

Regional Wellness Council Meeting Minutes

Wednesday, January 18, 2023

#	Item	Details	Time	Responsibility
1.0	Call to Order	2:01 PM		Chairperson
2.0	Reflection / Prayer	Led by Council Member	2:01 PM	Mary Pat Short
3.0	Attendance	<p><u>In Attendance</u></p> <p>Governance:</p> <ul style="list-style-type: none"> ○ Chair, Ms. Phyllis Mawdsley ○ Member, Ms. Lynda Martin ○ Member, Ms. Lorraine Tordiff ○ Member, Mr. Don Webb ○ Member, Ms. Dianna Korol ○ Member, Ms. Mary Pat Short <p>Regrets:</p> <p>Staff:</p> <ul style="list-style-type: none"> ○ COO, Ms. Sujata Ganguli ○ Executive Assistant, Ms. Candace Dion 	2:01 PM	Executive Assistant
4.0	Presentation on the NTHSSA Cancer Navigator Program	<ul style="list-style-type: none"> ○ Each member of the Cancer Navigator Program introduced themselves and presented the Council with an NTHSSA Cancer Navigation Program slide show. ○ Presentation expressed what the program and Cancer Navigators provide for cancer patients. ○ Key points about the Cancer Navigation team are that they act as that consistent point of care, and the cancer navigators are health care providers who support cancer care coordination. 	2:15 PM	<p>Jenna Long, Territorial Manager,</p> <p>Catherine Dixon Territorial Specialist,</p> <p>Shawna Tohm and Michelle McKenna, Cancer Nurse Navigators</p> <p>Marie-Angela McGowan, Clinical Program Assistant</p>
5.0	Approval of the Agenda	<ul style="list-style-type: none"> ○ Moved by Ms. Dianna Korol ○ Seconded by Mr. Don Webb ○ That the agenda be accepted as presented. 	2:03 PM	Council Members

6.0	Previous Meeting Minutes - Review and Approval	<p>Previous Meeting Minutes – Review and Approval of October 26, 2022,</p> <ul style="list-style-type: none"> • Moved by Ms. Dianna Korol • Seconded by Ms. Lorraine Tordiff <p>November 23, 2022 – Deferred to next meeting.</p>	3:00 PM	<p>Council Members</p> <p>The Chair will get clarification about the discussion mins from Nov 23. Do we post them or not?</p>
7.0	Business Arising from the Previous Meeting Minutes	<ul style="list-style-type: none"> ○ Council member had a question from Item 6.0 – first bullet – Mail drop. Did we decide on how we will communicate to the community about what team they are on? The COO will get an update from the Regional Manager of Primary Care when she returns from leave and a timeline of when the Health Centre will operate in integrated care teams. The Council suggested we add this to the action summary list. ○ The Council would like additional clarification on the Dental Services provided to the Fort Smith Community. How are dental emergencies handled in the Fort Smith community? How are the cleaning and hygienic services managed in the Fort Smith Region? What services does Dr. Kobaisy provide, how are they advertised, and how is the information getting to the public? Can we get more details on their schedule? The Council has put the dental care issue in her Leadership Council report. The Council Members agree that the community is struggling as not everyone has the resources to drive or fly to Hay River. The COO has inquired about dental services to territorial leadership and received the response that, from their perspective, Fort Smith does not need NTHSSA-provided dental services. This is only provided to smaller communities that do not have a visiting dentist. This response is unacceptable to Council members, who agreed they should take a stand. ○ The Council asked for Withdrawal Care Services to be added to the action item list. The COO clarified this issue with Lisa Sanderson, Regional Manager of Acute Care, who indicated that we have always offered 	3:10 PM	Chair & Council Members

