

**MINUTES OF A MEETING (“MEETING”)
OF THE BOARD OF DIRECTORS (THE “BOARD”)
OF THE PROVINCIAL HEALTH SERVICES AUTHORITY (“PHSA”)
HELD ON THURSDAY, NOVEMBER 28, 2019 AT
PHSA OFFICES
2nd FLOOR – 1333 WEST BROADWAY
VANCOUVER, BC
AT 9:20 A.M.**

In Attendance:

Directors:	Tim Manning, Chair Donisa Bernardo Robert Kiesman	Dr. Ken Bassett Sandra Martin Harris Sharon Stromdahl	Lorianna Bennett Dr. Kerry Jang David Turchen
Regrets:	Suki Gill	Chief Clarence Louie	Gary Pooni
Guest:	Ms. Mary MacKillop, Director, Patient Experience, BC Children’s and Women’s Hospital		
Management:	Carl Roy Kendra McPherson Catherine Syms Cathy Prentice, Recorder	Thomas Chan Dr. Maureen O’Donnell Susan Wannamaker	Linda Lupini Ron Quirk Donna Wilson

CALL TO ORDER

Mr. Tim Manning, Board Chair, called the Meeting to order at 9:20 a.m. It was established that a quorum of the Board was present. Ms. Cathy Prentice was appointed recording secretary of the Meeting.

AGENDA

It was **MOVED** and **SECONDED** that the Board of Directors approves the Meeting agenda as circulated.

QUESTION FROM THE PUBLIC:

No members of the public were present.

PUBLIC PRESENTATION

There were no public presentations.

1.0 APPROVAL OF THE MINUTES

Motion

It was **MOVED** and **SECONDED** that the Board approves the minutes of the public Board meeting held September 26, 2019.

2.0 PRESENTATION

Learning from our Patient Partners

Ms. Susan Wannamaker, Executive Vice President, Clinical Service Delivery, introduced Ms. Mary MacKillop, Director of Patient Experience, BC Children’s and Women’s Hospital. As well as being a long term employee, Ms. MacKillop was also noted to be responsible for Volunteer Resources, Patient and Family Engagement, Media Services, School and Sibling Services, Child and Youth Therapeutic Services. Ms. MacKillop will be speaking to the patient experience specific to PHSA’s organizational Access and Wait Times initiative, which, based on Ministry of Health direction, is focused on surgery and medical imaging services across PHSA.

Ms. MacKillop was welcomed to the meeting and advised of her regular attendance at PHSA public board meetings where she typically sits in the audience as support to the patient experience presenters and any family members present. She thanked the board for their sincere efforts in making patient presenters comfortable.

Ms. MacKillop advised that previous to her current position, she led the Patient Care Quality Office and has been in health care for thirty plus years.

Ms. MacKillop provided a review of the Medical Resonance Imaging (MRI) Simulator Program at BC Children's Hospital. The purpose of the MRI Simulator Program is a means to help prepare young patients for their upcoming MRIs. This program is used to help determine if a patient is able to complete their MRI without general anesthetic. She advised the introduction of anesthesia can be stressful with up to 60% of children suffering from significant anxiety. One strategy for reducing preoperative anxiety is utilizing Child Life preparation which includes role play, procedural preparation, play, teaching and rehearsal of coping strategies.

The following was reviewed:

- Children and families first meet with Child Life specialists to navigate the MRI experience;
- The Child Life specialist assists the families from the initial interview, through the MRI experience and follow up post MRI;
- Total number of simulators conducted from November 2017 to December 2018 were 377 with 283 total patients able to complete a non-sedated MRI;
- Non-sedated MRIs contribute significantly to the reduction of the wait list.

Responses to queries were as follows:

- Regarding follow up, Ms. MacKillop advised follow-up takes place with every patient by phone call and/or email to check on progress and close the loop where applicable.
- Regarding complexities that can delay MRIs, Ms. MacKillop advised that if the child is not ready, they are celebrated for their attempts and it is determined quite quickly if the child requires rescheduling or sedation. Families are assured and encouraged not to view this as a setback.
- Responding to a query, the board was advised that referrals to the program are initiated by physicians. Coaching conversations take place with physicians as 94% of referrals are for sedated MRIs.
- Regarding assisting the children through a challenging time, Ms. MacKillop advised that parents are not solely relied on. Child Life specialists work with the child on the experience and ensure they are listened to and heard.

Ms. Donna Wilson, Executive Vice President, People, Diagnostic & Treatment Services, advised this program is a new model and way forward for provincial communities. Staff resources required for sedated versus non-sedated MRIs were discussed.

The Chair thanked Ms. MacKillop for her very informative presentation advising this is a comprehensive pathway and team approach for a particular area of health care that can be used as a model for other areas and programs.

