

Leadership Council Public Meeting

November 27-28, 2019

Mackenzie Hotel Boardroom

Inuvik, NT

Minutes

PRESENT:

- Mr. Jim Antoine, Chairperson
- Ms. Ethel-Jean Gruben, Vice Chairperson
- Ms. Gina Dolphus, Sahtu Regional Wellness Council
- Mr. Brian Willows, Hay River Health and Social Services Authority
- Mr. Ted Blondin, Tlicho Community Services Agency
- Ms. Ruby Simba, Dehcho Regional Wellness Council
- Ms. Nancy Trotter, Yellowknife Regional Wellness Council
- Mr. Bruce Cooper, Deputy Minister Health and Social Services

- Ms. Melanie Murphy, Senior Advisor – Governance

REGRETS:

- Ms. Patricia Schaefer, Fort Smith Regional Wellness Council

GUEST PRESENTERS:

- Mr. Tim VanOverliw, Executive Director, Corporate and Support Services
 - Dr. Kami Kandola, Chief Public Health Officer
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1.0 Call to Order

This meeting called to order at 9:02 AM.

- a) Mr. Jim Antoine led the Leadership Council in an opening prayer.
- b) The Chairperson welcomed everyone to the meeting.
- c) The safety overview was provided by Melanie Murphy, Senior Advisor – Governance.

- d) Attendance was taken by Melanie Murphy – Senior Advisor, Governance.
- e) There were no conflict of interest declarations for this meeting.

2.0 Agenda/Action Items/Minutes

a) Review/Approve Previous Meeting Minutes

The Leadership Council reviewed the minutes from the August 28-29, 2019 meeting held in Yellowknife and the Annual General Meeting held on August 28, 2019 also in Yellowknife.

On a motion duly moved and seconded, the Leadership Council of the Northwest Territories Health and Social Services Authority approved the August 28-29, 2019 meeting minutes, as presented.

Motion: Ruby Simba
Second: Nancy Trotter
LC19/11-001 – Carried Unanimously

On a motion duly moved and seconded, the Leadership Council of the Northwest Territories Health and Social Services Authority approved the August 28, 2019 Annual General Meeting minutes, as presented.

Motion: Brian Willows
Second: Gina Dolphus
LC19/11-002 – Carried Unanimously

b) Review/Approve Agenda

The Leadership Council reviewed the agenda for the meeting. There was one amendment to the agenda with financial details from the Finance Committee report were discussed during the in camera session.

On a motion duly moved and seconded, the Leadership Council of the Northwest Territories Health and Social Services Authority approved the November 27-28, 2019 agenda, as amended.

Motion: Nancy Trotter
Second: Ted Blondin
LC19/011-003 – Carried Unanimously

c) Review Action Items List

The Leadership Council reviewed the updated action items list. Additional information was requested on why the boarding home in Yellowknife does not lock room doors to prevent theft. Information was provided to all members following the meeting on the ability and process of locking the room doors at the boarding homes in Yellowknife.

During this discussion, the Leadership Council addressed feedback they received on the Annual General Meeting. Council members feel the current structure for the AGM is too structured and provides information overload for those attending. It currently misses the human elements of what the meeting should provide. The Council will discuss options at a future Council meeting to determine the best way to hold the meeting.

3.0 Finance Committee Report

Brian Willows, the Finance Committee Chairperson, led the Leadership Council through the report of the Finance Committee meeting which took place on November 14, 2019 via teleconference.

The report outlined the some discussion of the Committee, particularly:

- Committee Workplan – it provides a quarterly update on progress;
- Office of the Auditor General Annual Audit Results – the audit was completed and there were no significant concerns from the OAG; and
- Update on Forgiveness Requests – the Committee reviewed the process from the Department of Finance on Forgiveness requests.

The remaining items, covered by the Finance Committee, were discussed in camera due to the confidential aspects of the topics.

The next meeting of the Finance Committee is scheduled for January 23, 2020 in Hay River, NT.

4.0 Governance and HR Committee Report

The Governance and HR Committee held its meeting on November 12, 2019. The report outlined the topics of discussion, particularly:

- Leadership Council Self-Assessment for Training – each member will complete a self-assessment on areas of Governance to identify

- training and development for the upcoming year. The training and development plan will be presented for review at the February 2020 meeting.
- New Member Orientation Slide deck – members reviewed the proposed content for the New Member Orientation presentation which will serve as the introduction to the orientation process for new members. The Council asked for consultation and feedback from other government agencies to be added to this presentation. Also added, is a slide to explain the roles and responsibilities of the Minister.
- CEO Succession Plan – the Committee reviewed options for CEO Succession in the event of a sudden short term departure, sudden unplanned permanent departure and planned permanent departure. The Committee discussed potential employees who could step into the role. The Council heard results of this discussion in camera.

