

**PUBLIC BOARD MEETING**

**October 29, 2009**

**AHS Red Deer Regional Hospital Centre - Boardroom  
South Complex Building, 3<sup>rd</sup> Floor  
3942 – 50A Avenue  
Red Deer, AB**

**MINUTES**

**PRESENT:**

**Board Members:**

- Mr. Ken Hughes, Board Chair**
- Ms. Catherine Roozen, Board Vice-Chair**
- Mr. Jack Ady**
- Ms. Lori Andreachuk**
- Mr. Gord Bontje**
- Ms. Teri Lynn Bougie**
- Mr. Jim Clifford**
- Mr. Strater Crowfoot**
- Mr. Tony Franceschini**
- Ms. Linda Hohol**
- Dr. Andreas Laupacis**
- Mr. John Lehnars**
- Ms. Irene Lewis**
- Mr. Don Sieben**
- Mr. Gord Winkel**

**Executive & Staff:**

- Dr. Stephen Duckett, President and Chief Executive Officer**
- Ms. Patti Grier, Chief of Staff, Board Secretariat**
- Ms. Lynn Redford, Vice-President, Community Engagement**

**CALL TO ORDER**

The meeting was called to order at 1:15 p.m.

Mr. Ken Hughes, Board Chair, welcomed the Public in attendance today.

**DECLARATION OF CONFLICT OF INTEREST**

There were no conflicts of interest declared relevant to the agenda.

**APPROVAL OF AGENDA**

**MOVED BY MR. GORD WINKEL, SECONDED BY MS. CATHY ROOZEN, that the agenda for the Alberta Health Services Board public meeting of October 29, 2009 be approved.**

**MOTION UNANIMOUSLY CARRIED**

**APPROVAL OF MINUTES**

**MOVED MR. JIM CLIFFORD, SECONDED BY MS. LORI ANDREACHUK, that the minutes for the Alberta Health Services Board Public Meeting dated September 24, 2009 be approved.**

**MOTION UNANIMOUSLY CARRIED**

**CHAIR'S REMARKS**

**The following is an abstract of Mr. Ken Hughes', Board Chair, remarks at the meeting. It is not an official transcript:**

“Good afternoon to everyone, and welcome to the Alberta Health Services public board meeting.

I'd like to thank you all for joining us today, whether in person or through Telehealth at locations around the province.

For those of you who have joined us in person, I'd like to point out the question cards on the table at the back of the room.

In the current governance structure, there isn't a question portion of these meetings, but we do want to be able to provide answers if you have questions.

We'll collect the question cards after the meeting, and get those questions to the appropriate area of Alberta Health Services.

The questions and answers will be posted on the Alberta Health Services website prior to our next public board meeting.

A video of the meeting will also be available on the website.

Obviously the most important thing we are dealing with in Alberta Health Services and across Canada right now is the pandemic H1N1 influenza.

The massive response underway includes vaccinating as many Albertans as we possibly can, planning for and dealing with increased demand in hospitals and urgent care centres as it occurs, and maintaining provincial and zone operations centres to coordinate the work. On behalf of the Board, I would like to thank each and every member of Alberta Health Services team who are putting in long hours.

Community engagement is absolutely necessary to deliver health services and programs that meet the needs of the people we serve.

Health Advisory Councils will be a key element of that engagement.

We had a great response to our invitation for applications to serve on the councils. Every applicant was interviewed, which also offered a great chance to talk one-on-one with people about their ideas and concerns about health care.

We'll be in touch with them over the next few weeks.

I'd like to thank everyone who applied.

Your interest in and commitment to health care are critical if we are to build the health care system Albertans want and deserve.

If you didn't apply, you still have a role to play: providing the feedback that the Council will be asked to gather.

The ways in which you can provide that feedback will be developed and shared with the community once the councils are up and running.

This morning, we toured Bethany Collegesside, which delivers seniors care in an academic environment. This is an innovative approach that provides leading-edge care while training the next generation of healthcare professionals.

In today's meeting, we'll have a report from Dr. Stephen Duckett, the President and CEO of Alberta Health Services, on some of the other work that is underway.

We'll have an update from the Audit and Finance Committee, and a report regarding the creation of an Alberta Health Services Environmental Sustainability Strategy.