3.0 BOARD COMMITTEE REPORTS

3.1 Quality & Access Committee

Ms. Lorianna Bennett, Chair, Quality & Access Committee, advised of one item for information as follows:

Updates to 2004 Medical Staff Bylaws

The BC Cancer and Children's & Women's Medical Staff Bylaws have been revised and combined into one set of the bylaws, the "PHSA Medical Staff Bylaws" which include updates and changes to incorporate Nurse Practitioners as part of medical staff, and to reflect PHSA's medical governance model, mandate and strategic priorities.

3.2 People & Governance

Mr. Robert Kiesman Chair, People & Governance Committee, advised of three items for approval.

Board Evaluation

In preparation for the Board Accreditation Canada Survey in May 2021, it is recommended that the Accreditation Canada Governance Standards be incorporated into the current board evaluation and the two-staged evaluation be replaced with the Accreditation Canada Governance Functioning Tool to meet the requirements for Board Evaluation.

Motion

It was **MOVED** and **SECONDED** that the Board of Directors approves that the Accreditation Canada Governing Functioning Tool, including the appended roadmap, be the evaluation tool for the PHSA and BCEHS Boards in 2020 in the form presented at the meeting.

Annual Review of Board Governance Guidelines and Policies

The Committee carried out its annual scheduled review of Policies. Policy changes brought forward were explained in the accompanying briefing notes and discussed with the Committee.

Motion

It was **MOVED** and **SECONDED** that the Board of Directors approves the following policies/guidelines:

- Influenza Prevention Policy;
- Board Evaluation Policy (previously referred to as Board, Board Committee, Chair & Directors Evaluation Process);
- Code of Conduct and Conflict of Interest Guidelines Policy (previously referred to as Code of Conduct & Conflict of Interest Guidelines for Director);
- Board Record Retention Policy;
- Long Term Board Renewal Plan Policy;
- Board Committee Guidelines (previously referred to as Board Composition Policy).

Board Reappointments and Vacancies

Board reappointments and vacancies are reviewed annually in November.

Motion

It was **MOVED** and **SECONDED** that the Board of Directors approves the Director Terms and Reappointments as presented to the meeting.

3.3 Finance Committee

No report.

3.4 Audit Committee

In Ms. Suki Gill's absence, Mr. David Turchen provided the Audit Committee report advising of one item for approval.

BC Cancer Reports on Federal Awards

PricewaterhouseCoopers (PwC) presented the Fiscal Year (FY) 2019 BC Cancer Reports on Federal Awards under Uniform Guidance and provided background to the Committee on BC Cancer's requirement for an A133 external audit. PwC did not identify any reportable audit findings for FY2019. The audit report will be finalized upon receipt of the UBC Uniform Guidance Findings Report, to be issued by KPMG International Cooperative (KPMG) in December. The UBC report is required by PwC to confirm UBC's compliance with the US Federal Program requirements as a sub-recipient of BC Cancer.

Motion

It was **MOVED** and **SECONDED** that the Board of Directors approves the BC Cancer Reports on Federal Awards in Accordance with the Program Specific Audit Option under

Uniform Guidance for FY2019, subject to no further changes to this report by PricewaterhouseCoopers.

3.5 Research Committee

Ms. Sharon Stromdahl, Acting Chair, Research Committee, advised of two items for information.

Data Analytics and Knowledge Synthesis

As Part of PHSA's expanded mandate to drive evidence-based clinical policy, Dr. Maureen O'Donnell, Executive Vice President, Provincial Clinical Policy, Planning & Partnerships, and Ms. Ellen Chesney, Chief Administrative Officer, Research, have been engaged in discussions with key members of the PHSA scientific community regarding how these unique assets and strengths can be harnessed to drive patient and system improvements, especially as they relate to PHSA's Service Plan and mandate.

Dr. Wyeth Wasserman, Vice President of Research at BC Children's Hospital presented to the Research Committee on opportunities that exist at the intersection of research, policy and care through the application of data analytics and knowledge synthesis. The Board requested that any requirements to advance this important effort that should be supported or addressed by the Board be brought forward and that future updates on progress be provided.

PHSA Research and Student Education Consolidated Metrics Report

The 18/19 PHSA Research and Student Education Consolidated Metrics Report was referenced and noted to have been included in meeting materials. Ms. Stromdahl advised that last year, governance level reporting was streamlined and consolidated into a single report for research and student education with a stronger focus on outcomes. Key outputs for research and student education were presented in infographics. In addition, new outcomes data in the form of top research accomplishments were provided, and research developments and strengths were synthesized at a high level and presented through enhanced narrative. This year, under the guidance of PHSA's new Corporate Director Academic Education, Ms. Christie Diamond, that same approach was applied to enhancing the student education narrative.

A synopsis of the summary report was provided.

4.0 **BUSINESS ARISING**

No business arising was identified.

5.0 **CORRESPONDENCE**

Correspondence was referenced for information.

6.0 **NEXT MEETINGS**

Thursday, February 6, 2020 in Vancouver.

7.0 **TERMINATION** – the Meeting terminated at 10:00 a.m.