		<p>withdrawal services and continue to do so except for complex situations. The Council expressed concern that when she saw the assessment on Alcohol and Drugs Services from the AGM report, the Fort Smith Region did not list withdrawal care and would like further clarification as to why when we do provide that service. The COO states that Stanton does not accept people with withdrawal services from Fort Smith because we are deemed to provide these services.</p> <ul style="list-style-type: none"> ○ It is in the Action Item List to inquire to the Executive Director of Child, Family and Community Wellness, Kristy Jones, about the current plans for Trailcross Youth Treatment Centre. ○ A council member identified a duplication of services between Education, Cultural, and Employment (ECE) and Adult Services. Are community members getting income assistance from both departments? ECE also provides these services (e.g., food vouchers). Is there coordination of services? Where is the money coming from to provide these services? The COO indicated that the Adult Services Program is managed Territorially, with Lida Blesse as a worker for the Fort Smith Community. The COO understands that she provides emergency assistance only and connects people with ECE for longer-term support, so there should not be double dipping. The budget for this service is small and is being further reduced. ○ The Homecare Enhancement Program presentation was cancelled in Nov. and is on the Action Item List. ○ The COO will give a NUKA presentation to the council at a future meeting. It is added to the Action Item List, date to be decided. ○ Local issues with Medical Travel are also added to the action item list. ○ Defer the November 23rd meeting minute notes to the February RWC meeting. 		
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8.0	Presentation from the Senior Indigenous Patient Advocate (SIPA)	<ul style="list-style-type: none"> ○ The Senior Indigenous Patient Advocate, Glenda Simon, introduced herself to the council and shared her new role in an educational slide show. 	3:40 PM	Glenda Simon, SIPA
9.0	COO report	<ul style="list-style-type: none"> ○ Staffing is reasonably stable. We have hired a second Child and Youth Councilor (CYC), previously known as the Child and Youth Care Councilor (CYCC). The MH&A is considering converting the third yet unfilled CYC position into a Student Wellness Position, supported territorially; a job description is in the works. ○ Budget negotiations are underway. The COO submitted a draft budget in early December. She has had two meetings with the territorial finance staff, who have indicated that increases will be difficult to approve. ○ The Q2 Variance Reports are due next week. We have exceeded the budget in several areas, including chemicals and transportation pressure areas. ○ The midwifery services are reduced due to sudden unanticipated staffing shortages. One midwife has resigned, another is on unexpected parental leave, and one is on vacation until February. We will have locum midwives from Yellowknife staying one week at a time. The midwifery dept has contacted all the expecting mothers and recommends leaving Fort Smith and going to YK or another larger Centre for delivery. However, a client can choose to stay in town if she chooses. ○ The Health Centre closed its secure room after being deemed unsuitable to hold clients requiring extra security. The option to proceed with a renovation plan to reestablish the secure room was included in the 2022-2023 GNWT Capital Plan. The project is currently in design, and the reconstruction contract was to have gone out to tender in December. ○ Council members asked about the front door repair status. The COO suspects a delay in 	4:00 PM	<p>The COO</p> <p>Add the renovations to the secure room to the action item list.</p> <p>Add Front Door Maintenance to the action item list.</p>

		receiving the necessary parts but will confirm this with the RMO.		
10.0	Chairpersons Report	<ul style="list-style-type: none"> ○ Discuss having a Vice Chair represent the council at Leadership Council meetings as needed. The Chair indicated that there is currently no legislation provision for a formal Vice Chair to represent the region, but the RWC may decide if it wants a Vice Chair for the RWC meetings. ○ Virtually attended the Leadership Council Finance Committee meeting on November 22nd for the 2nd quarter variance report and an update on the Sustainability Project. ○ Virtually attended the Leadership Council Governance Committee meeting on November 23rd and reviewed the draft LC Strategic Plan and the process to secure and orientate new RWC Chairs for the regions with vacancies. ○ Virtually attended the Leadership Council Quality Control Committee meeting on November 24th with an update on Primary Health Care Reform, Quality Improvement and Patient Safety Scorecards and quality assurance framework. ○ Prepared and submitted the Fort Smith Regional Wellness Council Report for the January Leadership Council meetings based on the minutes from the RWC meetings of September 21 and October 26 and the November meeting discussion notes. A report was provided to all RWC members and the COO. ○ Attended the Leadership Council meetings in Yellowknife on January 11th and 12th. In addition to presenting the Fort Smith regional concerns from the written report, problems with the recent suspension of our Fort Smith Region Midwifery services and the future of NTHSSA Midwifery services were brought forward to the Leadership Council, the CEO and the Minister of Health and Social Services. ○ During the Leadership Council meetings, presentations and discussions were had on the following: 1). Office of the Client Experience/Indigenous Patient Experience 	4:20 PM	The Chair

		<p>Advocates 2). Action Plan to Address OAG Report on Mental Health and Addictions Recovery Services 3). NWT Alcohol Strategy 4). Beaufort Delta Mental Health and Addictions Reform Project 5). Reports from the CEO and Deputy Minister HSS 6). Meeting with the Minister of Health and Social Services.</p> <ul style="list-style-type: none"> There are the RWC Chairs in place for each NTHSSA Region, Hay River, and the Tlicho regions. This includes Beaufort Delta Chair, Debbie Gordon Ruben, Sahtu Chair, Gina Dolphus, Dehcho Chair, Muaz Hassan, Yellowknife Chair, Nancy Trotter, Fort Smith Chair, Phyllis Mawdsley, Hay River Chair, Brian Willows, and Tlicho Chair, Ted Blondin. The Leadership Council is working on a letter to outline several mandates they would like the next HSS Minister to prioritize during the next government. 		
11.0	Action Items Review	<ul style="list-style-type: none"> The Council reviewed the Smartsheet Action Item Tracker List created by the COO. Invite Area Medical Director Dr. Bing Guthrie to the next meeting to discuss physician allotment model implications and other related items. Discussion about having a welcome committee for new locums. Who will take on this task, as the Council did not feel they could take on this responsibility? Some staff are already doing this informally, but the COO does not think this role could reasonably be expected to be part of a staff role beyond an orientation to the health centre. What is missing is an introduction to the community and what it offers. It was suggested to ask the Town of Fort Smith if they have welcome packages we can provide in the locum welcome packages. Invite Lindsay Mackenzie, Regional Manager of Primary Care to explain to the council the services of her department, i.e., Integrated Care Teams (ICTs), Medical Travel, and Diabetes Care approach. She sits on the Territorial Committee examining medical travel challenges. 	4:45 PM	<p>Chair/Council Members</p> <p>The COO to invite AMD, Dr. Guthrie, to the next RWC meeting.</p> <p>The COO will invite the RM of Primary Care to the March RWC meeting.</p> <p>The COO will follow up on signage for the public.</p> <p>The COO will invite Kristy Jones to the April RWC meeting.</p>

		<ul style="list-style-type: none"> Advocating for changes in Medical Escort Policy. This council has completed their part and is now under Territorial Action. The COO will follow up to ensure signage and brochures are available throughout the clinic. The Council would like clarification on what is happening with the Trailcross building. It is in the Action Item List to inquire to the Executive Director of Child, Family and Community Wellness, Kristy Jones, about the current plans for Trailcross Youth Treatment Centre and the Polar Crescent Group Home. Council would like the COO to give a NUKA Model presentation followed by Lindsay Mackenzie on the local ICT approach and status. Schedule this for the March Meeting. Crystal MacPhail and her team in Continuing Care want to give their presentation on Homecare Enhancement. Council is concerned that the more CHNs we operate here, the more challenges we will face. The council members are to advocate for this. Add the following to the Action Item Summary List: Dental coverage, Withdrawal Care Management, improvements to the Secure room, and general maintenance to the front entrance, which include the lamps and rug placement, so patients don't slip, Medical Travel and the ICTs. 		<p>The COO to give a presentation on the NUKA Model & RM of Primary Care to provide a presentation on the ICT system.</p> <p>The COO excused herself at 5 pm to attend another meeting.</p> <p>The COO, Chair and EA will update these action items in a broader sense and present them at the next meeting.</p>
12.0	RWC Member Observation and Comments	<ul style="list-style-type: none"> Council expressed concern about the administration staff's lack of customer service. Patients are given unclear messages about their appointments and medical travel and are not getting the necessary health information. The communication between the administration and the patients needs to be addressed. Council expressed concern about how hard it was to contact someone from the clinic. It was necessary to be politely pushy to get an answer on upcoming appointments. The public has expressed how they have watched staff leave for 30 to 45-minute coffee breaks. Patients see staff coming in with a load of Tim Horton's orders. Perhaps they can plan to buy Tim Horton's coffee and make it in the back. Order online, so they're 	5:29 PM	<p>Chair/Council Members</p> <p>Ask the COO to respond in writing about what services the Health Centre has available for the next meeting.</p>

		<p>not gone for more than 15 mins. We need to protect our image. It doesn't look good when staff are out for extended breaks.</p> <ul style="list-style-type: none"> ○ Council member read the mayor's letter about an incident on December 26th. Mayor and Town find the lack of services available to high-risk seniors concerning and ask that the RWC advocate for a review of services for seniors and other persons at risk. ○ A council member asked how many NTHSSA employees report to the COO, how many reports at a territorial level, and how many staff work remotely. A report was released on the number of new GNWT positions, and in the last two years, Fort Smith has had 73 new jobs. The member is curious to find out where these positions are. 		EA will take a copy of the mayor's letter and ask the COO to respond on what type of emergency services the Health Centre can provide.
13.0	Decision Items and Recommendations to the NTHSSA Leadership Council	<ul style="list-style-type: none"> ○ N/A 	5:50 PM	Chair/Council Members
14.0	Adjournment	<ul style="list-style-type: none"> ○ Moved by Dianna Korol ○ Seconded by Lorraine Tordiff ○ Meeting adjourned 	6:00 PM	Council Members