

**MINUTES of the Southern Health-Santé Sud Governing Board Meeting held  
Monday December 16, 2019  
La Broquerie Regional Centre**

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Present	Board:	Staff:	Guests:
	Abe Bergen, Chair Terrie Porter, Vice Chair Pat Brennan Bill Osachuk Debbi Bergner Fortier Adam Monteith Ramona Coey Konrad Narth Justin Bohemier	SLT: Jane Curtis, CEO Ken Klassen Noreen Shirliff René Ouelette Marie Lacey  Other: Ales Morga, Regional Director – Planning & Evaluation Lyndsay Olson, Recording Secretary	
<b>Regrets:</b>	Dr. Desmond Leen Debbie Iverson	Marianne Woods Cheryl Harrison Dr. Denis Fortier	

The Southern Health-Santé Sud Board of Directors (the Board) acknowledges that the land on which it gathers is Treaty 1 territory and the traditional territory of Anishinaabeg, Ojibway, Cree, Oji-Cree, Assiniboine, Dakota, and Dene peoples, and the homeland of the Métis Nation. The Board also acknowledges that Southern Health-Santé Sud has multiple cultures and is a designated bilingual region.

**Sacred Moment:** *At a Board workshop on People Centeredness, it was decided that, at the start of each regular day of Board meetings, the Board would take a moment to pause and reflect on its mission and on the people it serves throughout the region - to stop and look at the consequences whenever changes or decisions are made about services or programs, and be aware of how it affects the people whom that service or program was made for in the first place.*

Mr. Adam Monteith shared a [YouTube video](#) from Alberta Health Services titled Patient & Family Centered Care: Moments that Make all the Difference. In the video a family member shares the experience she had when her husband fell ill and endured a long hospital stay. Reflecting back on the experience she asked her husband who made a difference during this time? She was surprised when he shared that his Health Care Aide was the person who made a difference in his daily care. Every day the Health Care Aide asked him what he had planned for the day. This simple question made him feel like he was part of the team. The experience otherwise made him feel like he had lost his identity.

Patient & Family Centered Care is about making patients and family an integral member of the healthcare team, and encouraging their active participation in all aspects of care, including partners in planning, implementation and evaluation of existing and future care and services.

**Challenge Question:** What is the Disney experience for Southern Health-Santé Sud that we can instill as an expectation for every patient experience?

Mr. Adam Monteith elaborated that the Disney experience is considered a gold standard experience. Every Disney employee undergoes extensive training. Custodial staff are trained to draw Disney characters upside down so the image appears right side up to the viewer. This just an example of the service expectations of Disney employees.

Dr. Desmond Leen and Ms. Debbie Iverson were excused from attending this meeting.

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1. Welcome & Call to Order  
The Chair called the meeting to order at 1:03 p.m.  
  
Two guests from the media joined the meeting: Jordan Ross from *The Carillon* and Shannon Dueck from *SteinbachOnline*.
  
  2. Approval of proposed Agenda  
MOTION THAT  
The Southern Health-Santé Sud Board of Directors approves the agenda as presented:  
  
MOVED BY:                   Debbi Bergner Fortier  
SECONDED BY:               Konrad Narth                   CARRIED
  
  3. Approval of Minutes of Board Meeting  
MOTION THAT  
The Southern Health-Santé Sud Board of Directors approves the minutes of the meeting held November 26, 2019 as presented.  
  
MOVED BY:                   Justin Bohemier  
SECONDED BY:               Pat Brennan                   CARRIED
  
  4. In-Camera Report  
No report.
  
  5. Board Committees  
5.1 Finance Committee of the Whole – Report  
The November 2019 financial report was presented indicating a year-to-date surplus of \$3.7 million.  
  
5.2 Quality & Patient Safety Committee of the Whole – Report  
  
Mr. Perry Paulsen, Provincial Lead – Digital Health & CIO and Mr. Shaun Twist, Executive Director of ICT Services provided an update on the current state of Digital Health and some of the projects underway to continue merging technology services under Shared Health.  
  
5.3 Community Engagement Planning Committee (CEPC) – Report  
  
Ms. Terrie Porter reported that Dr. Desmond Leen shared a video titled People-Centred Care: Moments that Make all the Difference for the sacred moment.

The committee agreed to work on developing messaging around the Board's commitment to People-Centred Care.

The committee would like to continue to engage the Local Health Involvement Groups (LHIGs) especially to share and gain input on People-Centred Care. However, the committee does not want the LHIGs to be the only voice on this topic.

The 2020 Annual Public Meeting location will be Steinbach. The committee recommends that we maintain a rotation of regional centres only.

#### 5.4 Policy Review Committee – No Report

### 6. Board Education

#### 6.1 Regional Medical Advisory Council (RMAC)

Ms. Debbi Bergner Fortier attended RMAC on November 28. She reported that there was some discussion on developing standards for Transient Care Units, guidelines for medication review for long term patients and securing physicians for the Hôpital Ste. Anne Hospital Emergency Department.

#### 6.2 Opening of the BTHC Heliport

Mr. Abe Bergen and Mr. Adam Monteith attended the opening of the Boundary Trails Health Centre Heliport. They reported that seeing a STARS helicopter land was very impactful. The Krahn family was present and the construction staff were proud to report that the project was on time and under budget.

