

**NORTHWEST TERRITORIES HEALTH AND SOCIAL SERVICES
LEADERSHIP COUNCIL**

SUMMARY OF PUBLIC MEETING

Elections Boardroom, Yellowknife, NT
Thursday, December 6th, 2018

In Attendance: Mr. James Antoine – Chairperson
Ms. Ethel-Jean Gruben – Vice Chairperson
Ms. Patricia Schaefer
Ms. Gina Dolphus
Ms. Nancy Trotter
Mr. Ted Blondin
Ms. Ruby Simba
Mr. Bruce Cooper
Mr. Brian Willows

Executive & Staff: Ms. Sue Cullen, CEO, Northwest Territories Health and Social Services Authority, (NTHSSA)
Mr. Kevin Whitehead, Senior Advisor, System Transformation (NTHSSA)
Ms. Georgina Veldhorst, Executive Director, Clinical Integration (NTHSSA)
Ms. Jessica Simpson, Project Coordinator, Indigenous Health, Department of Health and Social Services (DHSS)
Ms. Erin Griffith, CEO, Hay River Health and Social Services Authority (HRHSSA)
Ms. Shannon Aikman, CEO, Tlicho Community Services Agency
Ms. Sheila Silva, CFO, NTHSSA
Dr. Andre Corriveau, Territorial Medical Director (NTHSSA)
Mr. Tim VanOverliw, ED, Corporate Support Services (NTHSSA)
Ms. Gloria Badari, Executive Director, Stanton Renewal (NTHSSA)
Ms. Lorie-Anne Danielson, NTHSSA Accreditation Lead (NTHSSA)
Ms. Natalie Nadeau, Director Child, Family, and Community Wellness (NTHSSA)
Mr. Jean De Dieu Tuyishime, French Services Coordinator (NTHSSA)

CALL TO ORDER

The meeting was called to order at 9:06 a.m.

OPENING PRAYER/REFLECTION

Ms. Patricia Schaefer led the Leadership Council in an opening prayer.

New board members Brian Willows and Nancy Trotter were introduced.

DECLARATION OF CONFLICT OF INTEREST

No conflicts of interest were declared relevant to the agenda.

SAFETY AND EMERGENCY PROCEDURES

Mr. Kevin Whitehead provided information on safety and emergency procedures of the room and facility.

APPROVAL OF AGENDA

This meeting is a two day public meeting, rather than a one day public meeting to be more open and transparent.

MOVED BY MR. BRIAN WILLOWS, SECONDED BY MS. ETHEL-JEAN GRUBEN Resolved that the agenda for the NWT Health and Social Services Leadership Council approve the Agenda for December 6-7, 2018, as circulated.

MOTION CARRIED UNANIMOUSLY

APPROVAL OF MINUTES

MOVED BY MR. TED BLONDIN, SECONDED BY MS. GINA DOLPHUS, resolved that the NWT Health and Social Services Leadership Council approve the minutes for March 1, 2018 as circulated.

MOTION CARRIED UNANIMOUSLY

MOVED BY MS. RUBY SIMBA, SECONDED BY MS. GINA DOLPHUS, resolved that the NWT Health and Social Services Leadership Council approve the minutes for August 15, 2018 as circulated.

MOTION CARRIED UNANIMOUS

REVIEW OF ACTION ITEMS

Action Items since the last Leadership Council Meeting, August 14, 2018 were reviewed. Anything that comes in the up meetings will be tracked in the new Action Items format, which will be populated after this meeting.

Items discussed:

- Shingles vaccine and whether or not it can be covered by NWT health insurance. Mr. Bruce Cooper will reach out to the Chief Public Health Officer on this matter.
- More education and awareness on risks with drugs (including cannabis) and alcohol in schools. This needs to be a collaborative approach with other departments. Local people and social media should be used to educate and create awareness on this topic.
- Elder abuse is a growing concern.
- A new dental company has been contracted and the new contract will include evaluation on how the services are performed. Some would like to see the dental program audited.
- There seems to be an increase in diabetes and would like to see position to address it.
- How Foster Care is delivered in the communities.
- The professionalization of many positions in the field of mental health, addictions and social work is a concern. Making a MA a requirement of the position minimizes the experience of local workers. The DM/CEO forum is looking to be able to provide a range of options and create opportunities for local employment.
- The NTHSSA vision, mission, and values should be posted everywhere for everyone to see.