The next meeting of the Governance and HR Committee will be on January 21, 2020.

5.0 Quality Committee Report

The Quality Committee held its meeting on November 13, 2019. The report outlined topics of discussion, particularly:

- An Accreditation preparation update - the survey for Governance is scheduled for December 9, 2019.
- A Quality Progress report on the Primary Health Care Reform – currently working through six demonstration projects throughout the NT which are targeted to improve access, relationship based care and outcomes within the health and social services system.
- Quality Scorecard Update – this is the first results presented to the Committee using 13 indicators. Going forward, they will receive information by region. The Committee would like information on the cost of medevac flights, from the furthest to closet points, cost comparison of medevac's, charters and scheduled flights.
- Incident Reporting System Trends – the committee received performance information on patient safety indicators available to date. This report will be presented quarterly and future reports will include analysis, trends, and interventions taken or planned.

The next meeting of the Quality Committee is scheduled for January 22, 2020.

6.0 Quality Report – Mental Health and Addictions Action Plan

Georgina Veldhorst, Executive Director, Clinical Integration, led the Council through an in-depth presentation on the Mental Health and Addictions Action Plan. The presentation highlighted:

- A description of mental health and addiction services and access to services.
- The current state of mental health and addictions in the regions and Northwest Territories and how it differs from the rest of Canada.
- Information about the changes to the Mental Health Act.
- Information about the new child and youth telepsychiatry program.
- The plans for the mental health and addiction services and our quality improvement initiatives.

One region asked for a project to assess people impacted by residential school to see if there is PTSD and determine what supports and resources they need. This project should involve speaking to the people in the region to identify what supports they need and what will help them in this struggle.

It was also identified that the NTHSSA and Department of Health and Social Services need to work with the Departments of Justice and Education, Culture and Employment to create support initiatives for youth in the communities.

7.0 Signage Presentation to Show Mock-ups

The Leadership Council previously requested universal signage be placed in health centers and hospitals to advertise the Mission, Vision, values and Guiding Principles of the NTHSSA. The purpose is to allow patients and clients to see what the goals of the NTHSSA is and how people will be treated in the centers.

During this meeting, the Leadership Council reviewed some possible signage mock-ups. They asked for additional examples to be presented at the next meeting. They requested the information be presented in a clear, concise, eye catching way, not to overwhelm the people reading it.

In addition, Council reminded the NTHSSA that translation services should be directed to the appropriate organizations in each region to ensure the translation is done correctly.

The examples will be presented for Council decision at the February 2020 meeting.

8.0 Strategic Planning Update

The Leadership Council received an update on the plan and timelines for system strategic planning. The Leadership Council and Regional Wellness Councils will have a more prominent role in this cycle.

The Department of Health and Social Services and the NTHSSA will garner feedback from the Regional Wellness Councils at their next meetings.

The Strategic Plan will be approved by Legislative Assembly Cabinet in April 2020.

9.0 Talent Management Plan Update

The Northwest Territories Health and Social Services System (HSS System) is focused on addressing challenges related to recruitment and retention of health and social services professionals, to help ensure an effective and appropriately staffed workforce to meet the health and social services needs of NWT residents.

The plan details presented to the Leadership Council intend to be more proactive and use data to drive the recruitment of new employees. The plan included information on:

- Activities that identify needs specific but not limited to; the type of role, skill set needed, and experience needed.
- Activities that gather and proactively search for potential candidates.
- Searching and retention activities that target potential candidates and drive them to apply for open positions.
- Additional searching and retention activities that support and communicate with potential candidates; encouraging them to apply or stay with the organization.
- Processes and activities to reduce the number of applications and identify a suitable candidate.
- Processes and activities to integrate new employees into the organization.

10.0 Recruitment/Retention of Indigenous Employees

Input is required from indigenous representatives in the NWT into the Health Human Resources best practices for increasing the recruitment and retention of indigenous health human resources. The 19th Legislative Assembly identified a priority to increase the number of resident health care professionals in the NWT. The NWT participates in the Federal/Provincial/Territorial (FPT) Committee on Health Workforce (CHW) whose mandate includes provision of policy and advice to the Conference of Deputy Ministers on health workforce challenges and planning, organization and delivery of health services. The CHW struck an Indigenous Health Human Resources Task Force to scale up and spread best practices for increasing the recruitment and retention of indigenous health human resources.

The next step is to meet with indigenous representatives within each jurisdiction to share results of the work to date and seek feedback on preliminary findings and advice regarding potential future work that could have a positive impact.

