

**Board of Directors
Open Meeting Minutes**

December 8, 2022
Teams Meeting

Members	Ms. Fay Lim-Lambie, Mr. Joseph Amato, Ms. Azi Boloorchi, Mr. Dev Chopra, Ms. Krista Collinson, Dr. Jen Chyang Lai, Mr. Peter Hargitai, Dr. Steven Jackson, Ms. Marion Kirsh, Ms. Joby McKenzie, Ms. Ruby Philip-Katyal, Dr. Nikila Ravindran, Ms. Deryn Rizzi, Mr. David Steinberg, Mr. Altaf Stationwala, Mr. Raj Uttamchandani, Ms. Mary-Agnes Wilson, Ms. Stephanie Zee
Executive Leadership Team	Ms. Stav D'Andrea, Ms. Luci Anderson, Ms. Purvi Desai, Ms. Natalie Hovey, Mr. David Stolte, Ms. Allison Trenholm
Regrets	Mr. Moris Pilla
Resources	Ms. Cleo Surace

1.0 Land Acknowledgement, Call to Order and Approval of Agenda

Ms. Fay Lim-Lambie, Chair of the Board, provided the land acknowledgement as a demonstration of recognition and respect for Indigenous peoples of Canada.

Mackenzie Health is situated on treaty lands that have been lived on and cared for by generations of the Mississaugas of the Credit. It is the traditional territory of other First Nations including the Haudenosaunee and the Wendat. This land is currently home to many First Nations, Métis and Inuit people today. Mackenzie Health is grateful for the opportunity to deliver essential care to patients in this territory.

Ms. Fay Lim-Lambie called the meeting to order at 4:00 p.m. and confirmed quorum.

MOVED by Ms. Marion Kirsh and **SECONDED** by Ms. Deryn Rizzi that the agenda for the December 8, 2022 meeting be approved, as presented.

CARRIED

2.0 Declaration of Conflict of Interest

All those in attendance were reminded of their responsibilities with respect to Conflict of Interest and no conflicts were declared.

3.0 Approval of the Consent Agenda

MOVED by Ms. Marion Kirsh and **SECONDED** by Ms. Joby McKenzie that the consent agenda be approved, as presented.

- **Open Board of Directors Minutes – October 6, 2022**

BE IT RESOLVED that the Board of Directors approve the December 2, 2022 Board of Directors Open Meeting Minutes.

Finance and Audit Committee

- **PSW Ministry of Health Funding Letter**

BE IT RESOLVED that the Board of Directors approve the sign back of One-Time Personal Support Worker Permanent Compensation as recommended by the Finance and Audit Committee.

- **York Region Grant Submission**

WHEREAS, Management has determined that the claim for capital funding meets the definition of eligible costs as outlined in the Memorandum of Understanding (November 2009) with the Region;

AND WHEREAS, an attestation signed off by the President & CEO has been provided;

AND WHEREAS, detailed supporting information includes costs applied to and the cost share portion will be provided to the Region as part of this claim for capital funding;

NOW THEREFORE, BE IT RESOLVED that the Board of Directors approves the submission of the claim for capital funding to the Regional Municipality of York for costs incurred between September 2021 to September 2022.

- **Nursing and PSW Agency Services RFP Awards**

BE IT RESOLVED that the Board of Directors approve the RFP award to allow the hospital to begin utilizing the services from the awarded 14 vendors.

CARRIED

4.0 Chair's Remarks

Ms. Fay Lim-Lambie welcomed Board members and recent President's Kudos Award Winners to the Board Meeting. The Kudos Awards program recognizes and celebrates individuals and teams across the organization that go above and beyond to create the best possible care experience at Mackenzie Health. The following winners were recognized.

Dr. David Rauchwerger, Chief Emergency

David is the Chief physician in the Emergency Department. He goes above and beyond in making the group feel welcomed, valued, and supported. The ED went through massive changes throughout the COVID pandemic and expansion into CVH. With every change he sought broad input, discussed with all team members, and kept everyone informed. He ensured that views were represented in organization wide discussions and preparations. David holds the group to high standards in running the department. He is very data driven, constantly sharing with the group, benchmarking, and adapting to change. When issues of patient outcomes arise, he takes an inquisitive and systems-based approach to better delineate factors that affected the patient's outcome. David created a local return visit quality program

that is run monthly looking at all the patients that return to the ED and it has been completed with much success over the past year.

Susan Xu, Nurse Critical Care

Susan is a bedside nurse with critical care knowledge and experience, a Preceptor and facilitator for new graduates and new hires in the ICU, a Nurse in charge (MRN), a CCRT nurse, and a role model and leader for the entire team. She supports the team in exceptionally busy times and works well under pressure in one of the busiest units in the hospital. She takes accountability for her actions and advocates for her team, patients, and families. She maintains a caring and non-judgmental approach towards her teammates by treating everybody equally and respectfully.

Shella Ali, Patient Care Coordinator, Surgery

Shella is the PCC for D4 Surgery at Mackenzie Health Richmond Hill Hospital. Shella goes above and beyond to help patients, family members and team members. She remembers details and keeps up to date about every inpatient and their family dynamics and helps them navigate the hospital and the transition home. Shella always has everyone's best interests in mind. She takes on tasks above her responsibility and workload - working both efficiently and incredibly hard. She has a unique grace and humility in all that she does. Shella always manages to keep herself calm and collected, and shows every single person she encounters empathy, respect, and kindness.