#### 6.3 Indigenous Adult Health Internship Program (IAHIP) Graduation

Ms. Terrie Porter provided greetings at the IAHIP graduation on December 13. She reported that 14 students graduated and 12 of them were present. All graduates have job placements. This program continues to be a huge success and will hopefully continue for many years.

#### 6.4 MacGregor Staff Appreciation

Ms. Terrie Porter attended the MacGregor staff appreciation on December 12 at the MacGregor Health Centre. Ms. Porter received a full tour of the building which is currently undergoing some renovations. She had the opportunity to meet with a few staff members and thank them for their hard work.

#### 6.5 Other Events

Mr. Abe Bergen and Ms. Jane Curtis met with the Bethesda Foundation to discuss common priorities. Ms. Curtis provided a transformation update. She reported that it was a good opportunity to see each other as partners and work together on visioning where future funding should go. Collectively our focus continues to be committed to our facilities and the community they support. Connecting with stakeholders and ongoing communication is critical during this time of change.

## 6.6 Stakeholder Group Meetings

Ms. Debbi Bergner Fortier attended the Altona Stakeholder meeting on December 13. She noted that the agenda included an update from Southern Health-Santé Sud regarding the announcement of the Clinical and Preventative Services Plan, the November People-Centred Care Workshop and a few updates regarding the Altona Hospital. She also reported that some of our staff are working with a group called Supporting Employment & Economic Development (SEED) made up of community business leaders to help recruit staff.

## 6.7 Crown Services Secretariat

A list of current courses was circulated for information.

## 7. Board Monitoring

### 7.1 Summary of Board Evaluation

Mr. Adam Monteith summarized the meeting evaluations from the November 26 meeting, reporting that an average score of 4 was given for all categories and that 48% of the agenda covered quality, patient and safety. He also shared comments from the November challenge question.

### 7.2 GP-4 – Board of Directors Job Description

Mr. Adam Monteith found the Board to be compliant with all points noted in GP-4. He rated provision two with 'M' noting that the Board should continue to seek ways to engage with the community. Adam recommended the Community Engagement Planning Committee develop messaging around People-Centred Care.

## 8. Other Board Work

### 8.1 GP-16 Board Self Assessment

Mr. Abe Bergen asked the Board to complete the annual Board self-assessment by the January 28, 2020 meeting. He noted that 18, 19 and 20 were addressed through accreditation and will be practiced moving forward. The Policy Review Committee will be tasked with reviewing these and identifying benchmarks. This may be somewhat challenging considering ongoing transformation.

Mr. Bergen or a designate will be completing in person or telephone meetings to review self-assessments no later than the April 2020 Board meeting.

### 8.2 Future Board Meeting Dates/Locations

The Board Secretary requested feedback for dates and locations for 2020 Board meeting dates.

## 9. Information

### 9.1 Chair's Report

Mr. Abe Bergen and Ms. Jane Curtis recently met with Palliative Care group Buhler Active Living Centre. Future meetings will likely take place in the new year. Mr. Bergen will also be participating on the Clinical & Preventative Services Plan Advisory Committee along with Ms. Curtis.

## 9.2 Leadership Report

Ms. Jane Curtis shared some highlights from her Leadership report:

- A new community mobilization facilitator in the Portage la Prairie area was funded by Manitoba Justice to provide a platform for multi-sectoral collaboration in finding long term, sustainable solutions to complex social issues. The goal is to coordinate and mobilize existing resources to provide individuals and families the support they need.
- The Manitoba Aboriginal Youth Achievement Awards were held on November 21. An award was presented to Kiana Tait from Norway House Cree Nation (North) and another award was presented to Taylor Catcheway from Pine Creek First Nation (South).
- Paul Ruest, Chief Executive Officer of Villa Youville will be retiring at the end of January 2020. Gilbert Audette, Director of Services for Villa Youville will be assuming the position of CEO following Paul's retirement.
- A pilot project between home care and palliative care continues to meet and talk about cases within the community. Collaboration between these departments has been very successful.
- Shared Health continues to post new positions open to all Regional Health Authority staff. These are considered provincial positions that are not location specific. Applicants may work from anywhere within the province.

### 9.2.1 November Staff Communiqué

A link to the November Communiqué was provided for information.

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| 10. | Information Requested by Board   | No Report  |
| 11. | Move into In-Camera              | The Southern Health-Santé Sud Board of Directors elected to meet without staff present.<br><br>Discussed tracking volunteer time in addition to other events attended.   |
| 12. | Move out of In-Camera            | The Southern Health-Santé Sud Board of Directors reported that a decision was made to include an optional column on the meeting evaluation form to track volunteer time in addition to other Board related events. |
| 13  | Board Monthly Meeting Evaluation | Board Members each completed a Board Meeting Evaluation form.  |
| 14  | Date/Location of Next Meeting    | Tuesday, January 28, 2020 : Portage District General Hospital  |
| 15  | Adjournment                      | MOTION THAT<br>The Southern Health-Santé Sud Board of Directors moves to adjourn.  |

2:04 p.m.

MOVED BY: Debbi Bergner Fortier  
SECONDED BY: Bill Osachuk CARRIED