Wellness Update

In response to questions from the Board at the January meeting, T. Millar gave a team wellness update. She reported that the pandemic has heightened stresses and posed concerns for mental health in staff. The hospital received the results of its bi-annual Employee Engagement Survey, which revealed that staff feel very positive about most aspects of their work experience, while also indicating that Holland Bloorview has opportunities to improve including in the area of mental health. In addition to the informational employee mental health resources that are available, the hospital is reviewing its mental health related benefits and has recently revitalized its employee mental health strategy. The hospital is also initiating a new program called Stress First Aid, which provides a framework to improve recovery from stress reactions, with a set of supportive actions designed to promote self-care and coworker support. The program will help identify and lessen the negative impacts of stress at work before they harm staff health and wellbeing.

A good discussion followed about the Employee Engagement Survey's results, and the opportunities it will highlight for management and the board to support staff in their wellbeing. T. Millar will be providing a detailed report of the Employee Engagement Survey findings at an upcoming board meeting.

3.0 Consent Agenda

The Chair noted the following items under the Consent Agenda requiring Board approval.

- 3.1 Minutes of Board Meeting January 20 2021
- 3.2 Credentialing Dr. Jason D. Cyr
- 3.3 CEO Performance and Compensation Committee Membership

A MOTION to approve: It was MOVED by Catherine Wood and seconded by Carol Cowen-Levine, that the Board of Trustees approve the Consent Agenda.

C. Wood/C. Cowen-Levine

CARRIED

Adjournment

There being no further business for discussion, the meeting was adjourned at 8:00 p.m.

Marg Rappolt
Chair, Board of Trustees
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