Lauren Norris, Nurse 6DEF Medicine

Lauren is a nurse on 6DEF Medicine. She is a fierce advocate for her patients and sees the value of every individual she cares for. She knows her patients in great detail and is always informed about their condition. Her patients consistently speak very highly of her. Lauren takes an active role throughout the unit by helping other nurses, participating in PT/OT sessions, participating actively in rounds to ensure her patients are progressing, bringing students into procedures so they can learn and taking on an extra patients or a partner's tasks when they are too busy.

I have watched her run across a pod at full speed to get a gown because a patient exposed herself. I have seen her spend her break cleaning a patient who was partially paralyzed. I have seen her speak up for patients that have been overlooked. I have heard how delicately she words things to patients and families to make sure they don't feel embarrassment or shame for difficult moments. I have seen her deescalate confrontations with compassion and respect.

Lina Bavaro, Manager Behavioural Support Services

Lina is compassionate, considerate, and empathetic to clients, their family's, and the long-term care staff. She has had to pivot while being the manager of the Behaviour Supports mobile team since the pandemic and has successfully managed a hybrid service during the pandemic. Lina's endurance, resilience and optimistic outlook is what has kept the department thriving. She leads the team towards goals with confidence, passion, and drive. Lina advocates not only for the clients but for BSO as a team. Lina is always the best cheerleader encouraging everyone to be their best self.

Dialysis Assistants, Technicians and Technologists

The dialysis assistants, technicians, and technologists work behind the scenes every day of the year to care for the hundreds of dialysis patients that come to Mackenzie Health for treatment. The technicians work day and night ensuring that dialysis machines and equipment are set up and operating well for patients who get treated at 7:30am. The technicians and assistants clean, disinfect, and set up new equipment for patients during every shift as more patients get treated until treatments are completed

at 10:00pm. The technicians and assistants work closely with the inter-professional team to provide patient focused care. The staff showed initiative and adapted to change during the COVID pandemic.

The staff demonstrate strong interpersonal skills by actively listening to patients and appropriately communicating pertinent patient information to the nursing staff, charge nurse, and patient's family members so that these issues can be resolved promptly.

Working in a very fast-paced environment, the staff are quick to adapt to the numerous changes that occur during their shifts. Because dialysis patients often experience sudden changes in their medical condition, there can be frequent changes to their care plan. The staff are very adaptable and coordinate their work processes with the entire dialysis team to ensure that patient and unit needs are met promptly.

ICU Physicians

The ICU physicians stepped up to become the COVID rescue ICU for the province. This group of physicians provided the most up-to-date medical care for a complex disease and adjusted the care according to the best evidence available. They became a referral center for very sick individuals with COVID and frequently had colleagues from around the province call for advice on the medical care of critically ill patients with COVID. They attended extra educational events, reviewed the scientific literature daily, had physician medical team meetings to ensure consistency in treatments, and delegated to tasks that would ensure they exceeded the standard of care.

This group showed compassion toward their team, patients, and families. They were always ready and willing to call family members and spent considerable time explaining things to the families and not only sharing information, but teaching the public about the disease, treatments, and preventive measures. Emotions were high from families and staff, due to the uncertainties of this pandemic, but this group of physicians were always the utmost professionals through it all.

A2 Palliative Care Team

The Palliative Care Team on A2 delivers exemplary care every day to patients at the end of their life. Not only do they care for the patients, but they also care for the grieving families and friends. The team has doubled in capacity in the last 2 years. They were one of the first inpatient units in the province to implement a "Medically Assisted Dying/MAID" policy. They take an interdisciplinary approach to provide excellent care to their patients and families. The team includes doctors, nurses, social workers, PCA's, a complementary therapist and a music therapist. Patients and families have described the team as open to new ideas and able to think outside the box to make it better for patients. The team feels safe together and can share their experiences after caring for people at one of the most difficult times of their lives. Their goal is to gain empathy and make the next patient's experience better. They have patient representatives on their program committees to always gain the patient and family perspective.

5.0 Committee Reports

5.1 Human Resources Committee

Ms. Joby McKenzie, Chair of the Human Resources Committee provided an overview of the November 10, 2022 meeting. The Chair's report was included in the pre-circulated materials.

5.2 Quality, Safety and Risk Committee

Ms. Azi Bolorchi, Chair of the Quality, Safety and Risk Committee provided the Board of Directors with an overview of the November 15, 2022 meeting. The Chair's report was included in the pre-circulated materials.

5.3 Finance & Audit Committee

Ms. Stephanie Zee, Chair of the Finance and Audit Committee provided the Board of Directors with an overview of the November 22, 2022 meeting. The Chair's report was included in the pre-circulated materials.

6.0 Comments/Reports

6.1 Chief Executive Officer

There was no business to address under this item.

6.2 Chief Nursing Executive

Ms. Mary-Agnes Wilson, Chief Nursing Executive, referred to the pre-circulated presentation that was included in the Board Package. The Board of Directors received an update on clinical innovation and diffusion, service, process, product, and technological innovation at Mackenzie Health.

6.3 Chief of Staff

Dr. Steven Jackson, VP Medical Planning and Chief of Staff, referred to the pre-circulated presentation that was included in the Board package. The Board of Directors received an update on the 2023 reappointment process, the October 19 physician meet and greet and November 20 physician leadership retreat.

6.4 Professional Staff Association

Dr. Nikila Ravindran provided an update on the Professional Staff Association meeting held in November. Discussion included increased physician engagement and helping new staff get to know each other, as well as updating the staff directory of new specialist and family physicians.

7.0 Other Business

There was no business to address under this item.

8.0 Adjournment

There being no further business, the meeting adjourned at 5:15 p.m.