We'll have an update from the Quality and Safety Committee, including revised terms of reference for the committee.

We'll have an update from the Human Resources Committee and the Premier's stated goals with respect to public sector compensation.

We'll also have an update from the Governance Committee.”

## **PRESIDENT AND CHIEF EXECUTIVE OFFICER'S REMARKS**

**The following is an abstract of Dr. Stephen Duckett's, President and Chief Executive, remarks at the meeting. It is not an official transcript:**

"It has been a daunting and inspiring week.

First, I would like to apologize for the long line-ups to receive the H1N1 vaccination. While it rewarding to see so many tens of thousands of people understand and respond to the seriousness of the H1N1 pandemic before us, we recognize that it came at cost in terms of peoples' time and patience. We do not take that for granted.

But I cannot apologize for the inability of our frontline staff and leaders to do the impossible. I want to commend them for extraordinary effort in extraordinary circumstances and I hope Albertans will do the same.

It was only last Wednesday – barely more than a week ago – that we learned that the H1N1 vaccine would be available. Within five days we had the first clinics up and running. Some other provinces, such as New Brunswick and Nova Scotia, decided to wait until today to open their public clinics. Along with other provinces, we decided to move quickly to protect Albertans. Although we did indeed have months to plan as some have said, we had only days to put that plan into action. And it is working.

We have 10 sites up and running and we have made a commitment to add about 10 more over next week.

In Calgary, within two days after the first vaccination site was open we had increased from 95 nursing stations to more than 160 and added a fifth mass vaccination site at the Olympic Oval. And glancing through media reports from across Canada today, I see that other provinces are facing these same long waits as we are. Not an excuse, I know, and we are doing everything we can to reduce those waits.

Our Emergency Departments are now facing additional demand from people with influenza like illnesses.

Today we are announcing that Alberta Health Services will open an Influenza Assessment Centre in Calgary and in Edmonton tomorrow morning. Located at Richmond Road Diagnostic & Treatment Centre in Calgary and the Duggan Health Centre in Edmonton, the Influenza Assessment Centres will provide assessment and limited treatment services to area residents requiring care for influenza symptoms, open seven days a week.

Please note that this is for people who are mildly ill, not for those who want vaccine.

I have said previously that we will find the resources to deal with this pandemic.

We have made a commitment to spend upwards of \$100M to stop the spread of H1N1. That includes ventilators, the vaccination program, drugs and medication and, of course, to treat those affected.

I'm told we have provided in three days, one quarter of what we would normally deliver in a 6 to 8 week seasonal vaccine program.

We would appreciate the media's help in emphasizing the importance of immunization as soon as possible especially for high risk groups:

- pregnant women;
- children six months to less than five years of age;
- people under 65 with chronic health conditions;
- people living in remote and isolated settings or communities;
- household contacts and care providers of people at high risk but who cannot be immunized or may not respond to vaccines.

A response on the scale we are seeing today – for most of us the first in our lifetimes - is possible in Alberta because we have a single health system, which now includes EMS, and they're doing their part too. We have a new team for a different time, now and in the years ahead.

As I said earlier, some communities across Canada have chosen not to vaccinate until later. We could have waited, added more clinics before opening, taken the additional time to bring in more staff, and probably not have subjected ourselves to as much criticism.

But if we erred, it was on the side of urgency. We did the right thing by moving as quickly as we could to vaccinate as many people as we could. Most of those who already have been vaccinated I hope would agree.

There are logistical limits on what we can do and how quickly. I'm advised that Health Canada will have released roughly 600,000 doses of vaccine to Alberta by tomorrow. Starting the week of November 2, deliveries of adjuvant vaccine to provinces will slow down while the vaccine manufacturer temporarily shifts its focus to producing enough non-adjuvant vaccine to meet Canadian demand. Non-adjuvant vaccine is provided to accommodate personal choice for pregnant women, up to 20 weeks of pregnancy.

We expect that the line-ups will ease, but it's also well to remember that we are only at the beginning of the second wave of the pandemic and there is great uncertainty ahead. I make no promises other than to do the best we can and I am not in the least reluctant to say that we are proud of what they have already accomplished.

I use the term "we" loosely. Again, credit goes to the front line staff, the nurses, the physicians, the support staff and the planning teams that, had provided vaccines to 150,000 Albertans by end of day yesterday.

