



Board of Directors Open Meeting Minutes

December 7, 2023

Mackenzie Richmond Hill Hospital, Corporate Boardroom #1301

Members Ms. Fay Lim-Lambie, Mr. Joseph Amato, Ms. Azi Bolorchi, Mr. Dev Chopra, Mr. John Fursey, Mr. Peter Hargitai, Dr. Steven Jackson Dr. Jen Chyang Lai, Ms. Joby McKenzie, Mr. Atul Mehta, Dr. Jack Mintz, Dr. Sarah Moore, Ms. Ruby Philip-Katyal, Ms. Deryn Rizzi, Mr. David Steinberg, Mr. Altaf Stationwala, Ms. Mary-Agnes Wilson, Ms. Stephanie Zee

Executive Leadership Team Mr. Greg Chow, Ms. Stav D'Andrea, Ms. Purvi Desai, Mr. David Stolte, Ms. Allison Trenholm, Ms. Nicole McCahon, Ms. Hope Harnack (Admin. Resident)

Regrets Mr. Moris Pilla - Absent

Resources Ms. Cleo Surace

1.0 LAND ACKNOWLEDGEMENT, CALL TO ORDER AND APPROVAL OF AGENDA

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

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.

MOVED by Ms. Joby McKenzie and **SECONDED** by Mr. Atul Mehta that the agenda for the December 7, 2023 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 Mr. Dev Chopra and **SECONDED** by Ms. Deryn Rizzi that the consent agenda be approved, as presented.

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.

Bavly Kost, Manager of Spiritual Care Services

Bavly is the Manager of Spiritual Care Services. Bavly's demonstration of excellence was exemplified through his hosting of perinatal memorial services, offering solace to parents, and loved ones coping with the loss of their cherished child. Bavly's capacity to orchestrate these ceremonies for Mackenzie Health's patients left an indelible impact on the minds of patients, families, and their loved ones. This remarkable contribution not only resonated deeply with those it touched but also served as a shining example of Mackenzie Health's core values in action. Bavly's passion for the spiritual care program shows how important it is to take care of patients in a holistic way. Bavly sets a great example for our healthcare team by showing how important it is to be kind, understanding, and connected with others.

Fiona Neil, Patient Care Manager, IPAC HUB

As a Manager, Fiona set high standards for professionalism, communication, and patient care. She creates a collaborative and supportive work environment by encouraging open communication and teamwork. She provides her staff with professional development opportunities to help staff excel in their roles and recognize and celebrate the achievements of the staff. Fiona approaches patients, family members, and community members with a warm and welcoming attitude, making them feel valued and respected. She also responds to their questions and concerns in a timely and professional manner, demonstrating her commitment to serving the community's health needs. She stays updated with the latest healthcare trends and takes the initiative to implement innovative approaches. Fiona demonstrates a strong work ethic, professionalism, and dedication to patient care.

Dr. Ahmed Taher, Physician, Quality Improvement Lead, ER

Dr. Taher has had continuous track record of excellence in both his clinical and non-clinical work at Mackenzie Health. Dr. Taher is the Quality Improvement lead for the ED at MH. He has transformed the provincially mandated Emergency Department (ED) return visit quality program. This program requires an annual submission to Ontario Health of return visit cases and potential improvement efforts from them. Dr. Taher has taken this beyond the minimum and leads audits monthly where approximately 60 ED physicians are notified of return visits for reflection, education, and potential improvement opportunities. This monthly activity feedback provides ongoing opportunities for growth and learning. His experience with the provincial program has also led to scholarly output with publishing on mapping its health informatics architecture, and publishing on its conceptual underpinnings to guide other EDs to improve and learn from return visits. Dr. Taher has had an ongoing commitment to excellence in patient care.

Dr. Pierre Geoffroy, Physician, Palliative/CCC/Oncology

Dr. Geoffroy has single-handedly taken on the psychotherapy process in the Chemotherapy area. Patients comment on his ability to relax them and make them feel peaceful. His gentle demeanor has made a massive difference to his patient's overall care. In the Palliative care and rehabilitation areas, he always shows tremendous empathy and is always available. He relates extremely well to all people within the caregiving teams as well as families. He is the type of person who provides tremendous support to the physician and nursing leaders and has also taken on the Psychotherapy program in

oncology as well as addiction medicine. Although he does not have a formal leadership role within the program, he is an informal leader to physicians and nurses. Dr. Geoffroy demonstrates empathy with a non-judgmental and compassionate approach. He follows up with members of the caregiving team after there has been a difficult situation, to check in with them. His commitment to patients, families and the healthcare team is exemplary. He often fills a gap in 'taking care of each other'. He is an example of someone who shows exemplary care within our institution.

Dr. Naveed Hasan Syed, Physician, Internal Medicine

Dr. Syed is a great leader who leads by example. He provides valuable medical insight to team members by always being present and actively engaging in daily action rounds. He is actively involved and supportive in determining difficult dispositions and supports the team well by providing clear communication with families. He always makes himself available when asked to participate in family meetings for complex patients. He leads the interprofessional team well by clarifying goals and optimizing the priorities for patients' care. Dr Syed regularly encourages and provides positive feedback to team members. As a leader, he responds to any questions or concerns voiced by the unit nurses or allied health in a very timely and consistent manner. Dr. Syed has a positive attitude towards his daily work while taking care of each one of his patients and families. He has taken the initiative to advocate for complex patients and sought to creatively problem solve so patients can have access to resources. Dr Syed actively provides empathetic care to his patients, going above and beyond the line of duty as a leader of the interprofessional team, by creatively meeting the needs of his patients.

Peritoneal Dialysis Team,

The excellent care that the Peritoneal Dialysis patients receive can be attributed to the hard work and dedication of the five phenomenal Peritoneal Dialysis (PD) nurses in the program. Each PD nurse works closely with their assigned patients and family members even before the patients start on PD and continues to follow the same patient for years as the patient continues with this life saving treatment or until the patient receives a kidney transplant. The PD nurses teach patients and family members how to perform PD manually or with a cyclor machine. Also, the PD nurses teach patients and families how to assess the effectiveness of the PD treatment. As a result, the PD nurses play an instrumental role in helping the patient and family members to be successful in self-managing their chronic illness. There is such a huge sense of reward to see PD patients living fulfilling and healthy lives because the PD nurses have been successful in enabling their patients to become competent and confident managers of their chronic disease. PD patients and families are so thankful for the excellent care that they receive, that they often leave the PD clinic with a smile and sense of security that their lives and wellbeing are in the competent and caring hands of the PD nursing staff.

Mackenzie Health Childcare and Early Learning Centre

The entire team is exceptional in everything they do. They work extremely hard to provide a stimulating learning environment for the children, and really pay attention to the individual needs of the children to help them reach their full potential. This includes helping with toilet training, encouraging children with learning the basics (colors, shapes) and having them do lots of fun things. The Centre allows physicians and employees to have peace of mind that their children are in great hands, so that they can focus on doing an exceptional job at the hospital. Louise has done an exceptional job of navigating through an extremely difficult few years since the pandemic came into our lives. This includes implementing rules to help keep kids safe, dealing with anxious parents, and navigating a world where the staff needed to interact with children via masks. All of this was unprecedented. Despite these challenges, the team was able to make sure everything ran smoothly. They have been particularly incredible with the many things they are continuously planning to make sure the kids have a great experience. All the staff at the centre

demonstrate empathy and kindness daily to the children. They really go above and beyond to make sure the children are comfortable.

5.0 COMMITTEE REPORTS

5.1 Human Resources Committee

Ms. Joby McKenzie, Chair of the Human Resources Committee provided an overview of the November 9, 2023 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 14, 2023 meeting. The Chair's report was included in the pre-circulated materials.

5.3 Finance & Audit Committee

Mr. Peter Hargitai, Chair of the Finance and Audit Committee provided the Board of Directors with an overview of the November 21, 2023 meeting. The Chair's report was included in the pre-circulated materials.

Mr. Peter Hargitai presented the following resolution items before the Board:

5.3.1 Paladin Security Guard Contract

MOVED by Mr. Dev Chopra and **SECONDED** by Mr. Atul Mehta:

BE IT RESOLVED that the Board of Directors award the Security Guard Services Contract (including the authority to exercise the option years) to Paladin Security.

CARRIED

Board Directors had an opportunity to ask questions and share perspectives.

5.3.2 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;

MOVED by Mr. John Fursey and **SECONDED** by Dr. Jack Mintz:

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 October 2022 to September 2023.

CARRIED

5.3.3 Western York Region OHT Financial Expenditure Statement

MOVED by Ms. Azi Bolorchi and *SECONDED* by Mr. Dev Chopra:

BE IT RESOLVED that the Board of Directors grants approval to sign off on the Ontario Health Team Financial Expenditure Statement submission for the first two quarters of 2023/24.

CARRIED

5.3.4 Hospital Annual Planning Submission (HAPS) update for 2023/24

MOVED by Ms. Deryn Rizzi and *SECONDED* by Mr. Atul Mehta:

BE IT RESOLVED that the Board of Directors grants approval to submit the 2023/24 Hospital Annual Planning Submission.

CARRIED

Board Directors had an opportunity to ask questions and share perspectives.

6.0 COMMENTS/REPORTS

6.1 Chief Executive Officer

There was no business to address under this item.

6.2 Chief Nursing Executive

The Chief Nursing Executive Report was provided in the pre-circulated material for information. The report focused on smart technology, Epic and advanced clinical transformation and the benefits realization for clinical care at Mackenzie Health.

6.3 Chief of Staff

There was no business to address under this item.

6.4 Professional Staff Association

There was no business to address under this item.

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 5:25 p.m.