Information and feedback will be sought from the Leadership Council and the Regional Wellness Councils at the next set of meetings.

11.0 Adjourn Day 1

12.0 Day 2 Opening Prayer

Ms. Gina Dolphus led the Council in an opening prayer.

13.0 Report – Chairperson

The Chairperson provided a report of activities in between meetings. This included meetings with employees, the Minister Responsible and any other engagements he attended on behalf of the Leadership Council.

14.0 Report – Deputy Minister, Health and Social Services

The Deputy Minister provides a quarterly report to the Leadership Council on activities occurring at the Department of Health and Social Services.

During this discussion the Leadership Council members:

- Requested more information on the Paid Caregiver Program and what are the rules/regulations on opening a private clinic. They will receive a briefing note for the next meeting.
- Further consultation and engagement from residents of the Beaufort Delta on the traditional foods policy to determine what aspects of the policy work for that region and what aspects may need to be amended to reflect the needs to the region.

15.0 Report – Chief Executive Officer

Sue Cullen, CEO, went through her report and answered questions where applicable. Items included in the report provided updates on many items, including:

- Cultural Safety – Leadership Council identified the need for training to take place in the communities and to have input on training from the residents of the communities;
- Cancer Care – Leadership Council members identified the Cancer navigator program as very good but there is not a lot of public knowledge of it outside of Yellowknife. Maybe an opportunity to speak at the Community Fair coming up in Hay River;
- HR Recruitment Plan – the Council would like regular updates on this plan and to see the evaluation metrics used to measure success.
- Stanton Territorial Hospital;
- Accreditation;
- Territorial Physician Workforce Review.

16.0 SAM Development and Implementation

The initial Go-live date was scheduled for December 2, 2019.

There have been some un-anticipated delays as a result of issues faced with the Peoplesoft PeopleTools upgrade and unforeseen issues faced implementing a new Inventory/Materials Management Module. The revised go-live date is scheduled for January 27, 2020.

The specifics of this implementation were discussed in camera due personnel concerns and financial considerations.

17.0 Presentation – Strategy to Eliminate TB in the NWT

Dr. Kami Kandola attended the meeting to present on strategies to eliminate TB in the NWT.

On April 1, 2019 the Department of Health and Social Services launched a two-year project to reduce TB rates through treatment for individuals who have an inactive (“latent”) form of TB infection. The goal is to eliminate the potential for active TB disease to develop.

While NWT TB rates are lower than in the past, rates remain disproportionately higher among the Indigenous population. Over the previous 5-years the rate of new active TB cases in the NWT was 2.5 times higher in the Indigenous population compared to the non-Indigenous population.

Discussions are also underway to roll out the project in communities in the Beaufort Delta region. Planning will align with actions proposed under the national *Inuit TB Elimination Framework*.

This work will consider cultural safety and legacy issues, including stigma, that is associated with past treatment approaches for TB. A community engagement approach will assist in improving services and acknowledging the impact of past practices and injustices.

The Public Health Agency of Canada (PHAC) has assigned a two-year federal employee to work within the department to help advance the project.

PHAC has also identified \$150,000 for 2019/20 to support the project.

The federal government has pledged \$828.2 M over five years to improve health outcomes of First Nations and Inuit. Of that, \$13 million has been earmarked specifically for TB prevention and control, with more than \$1 million targeted to Inuit populations.

Dr. Kandola also discussed the Shingles vaccine and the Leadership Council’s inquiry to have this offered free of charge to each NWT resident. At the current time, meetings are occurring at the federal level with NIHB asking them to cover the vaccine. Updates will be provided to the Council one it is received.

18.0 Regional Wellness Council Reports:

The Leadership Council engaged in a round table to provide updates on activities and issues raised from their regions. The high level items will be

added to the Leadership Council action tracker and the operational (region specific) items will be added to the regional action tracker.

19.0 Leadership Council Evaluation

The Leadership Council completed the meeting evaluation forms and submitted to Melanie Murphy for tracking and follow up.

20.0 In-Camera Session

The Leadership Council did hold two in camera sessions during this meeting.

21.0 Closing Prayer

Ms. Gina Dolphus led the Leadership Council in a closing prayer.

Adjournment

- The Leadership Council made a motion to formally end its business and close its meeting at 12:21 PM.

On a motion duly moved and seconded, the Leadership Council of the Northwest Territories Health and Social Services Authority closed its November 28-29, 2019 meeting.

Motion: Nancy Trotter

Second: Ethel-Jean Gruben

LC19/11-004 – Carried Unanimously



Chairperson Approval Signature:

May 19, 2020

Date: