

**Regional Wellness Council Meeting Minutes**

***Wednesday, March 15, 2023***

#	Item	Details	Time	Responsibility
1.0	Call to Order	2:00 PM		Chairperson
2.0	Reflection / Prayer	Led by Council Member	2:01 PM	Lorraine Tordiff
3.0	Attendance	<p><b><u>In Attendance</u></b></p> <p>Governance:</p> <ul style="list-style-type: none"> <li>○ The Chair, Ms. Phyllis Mawdsley</li> <li>○ Council Member, Ms. Lorraine Tordiff</li> <li>○ Council Member, Mr. Don Webb</li> <li>○ Council Member, Ms. Dianna Korol</li> <li>○ Council Member, Ms. Mary Pat Short</li> </ul> <p>Regrets:</p> <ul style="list-style-type: none"> <li>○ Council Member, Ms. Lynda Martin</li> </ul> <p>Staff:</p> <ul style="list-style-type: none"> <li>○ The COO, Ms. Sujata Ganguli</li> <li>○ Executive Assistant, Ms. Candace Dion</li> </ul>	2:02 PM	Executive Assistant
4.0	Presentation from Area Medical Director, Dr. Bing Guthrie	<ul style="list-style-type: none"> <li>○ Dr. Bing Guthrie joined the meeting via MS Teams to discuss physician allotment model implications and other related items.</li> <li>○ The COO shared positive feedback from previous locums; some have commented that they get paid more in the NWT than in their home communities, and we pay them more promptly.</li> </ul>	2:15 PM	Area Medical Director, Dr. Bing Guthrie
5.0	Previous Meeting Minutes - Review and Approval	<p>Previous Meeting Minutes – Review and Approval of January 18 and February 9, 2023.</p> <ul style="list-style-type: none"> <li>• Moved by Ms. Loraine Tordiff</li> <li>• Seconded by Ms. Mary Pat Short</li> </ul> <p>February 9, 2023:</p> <ul style="list-style-type: none"> <li>• Moved by Ms. Dianna Korol</li> <li>• Seconded by Mr. Don Web</li> </ul>	2:45 PM	<p>Council Members</p> <p>The EA will email the Cancer Navigator slide show to the council.</p> <p>The EA to email Jenna Long to send brochures</p>
6.0	Business Arising from	<ul style="list-style-type: none"> <li>○ No additional updates on the dental emergency protocol updates. Still an ongoing</li> </ul>	2:50 PM	Chair & Council Members

	the Previous Meeting Minutes	<p>issue in the community. Community members need to go through Non-Insured Health Benefits and Medical Travel. GNWT staff can be approved for medical travel after being referred to the dentist by a doctor. This issue has been brought to a territorial level.</p> <ul style="list-style-type: none"> <li>○ Town member Diane Seals has welcome packages for locum physicians. The EA will contact her at the town hall.</li> <li>○ A council member suggests more outdoor signage for directions to the health centre. This member will ask the town if they can provide more signage for the public.</li> <li>○ The COO is reviewing all aspects of medical travel within our organization. A territorial review is underway, and she and other staff have been asked to provide situational feedback.</li> <li>○ A council member asked the COO if there could be two dedicated staff members to answer calls and take down messages, so calls are never missed. Council members still receive complaints from the community about being unable to contact the clinic and never receiving a call back on the numerous messages they have left regarding their health.</li> <li>○ The health centre will receive updated and more visible mission and vision signage soon. The main outdoor sign will also be replaced.</li> <li>○ The COO stated that contingency plans are underway to keep the family violence shelter operational.</li> </ul>		The EA will contact Diane Seals about a welcome package for locums. The COO will send out the mission and vision statement to council members.
7.0	<b>New Business</b>	<ul style="list-style-type: none"> <li>○ The CEO, Kim Riles, has requested to attend the April RWC meeting. The chair would like the council to bring questions regarding territorial issues to the CEO.</li> </ul>	3:00 PM	Chair & Council Members
8.0	The COO Report	<ul style="list-style-type: none"> <li>○ The COO presented her report to the Council.</li> <li>○ See her report attached.</li> </ul>	3:20 PM	The COO
9.0	Chairpersons Report	<ul style="list-style-type: none"> <li>○ The Chair gave her report to the Council.</li> <li>○ See her report attached.</li> </ul>	4:08 PM	The Chair

10.0	Action Items Review	<ul style="list-style-type: none"> <li>○ The council requested a presentation on the NUKA model in May by the COO.</li> <li>○ The council would like to know what is happening and where the progress is in each action item.</li> <li>○ A council member suggested that each item needs its own page. A breakdown of the goals and the progress tracked to reach those goals.</li> </ul>	4:22 PM	Chair/Council Members, and the COO
11.0	RWC Member Observation and Comments	<ul style="list-style-type: none"> <li>○ A council member asked for an update on the cafeteria. Is there an option to bring vending machines with fresh sandwiches and a coffee machine in the meantime? The COO has been approved to open the cafeteria if it is cost-neutral. There is no set date, but the goal is summer 2023.</li> <li>○ A council member commented on border cab services stating that they no longer accept taxi vouchers from the Health Centre because of the long wait for payment. The COO will ask our finance staff about this.</li> <li>○ A council member commented on a recent elder's death at the NLSCH, where it took the physician 30 hours to certify it. The COO indicated that nurses could generally certify the death, and she would investigate the circumstances.</li> <li>○ A council member asked about the current budget process. As the NTHSSA is running a large deficit, a compelling case must be made for additional funds. The region was not seeing the revenue side of things, only expenditures. Variances need to be explained each quarter. A comment was made that the business model seems non-functional.</li> <li>○ A council member noted that there is no private area for a palliative patient's family members, for example, no spiritual area to go and be alone. Can we provide such a room?</li> <li>○ The Trailcross/Polar Group homes are under review. No updates yet.</li> <li>○ The COO was excused at 4:07 to attend an urgent meeting.</li> </ul>	3:45 PM	Chair/Council Members
12.0	Decision Items and Recommendations to the	<ul style="list-style-type: none"> <li>○ Territorial Issues to bring forward to the CEO, Kim Riles. <ol style="list-style-type: none"> <li>1. Polar Group Home and Sutherland House.</li> <li>2. Caskets.</li> </ol> </li> </ul>	4:35 PM	Chair/Council Members

	NTHSSA Leadership Council	3. Dental Services. 4. Cafeteria. 5. Midwifery Update. 6. Signage: Mission and Vision. 7. Mental Health & Addictions reform. 8. Medical Travel: A review of the system		
13.0	Adjournment	<ul style="list-style-type: none"> <li>○ Moved by Lorraine Tordiff</li> <li>○ Seconded by Don Webb</li> <li>○ Meeting Adjournment at 4:55 PM</li> </ul>	4:55 PM	Council Members

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## Chief Operating Officer Report to the Regional Wellness Council

### 1. Key Initiative Updates:

- ICT one pager is now sitting with territorial communications. As mentioned previously, primary care reform has come under question and I expect a review to happen in the next month.
- Still many complaints about medical travel. The COO, QRM, SIPA and RM of Primary Care will be meeting again this Friday to continue the process mapping that was started last month. One area of weakness that is apparent is that we do not track when and how we notify patients that an appointment has been made for them, and according to the specialist clinic assistant she spends a great deal of time trying to reach people by phone, but she has no way of proving that she has done that. We need to use a secure messaging system for this purpose as it would be better for both the clinic and the patient.
- Customer service training is scheduled for April 25 and 26. We need specific examples of poor customer service that will be used as part of the training.
- Falls incidence review at NLSCH is underway, see 3.

### 2. Significant Policy Changes:

*None of note. Many existing policies are being updated in preparation for accreditation.*

### 3. NTHSSA Operational Plan Updates:

Midwifery – Is still providing routine and emergent midwifery services only using a combination of our own remaining midwife and visiting midwives from YK. Planned birth services remain unavailable.

Mental Health & Addictions – We will soon be without any counsellors at all. Postings for this position have been up for quite some time with no success so, in addition to engaging a former staff member for remote counselling, we think we may post for a third wellness worker.

Primary Care/ACC - Physician availability continues to be a roller coaster, with sparse availability one week and more availability than we can handle on others. We continue to work on strategies to even out our physician availability.

Long Term Care/Home Care – Staff attendance issues are a significant operational challenge and I have concern that resident care is being impacted. We are doing a quality review of our falls incidences which may or may not be linked to staffing levels.

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#### **4. Regional Priorities Update:**

Secure room: the tender is closed, I expect to hear an update soon.

Sutherland House: The 2<sup>nd</sup> tender process concluded with no successful proponent. We approached the incumbent, YWCA NWT, with the possibility of their extending the contract for a six-month period to allow us to determine next steps but they declined. I have since approached a local organization to determine their interest in entering a sole source contract and await a proposal from them.

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#### **5. Public Engagement Activities:**

Local Indigenous leadership meetings are happening monthly.

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#### **6. Other Noteworthy Information:**

Response to Town of Fort Smith letter has been completed.

## **Fort Smith Regional Wellness Council Chair Report March 15, 2023**

Fort Smith Regional Wellness Council Chairperson's activities since last Council meeting February 9, 2023

- February 10<sup>th</sup> virtually attended a Leadership Council (LC) meeting for review of the Minister of Health and Social Services' mandate letter
- February 15<sup>th</sup> virtually attended a LC budget meeting for review and approval of the 2023-2024 NTHSSA budget
- Prepared and submitted the Fort Smith Regional Wellness Council Chair report for the upcoming LC meetings in March
- February 22<sup>nd</sup> virtually attended the LC Governance and Human Resources Committee meeting where the committee had a presentation on the work plan for the Accreditation Governance standards.
- February 23<sup>rd</sup> virtually attended the LC Quality Committee meeting where the committee had a presentation from the Territorial Ethicist on the 2019 ethical framework and how it is used in operational and governance decision making. The committee also reviewed the quality improvement and patient safety indicators for cancer care and child and family services for the quarter ended Sept 2022.
- Attended the LC meeting in Yellowknife on March 7<sup>th</sup>, 8<sup>th</sup> and 9<sup>th</sup> where the Leader Council had
  - A tour of the Stanton Legacy Building
  - A presentation on Community Dental Services
  - A presentation on the Medical and Professional Staff Bylaws
  - Updates on the Sustainability Plan;
  - Updates on the Office of the Client Experience/Indigenous Patient;
  - Updates on the Child Family & Community Wellness
  - Updates on the Accreditation Governance Standards
  - Breakfast meeting with the Minister Health and Social Services

Respectfully submitted Phyllis Mawdsley Chair, Fort Smith Regional Wellness Council