CHAIRPERSON REPORT

Mr. James Antoine welcomed everyone to the public meeting and advised that the proceedings are available throughout the NWT via a conference call phone line.

Mr. Antoine provided an oral report dated December 6-7, 2018:

- The format of this meeting is a new approach. It is a two day public meeting rather than just one.
- New Leadership Council members were introduced: Mr. Brian Willows, the new Public Administrator for HRHSSA was appointed to the position October 5, 2018; Ms. Nancy Trotter is the Interim Chair for the YK Regional Wellness Council as Ms. Elizabeth Biscay has entered retirement.
- Leadership Council members attended the Best Brains Exchange December 5, 2018. It was a good session with valuable information shared on chronic disease and prevention.
- Regional Wellness Councils are important to our system to ensure regional voice of patients clients and families can be brought forward to the RWC to best serve all NWT residents.

- Employees of NTHSSA were recognized for ensuring the core stability of the organization while NTHSSA tries to align under one system.
- The new Stanton Territorial Hospital will open May 26, 2019. The Leadership Council will have an opportunity for a tour in February, 2019.
- The Stanton Foundation raises money for the hospital and other regions can also link with them.
- There is also a focus on continuous quality improvement as we prepare for system wide accreditation and to ensure the stability of the organization.

REGIONAL REPORTS

Members provided written reports summarizing the activities of the Regional Wellness Councils over the last several months. In summary, regional updates included:

- The Minister has made a commitment to meet with the Regional Wellness Councils, starting with the Sahtu RWC November 12-13, 2019 – he attended by telephone.
- The Minister also said that RWC's can elect vice-chairs. .
- Mental health:
 - Request to re-instate the Drug and Alcohol Workers to support Mental Health and Addictions workers.
 - Needs to be better support for men.
 - Needs to be better support for those with PTSD. There should be more research on this.
 - Needs to be better support for Elder abuse.
- The term “community” or “community member” is the preferred instead of “patient” or “client.”
- Complaints regarding dental services should be tracked and addressed.
- Increased collaboration with Health Canada Residential School Counselling and follow up support.
- Increasing accessibility to healthcare services, such as offering transportation to doctor appointments and helping to fill out forms. Many people don't have access to vehicles and there are taxi's and many don't know they have to fill out forms.
- Medical Travel:
 - Payment for escorts for those undergoing extended care was discussed.
 - People would like the option of traveling by road.
- TV screens to increase information provided to the community will be a capital purchase in Fort Smith.
- Quality:
 - There needs to be better and more open communication for clients to be able to put forward complaints around their care. Especially for those who are computer illiterate or who have language barriers.

- Bad or rude behavior from staff needs to be addressed through the proper NTHSSA HR channels
- People are not receiving follow-up information related to healthcare.
- RWC's would like to start receiving more and better statistics on their regions for a big picture view and to figure out "how to pull things together."
- TCSA is looking at strategies to eliminate Tuberculosis.
- Medication that is not covered should be. Many people are affected by the cost of medication if they have to pay "out of pocket."

Action Items:

At the last Leadership Council meeting August, 2018, Ms. Sue Cullen committed to responding to these concerns within 30 days.

Mr. Bruce Cooper committed to responding to these concerns within 30 days. There is a lot of value in hearing these reports and they need to be connected to the issues within the objectives of the NWT health and social services system.

CHIEF EXECUTIVE OFFICER, NTHSSA REPORT

Ms. Cullen, CEO (NTHSSA), was in attendance to provide a written report dated December 6-7, 2018.

Items discussed:

- Figuring out the financial trajectory in an effective and culturally safe way.
- The list of essential services for each facility in case of a strike. Right now working the NTHSSA is working with each region to do mock strike plans. How do you operate and provide services.
- When there are action items in the minutes, Leadership Council members would like something they can bring back to their RWC to show their items were discussed.
- When there are conferences, there needs to be more young people there. Eventually we want our young people to take the lead and we need them to be there to be part of building the vision.

Action Items: N/A

DEPUTY MINISTER, DHSS REPORT

Mr. Bruce Cooper (DHSS) was in attendance to provide a written report dated December 6-7, 2018.

