



Board Highlights

November 22, 2011

The following are highlights from the NRHA Board of Directors meeting held on in November 22, 2011 in Flin Flon. For more information or clarification on any issue, please contact Doug Lauvstad, Board Chair or Helga Bryant, Interim CEO.

Decisions Items:

Accreditation Canada Survey: The NOR-MAN Regional Health Authority's national accreditation process through Accreditation Canada has begun. The Survey Team arrived in Flin Flon on Sunday November 20th to begin a week long survey of our organization. The surveyors are all health care professionals who, in addition to being Surveyors, work in other health organizations across Canada.

Accreditation Canada introduced a new Accreditation process in 2008. In the past during our survey visits, the surveyors would spend much of their time in meeting rooms, interviewing teams and leading focus groups with our staff and clients. They would receive tours of our facilities, but little time was spent interacting with staff and clients – seeing how we really do business and care for those we serve. Now, the surveyors spend more time in our facilities, learning about our care processes and getting a sense of the patient experience. To better assess our processes and performance the surveyors conduct “TRACERS” – Accreditation Canada's term for a process where they will follow a client/patient's experience or administrative process throughout the organization starting at initial contact.

The Board met with the Survey Team on November 22nd. There will be a general Organization Debriefing for all staff, physicians and Board on Friday, November 25th from 11:00 to 12:00 in The Pas with Flin Flon and Snow Lake being linked through Telehealth. Accreditation results are expected early in the new year.

Governance Education Report: As part of Journey Forward, Board work on its governance model, governance education and Board role development is continuing. The Board has now had 2 education sessions with an expert from the Asper School of Business through the University of Manitoba. The next session is to be scheduled in early in the new year.

Quality and Patient Safety Report: The Quality & Patient Safety Committee will meet in early December to develop Terms of Reference specific to the goals and objectives of the NRHA Committee. Terms of Reference from various organizations have been collected as reference material to assist in these development efforts. The Regional Manager of Quality & Risk and the Regional Patient Safety Coordinator will support the Committee.

CEO Search Committee Report: Trevor Lane, Chair of the CEO Search Committee advised that candidates have been short-listed and recommendations would be coming forward to the Board shortly.

Chief of Staff – The Pas: Acting on a joint recommendation from Interim CEO, Helga Bryant and VP Medicine, Dr. Haleh Azar, the Board appointed Dr. Richard Kostyk as Chief of Staff , The Pas Health Complex for a one year term.

Discussion Items:

Community Reports: Community reports from Cal Huntley and Doug Lauvstad were received wherein they advised that meetings had taken place with Flin Flon MLA Clarence Petterson and The Pas MLA Frank Whitehead to discuss the Journey Forward initiative, community engagement and Board representation.

Cultural Awareness: A daylong session facilitated by Ms. Stella Neff was held on October 15th with Board and Senior Management. The Key Objectives of this session were:

- To understand cultural differences, customs, beliefs and values.
- To provide an understanding and appreciation for the history of the people of the North.
- To discuss the after effects of the residential school system.
- To share some traditional teachings to promote understanding.

Upcoming sessions in the New Year will include NRHA managers and will focus on:

- Medicine Wheel, Traditional Medicines, Metis History, Sacred Tree, Spirituality, Storytelling and Language and 7 Sacred Teachings.

Information Items:

Chair’s Report: Doug Lauvstad advised that he was unable to attend the October Council of Chairs meeting although Helga Bryant, Interim CEO attended representing the region. He will attend the December meeting and provide information at the next Board meeting.

Interim CEO Report : Interim CEO, Helga Bryant’s written report was distributed to the Board. Highlights of her report included:

- **Complaint Process:** Helga advised that management of complaints has been a major discussion point with our public as well as internally. The Policy has been revised and was provided to the Board for information. The new Client Concern Management Policy is based on the principles that the client’s issue or complaint should be “dealt with” closest to where it occurred, as expediently as is practical and that anyone receiving a complaint - regardless of where in the organization - will respond in a manner consistent with the concept of “what can I do right now to alleviate the concern”.
- **Nurse Practitioners:** Manitoba Health has given approval for the NRHA to access the funding allocated to 2 NP positions for the purpose of supporting 2 local Registered Nurses which would allow them to engage in full-time studies to complete the 2 year Nurse Practitioner program.

Upcoming Meeting Dates: Meetings are open to the general public and are held the fourth Tuesday of each month with the exception of July and August.

December 13 – The Pas

January 24 – Flin Flon

February 28 – The Pas

March 27 – Flin Flon

April 24 – The Pas

May 22 – Flin Flon