They deserve our support."

**RECOMMENDATION(S) FROM STANDING COMMITTEE(S)**

**Quality and Safety Committee, October 7, 2009**

Dr. Andreas Laupacis, Chair, Quality and Safety Committee, provided an update with respect to the Quality and Safety Committee meeting held on October 7, 2009 and advised that the Committee has a strategic plan for how it conducts business which includes four main priorities: Quality, Safety, Access, and Patient Satisfaction, or the Patient Experience.

He advised that the focus at the last meeting was on Patients as Partners, or Patient Satisfaction. The Committee heard about the incredible amount of work occurring to develop a standardized patient concerns resolution process across Alberta and to develop patient engagement strategies and strategies to make the care that AHS provides patient and family-centered care.

Dr. Laupacis stated that that previously there were many plans across the province and AHS is striving to develop standardization on how these issues are approached. He stated that the Committee is very impressed with the work that has been accomplished.

Dr. Laupacis further commented that there is always a balance between making sure that concerns are dealt with on a local, kind, compassionate basis, as well as making sure that the Board can fulfill its job which is to really provide the view of an independent steward to see how things are going.

Dr. Laupacis advised that the second main issue the Committee spent time on is performance measurement. About a month ago Alberta Health Services put on its website a very detailed amount of information, regarding the delivery of care and the outcomes of care, such as how many patients are seen in the Emergency Department, how many patients are admitted to the hospital, how many babies are delivered, how we're doing, wait times, readmission rates, and how satisfied Albertans are in terms of their response to patient satisfaction surveys, and how Alberta compares with other provinces.

Dr. Laupacis, on behalf of the Quality and Safety Committee commended Dr. Stephen Duckett, President and Chief Executive Officer, Dr. Chris Eagle, Executive Vice President, Quality and Service Improvement, and their teams, for providing this information on the website.

Dr. Laupacis advised that the Committee also heard about the impressive amount of work that is being done to develop a data analysis unit to take the data from all of the previous regions into one data set which would allow up-to-date measurement and reporting of the outcomes in the province.

**QS09-21 Review of Terms of Reference**

Dr. Laupacis advised that a periodic review of the Terms of Reference for the Quality and Safety Committee identified the need for revision in order to reflect the mandate of the Committee which is to focus on quality health services, care in services, patient safety, the strategic health plan as it relates to quality, safety, and access, and to be updated on the research being undertaken within Alberta Health Services.

Dr. Laupacis advised Mr. Gord Winkel was nominated and agreed to serve as Vice-Chair of the Quality and Safety Committee.

**MOVED BY DR. ANDREAS LAUPACIS, SECONDED BY MR. GORD WINKEL, that the Alberta Health Services Board approve Report QS09-21, Review of Terms of Reference, and approve and adopt the amended TOR for the Quality and Safety Committee and the updated Definitions document.**

**MOTION CARRIED UNANIMOUSLY**

**Audit and Finance Committee, October 15, 2009**

Mr. Don Sieben, Chair, Audit and Finance Committee, provided an update with respect to the Audit and Finance Committee meeting held on October 15, 2009 and advised that the Committee has met with the Auditor General with respect to the 2009-2010 test Audit from the Auditor General's Department, and deadlines have been developed in order to allow Administration to complete the audit on time.

**AF09-104 Towards an Alberta Health Services (AHS)  
Environmental Sustainability Strategy**

Mr. Sieben advised that the former health regions had many successes in improving their environmental sustainability. AHS is now developing an internal focus to support the 'greening' of ongoing operations and existing infrastructure throughout the organization. Mr. Sieben further advised the proposed Environmental Sustainability Strategy will apply to all portfolios and functional centers within AHS, including both clinical and support areas, and will be supported by Corporate Policy. AHS will act within its sphere of influence to encourage environmental sustainability from internal stakeholders, as well as suppliers, vendors, contractors and other third parties involved in AHS operations.

**MOVED BY MR. DON SIEBEN, SECONDED BY MR. JIM CLIFFORD, that the Alberta Health Services Board approve Report AF09-104, the proposed "Towards an Alberta Health Services (AHS) Environmental Sustainability Strategy" and direct the CEO or designate to develop key performance baseline metrics and 3-year improvement targets.**

**MOTION UNANIMOUSLY CARRIED**

**Special Meeting of Human Resources Committee, October 20, 2009**

Ms. Irene Lewis, Chair, Human Resources Committee, provided an update with respect to the Special Human Resources Committee meeting held on October 20, 2009.

**HR09-37 AHS Pay at Risk Program**

**MOVED BY MS. IRENE LEWIS, SECONDED BY MR. JACK ADY, that the Alberta Health Services Board approves the structure and annual targets for pay at risk for the Senior Executives, consistent with previously approved contracts and budget.**

**MOTION UNANIMOUSLY CARRIED**



**HR09-38 Public Sector Compensation**

Ms. Lewis stated that at the best of times providing health services is a difficult and demanding responsibility for all of our staff in every part of the province. The creation of a single health system would be challenging enough without the added necessity of needing to come to terms with the impact of a recession. And now, Alberta Health Services is demonstrating an extraordinary marshalling of resources to confront the H1N1 pandemic.

She stated the recommendation before the Board today is not one that can be avoided and taking this step now sends an important message to all of our staff as we move toward the greater part of the budget challenges before us.

She stated that a great deal is being asked of our staff and our leaders, as well as asking a lot of Albertans as we work through this transition and economic downturn and pour resources into the fight against the spread of H1N1.

Ms. Lewis, on behalf of the Board thanked all Alberta Health Services staff in this difficult time, for all of their efforts toward creating a strong, sustainable health system for ours and future generations.

**MOVED BY MS. IRENE LEWIS, SECONDED BY MR. STRATER CROWFOOT, that the Alberta Health Services Board endorses management initiating action within Alberta Health Services consistent with the Premier's stated goals with respect to public sector compensation.**

**MOTION UNANIMOUSLY CARRIED**

**Special Meeting of Health Advisory Committee, October 21, 2009**

Mr. John Lehnert, Chair, Health Advisory Committee, provided an update with respect to the Special Health Advisory Committee meeting held on October 21, 2009.

**HAC09-25 Health Advisory Council Membership  
Recommendations for Health Advisory Councils 7,  
9 and 10**

Mr. Lehnern advised that the Alberta Health Services Board approved the establishment bylaw for Health Advisory Councils in June, 2009 and a province-wide recruitment drive was hosted through the Alberta Health Services Community Engagement department from July – August, with rural areas of the province granted an extension to submit applications of interest beyond the initial August 14 deadline. All deadlines for submission closed on September 18, 2009.

Mr. Lehnern further advised Health Advisory Council 7 (Edmonton and area), Health Advisory Council 9 (Red Deer and area) and Health Advisory Council 10 (Calgary and area) received a substantive number of applications, thus no extension to apply was granted. Recruitment to Councils 7, 9 and 10 closed on August 14, 2009 and the selection process sought to recommend between 10 and 15 members per council. Mr. Lehnern stated that he was extremely pleased with the groups who were appointed.

Mr. Lehnern advised all applicants were interviewed in person or by phone by members of the Community Engagement team, members of the Human Resources department and members of operational areas who will be involved in Health Advisory Council operations in the future.

Mr. Lehnern advised council members sought, represent the diversity of a geographic area and possess a broad spectrum of health care knowledge and related matters and generally were well connected to the opinions and perspectives of their local communities.

Mr. Lehnern advised that in order to individually contact appointees, the list will not be released publicly today. He concluded by saying the Board is looking forward to working with the Councils and getting their input with regards to health care initiatives.

Ms. Teri Lynn Bougie, as a member of the Committee also commented that the Committee is very pleased that the Council's have been developed and there are people that are very enthusiastic about healthcare in the community. She advised that the Board members met with some of the community leaders from Red Deer and area and the consistent message that was heard from was the need to two-way communicate, she further stated that that will be an invaluable tool for Alberta Health Services in the future.

**MOVED BY MR. JOHN LEHNERS, SECONDED BY MS. TERI LYNN BOUGIE, that the Alberta Health Services Board approve Report HAC09-25, Health Advisory Council Membership Recommendations for Health Advisory Councils 7, 9 and 10, as per the attached list.**

**MOTION UNANIMOUSLY CARRIED**

**HAC09-26      Amendment to Health Advisory Council Bylaws  
and Charter**

Mr. Lehnert advised that the Tallcree First Nation requested a change in Health Advisory Council boundaries to more accurately reflect where their community members access health services and to enable the community to be represented by the council in the catchment area they reside.

Mr. Lehnert advised it is appropriate to change the current boundary so the Tallcree First Nation becomes part of Health Advisory Council 1.

Mr. Lehnert advised this request recommending boundary realignment to incorporate Tallcree First Nation within Health Advisory Council 1 will provide remedy to this situation.

**MOVED BY MR. JOHN LEHNERS, SECONDED BY MS. TERI LYNN BOUGIE, that the Alberta Health Services Board approve Report HAC09-26, to amend the Health Advisory Council Bylaws and Charter by updating the map referenced in both documents to adjust the boundary between Health Advisory Council 1 and 3.**

**MOTION UNANIMOUSLY CARRIED**

**Special Meeting of Governance Committee, October 26, 2009**

Ms. Linda Hohol, Chair, Governance Committee, advised that the Committee dealt with two reports: Code of Conduct and Strategic Communications Plan at their meeting on October 26, 2009 and advised that the first item was the Communication Strategy which the Committee reviewed and provided input and will be forwarded to the December 3, 2009 Public Board meeting for approval.

Ms Hohol stated that it was recommended that the Code of Conduct be revised due to feedback provided by internal and external stakeholders. She advised that the Committee reviewed and provided input, and that the Code of Conduct was being reposted on the internal website on October 28, 2009 for two weeks for comments by any of the 90,000 employees who wish to do so. She further advised that the Code would be forwarded to the November 19, 2009 Governance Committee and then the December 3, 2009 Public Board meeting for approval.

**OTHER BUSINESS**

**AHSB09-07      Amendment to President and Chief Executive Officer's Delegation of Authority of Covenant Health**

Dr. Stephen Duckett, President and Chief Executive Officer, advised the current monthly acute care funding to Covenant Health exceeds the current delegation limit of the President and Chief Executive Officer of \$30 million.

**MOVED BY MR. DON SIEBEN, SECONDED BY MR. TONY FRANCESCHINI, that the Alberta Health Services Board approve Report AHSB09-07, Amendment to President and Chief Executive Officer's Delegation of Authority to Provide Payment to Covenant Health.**

**MOTION UNANIMOUSLY CARRIED**

**AHSB09-07      AHS Strategy Directions for Research**

Dr. Stephen Duckett, President and Chief Executive Officer, advised that Alberta Health Services has many partnerships with research across the province especially with the three major universities, University of Alberta, the University of Calgary, and the University of Lethbridge, all of whom are active in research in the health sciences, as well as a number of other universities and colleges. He stated there was an external review of research commissioned by the Alberta Health Services Board. This was, we got some feedback on this, especially from those actively involved in research. Accordingly, feedback was positive, but also suggestions were provided. He advised the AHS Strategy Directions for Research was amended to include suggestions.

**MOVED BY DR. ANDREAS LAUPACIS, SECONDED BY MS. CATHERINE ROOZEN, that the Alberta Health Services Board approve Report AHSB09-08, AHS Strategy Directions for Research.**

**MOTION UNANIMOUSLY CARRIED**

**ACKNOWLEDGEMENT TO STAFF**

Mr. Don Sieben, Board member, advised that he would like to make a motion on behalf of all his colleagues on the Alberta Health Services Board.

**MOVED BY MR. DON DIEBEN, SECONDED BY MR. GORDON WINKEL, that the Alberta Health Services Board acknowledges and recognizes the Alberta Health Services Staff for their dedication, efforts, and commitment during these trying times immunizing Albertan in order to contain the H1N1 virus.**

**MOTION UNANIMOUSLY CARRIED**

**NEXT PUBLIC MEETING**

**Date:** December 3, 2009  
**Location:** Edmonton, AB  
**Time:** TBD

**ADJOURNED**

**MOVED BY MR. JACK ADY, SECONDED BY MR. STRATER CROWFOOT, that the meeting of the Alberta Health Services Board adjourn at 2:00 p.m.**

**MOTION UNANIMOUSLY CARRIED**

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Chair

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Recording Secretary