Items discussed:

- Leadership Council members are interested in knowing how CFS are making changes that clients can see. Before we were all working in silos and now we are all working as a team.

- The responses to the OAG are about “the system” because the questions were about the system.
- A working group (for quality and patient complaints) is a great idea and a powerful tool.
- Members are glad to hear that Action Plans are being moved forward and not simply “sitting on a shelf.”
- We have to make action plans and other documents more accessible. There are many people can’t read these documents because of literacy issues or language barriers.

Action Items:

- N/A

APPROVAL OF THE CREATION OF THE HUMAN RESOURCES COMMITTEE

MOVED BY MS. GINA DOLPHUS, SECONDED BY MR. BRIAN WILLOWS, the creation of the Human Resources Committee to oversee performance evaluations and the hiring of new staff. The committee will be Ted Blondin, Bruce Cooper, and Ethel-Jean Gruben.

MOTION CARRIED UNANIMOUS

INFORMATION/DISCUSSION ITEMS

Information/Discussion Items to be attached to minutes, including:

- NTHSSA 2019-20 Operational Planning / Strategic Direction.
- Second Quarter Financial Update
- Team and Relationship Based Care
- Governance and Accreditation Preparation
 - Governance assessment results
 - Draft Work plan
 - Subcommittees
 - Leadership Council Meeting Evaluation
- Quality Improvement Updates
 - Child and Family Services Update
 - Accreditation Update
- Stanton Renewal

GOVERNANCE-ACCREDITATION PREPARATION

MOVED BY MS. PATRICIA SCHAEFER, SECONDED BY MS. RUBY SIMBA, that the NWT Health and Social Services Leadership Council adopts the proposed work plan to guide the Council’s Accreditation preparation work and monitor achievement of compliance to Standards with the amendment to “indigenize the policy” as proposed by Ted Blondin.

MOTION CARRIED UNANIMOUS

MOVED BY RUBY SIMBA, SECONDED BY BRIAN WILLOWS, that the NWT Health and Social Services Leadership Council includes meeting evaluation on the agenda of each Leadership Council Meeting to provide members an opportunity to reflect on the effectiveness of the meeting using the attached Evaluation Form. Further that the feedback be summarized and use for the purpose of on-going improvements and a summary of the feedback be shared with members in the subsequent meeting.

MOTION CARRIED UNANIMOUS

MOVED BY MS. PATRICIA SCHAEFER, SECONDED BY MS. RUBY SIMBA that the NWT Leadership Council establishes the following subcommittees: Finance, Governance and Human Resources, and Quality. Further, that the terms of reference for each committee include the activities as outlined to enable Leadership Council compliance to the Governance Standards of Accreditation Canada.

MOTION CARRIED UNANIMOUS

APPROVAL ITEMS

Approval Items to be attached to minutes.

The Ethics Framework was presented to be implemented in all three health authorities before the Accreditation Survey in September, 2019. Ethics are important to good governance and it is a requirement under the Leadership Council by-laws and Accreditation standards. There is currently no ethics framework in place.

MOVED BY MR. BRIAN WILLOWS, SECONDED BY MR. TED BLONDIN, that the NWT Health and Social Services Leadership Council approves and adopts the Territorial Ethics Framework, Ethical Decision Making Framework Model with the amendments to compliment the NTHSSA vision of Best Health, Best Care, and Better Future.

MOTION CARRIED UNANIMOUS

Action Items:

- Cultural sensitivity will be made more explicit in the Ethics Framework.
 - A new template (in the Ethics Framework) will also be made to reflect this change.

EVENTS DATES AND LOCATION

The NWT HSS Leadership Council presented a schedule of events for the remainder of the fiscal year, with the exception of subcommittees.

MOVED BY BRIAN WILLOWS, SECONDED BY TED BLONDIN, the NWT Health and Social Services Leadership Council approve the proposed schedule for the remainder of this fiscal year 2018-19, and the upcoming year with the exception of subcommittees.

MOTION CARRIED UNANIMOUS

CLOSING PRAYER

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

ADJOURNED

The meeting of the NWT Health and Social Services Leadership Council was adjourned December 7, 2018



Chairperson Approval Signature:

September 30, 2019

Date: