

**MINUTES OF A PUBLIC MEETING (“MEETING”)
OF THE BOARD OF DIRECTORS (THE “BOARD”)
OF BRITISH COLUMBIA EMERGENCY HEALTH SERVICES (“BCEHS”)
HELD ON THURSDAY, FEBRUARY 22, 2018 AT
PHSA CORPORATE OFFICES
1380 BURRARD STREET
VANCOUVER, BC
AT 9:00 A.M.**

In Attendance

Directors: Tim Manning, Chair
Dr. Don Brooks
Chief Clarence Louie
Allan Ritchie

Dr. Ken Bassett
Suki Gill
Sherry Ogasawara
Sharon Stromdahl

Lorianna Bennett
Robert Kiesman
Gary Pooni
David Turchen

Regrets: Pauline Rafferty

Management: Carl Roy
Barbara Fitzsimmons
Sandra MacKay
Cathy Prentice, Recorder

Tom Chan
Neil Lilley
Ron Quirk

Susan Danard
Linda Lupini
Donna Wilson

CALL TO ORDER

Mr. Tim Manning, Board Chair, called the Meeting to order at 9:00 a.m. It was established that a quorum of the Board was present. Ms. Cathy Prentice was appointed recording secretary of the Meeting.

The Chair welcomed Ms. Susan Danard, Chief Communications Officer, to her first meeting of the BCEHS Board of Directors.

ADDRESS TO THE PUBLIC

There were no public presentations.

AGENDA

Upon Motion, duly seconded, the Meeting agenda was approved as circulated.

1.0 APPROVAL OF THE MINUTES

Upon Motion, duly seconded, the following resolution was passed:

BE IT RESOLVED THAT the minutes of the Board meeting held December 7, 2017 be approved.

2.0 PRESENTATIONS

BCEHS Dispatch Call Triaging

Ms. Linda Lupini, Executive Vice President PHSA & BCEHS introduced Mr. Neil Lilley, Senior Provincial Executive Director, Patient Care Communications & Planning, BCEHS, to provide an update on BCEHS dispatch call triaging.

Mr. Lilley explained that BCEHS receives 911 emergency calls through its three Dispatch Operations Centres using Emergency Medical Call Takers. These calls are then triaged using a system called Medical Priority Dispatch System (MPDS) to ensure patients are responded to according to their condition. The MPDS is a unified system used to dispatch appropriate aid to medical emergencies and includes systematized caller interrogation and pre-arrival instructions. It is used internationally and over 68 million emergency calls are triggered using MPDS every year.

Mr. Lilley summarized the content of the report and the PowerPoint presentation contained in the Meeting materials.

Ms. Lupini and Mr. Lilley responded to questions as follows:

- Regarding the hiring mechanism and training for call takers, Mr. Lilley advised that the rigorous recruitment process includes exacting criteria, pre-screening, shortlisting, assessment and orientation. He advised the proportion of hires to applicants is 10% due to the arduous testing process. From application to working can take up to one year.
- Retention rates were queried and Mr. Lilley advised the attrition rate is diminished and is now approximately 5% loss to outside agencies.
- Continuous improvement was queried and Mr. Lilley advised this is embedded into BCEHS culture via ongoing communications with national and international communities, conferences, audits and ongoing education.
- Regarding teamwork between dispatchers and paramedics responding to emergencies, dispatchers are encouraged to follow up with paramedics on arrival at emergency departments and participate on ambulance ride-alongs.

On behalf of the Board, the Chair expressed gratitude to frontline staff for their day to day efforts and to Mr. Lilley for his informative presentation.

3.0 NEW BUSINESS

3.1 Executive Update

Ms. Lupini provided an update to the Executive Report included in Meeting materials.

Highlights were as follows:

- A Frontline Leadership series has been introduced for supervisors.
- Mr. Joe Acker, Advanced Care Paramedic and former Area Director for BCEHS, was recently appointed as Adjunct Professor in the Department of Emergency Medicine at UBC.
- The final rollout for Advance Care Paramedics in rural and remote communities took place on January 4, 2018. This brings the total number of communities with Community Paramedics to 99.
- BCEHS, in conjunction with WorksafeBC, will be initiating a Recover at Work program which is targeted to be released by June 2019. This program will address claims duration and time loss due to mental health and occupational injuries.
- The PulsePoint App was launched on January 31, 2018 and has generated significant positive feedback. To date, over 8,000 individuals trained in Cardio- Pulmonary Resuscitation have enlisted in the program. It has also been confirmed that the App will be advertised at Canuck's hockey games.

Ms. Lupini responded to queries as follows:

- The Frontline Leadership series contains leadership components from the Paramedic Chiefs of Canada Leadership Competency Framework. Values, strategic objectives and goals are a focus of the series.
- Capturing and sharing the learnings and innovations of Community Paramedicine was queried. Ms. Lupini advised evaluation criteria was established early on and a first draft review has now been completed. Ms. Nancy Kotani led the review and will provide the Board with a report in the near future.
- Criteria for geographical Community Paramedicine selection were queried. Ms. Lupini advised a stakeholders group was formed at the start of the initiative which included many partners including First Nations. Geographical community referrals were also received from the regional Health Authorities.
- Responding to a query, Ms. Lupini advised that significant linkages with other health professionals in rural and remote communities were established from the start of the Community Paramedicine initiative via the stakeholders group and referrals from regional Health Authorities.

The Chair thanked Ms. Lupini for the Executive Director's report.

3.2 Meeting Closed to the Public

Ms. Sandra MacKay, Chief Legal and Freedom of Information and Privacy Officer, advised of certain items being proposed for discussion at the upcoming non-public meeting of the Board

4.0 BOARD COMMITTEE REPORTS

4.1 Quality & Access Committee

Mr. Allan Ritchie, Chair, Quality & Access Committee, advised of two items for information.

- The BCEHS Standing Indicator Report was referenced regarding response times for Echo and Delta calls noting that, while responses have been steady, they have not met targets. Management is examining statistics and will advise the Committee.
- No critical reports came forward to the Committee.

4.2 Governance & Human Resources Committee

In Ms. Pauline Rafferty's absence, Mr. Ritchie provided the Governance & Human Resources Committee report. Mr. Ritchie advised of one item for information and four for approval.

For information

Ms. Donna Wilson provided two reports to the Committee, the first being a summary of observations on her new portfolio and the second on observations and recommendations on workplace culture.

For approval

Policies

Upon Motion, duly seconded, the following resolution was passed:

BE IT RESOLVED THAT the following Board Governance Guidelines and Policies, in the form presented to the Meeting, with the revisions as recommended during the Committee meeting and made available to the Meeting, be approved:

- *President & CEO Evaluation Policy - AB 400;*
- *Code of Ethics - AB 600;*
- *Fostering a Culture of Respect - HR 004;*
- *Standard of Conduct - AB 610;*
- *Non-Contract Compensation Framework;*

AND THAT review of the Theft, Fraud, Corruption and Non-Compliant Activities policy be delegated to the Finance Committee for future reviews.

Board Governance Action Plan

During 2017 a number of initiatives were undertaken by the Board to improve BCEHS's Corporate Governance, including the engagement of Watson Inc. to carry out a thorough Board evaluation and provide recommendations. Additionally, with the encouragement of the Board Chair and through meetings such as occurred at the Board's August 2017 Retreat, the Board developed a number of recommendations of its own initiative.

The Committee reviewed and discussed in detail an Action Plan for implementation of the governance review recommendations. It is a comprehensive one year plan which identifies specific actions to be taken by the Board, its Committees, the CEO and other members of the Executive Team during the coming year.

Upon Motion, duly seconded, the following resolution was passed:

BE IT RESOLVED THAT the Action Plan for implementation of the Governance Review Recommendations, in the form presented to the Meeting, be approved.

Officers of the Board

Upon Motion, duly seconded, the following resolution was passed:

BE IT RESOLVED THAT the Terms of Reference for Officers of the Board, in the form presented to the Meeting, which Terms now contain more detail regarding the role of the Acting Chair of the Board, be approved.

Committee Composition and Meeting Scheduling 2018

The Chair of the Board discussed Committee composition with all Board members as part of an improved process to ensure transparency with respect to Committee composition. This process includes:

- Matching skillsets to Committee mandates;
- Rotation among Committees by all directors;
- Chair succession planning, and
- Balancing Committee workloads.

Upon Motion, duly seconded, the following resolution was passed:

BE IT RESOLVED THAT the Board Committees be comprised of, and chaired by the Directors, as follows:

Governance & Human Resources Committee

Chair: Pauline Rafferty

Members: Ken Bassett, Don Brooks, Clarence Louie, Sherry Ogasawara, Allan Ritchie

Audit Committee

Chair: Robert Kiesman

Members: Suki Gill, Gary Pooni, Sharon Stromdahl, David Turchen

Finance Committee

Chair: David Turchen

Members: Suki Gill, Robert Kiesman, Gary Pooni, Sharon Stromdahl

Research Committee

Chair: Lorianna Bennett

Members: Don Brooks, Suki Gill, Pauline Rafferty, Sharon Stromdahl

Quality & Access

Chair: Allan Ritchie

Members: Ken Bassett, Lorianna Bennett, Don Brooks, Clarence Louie, Sherry Ogasawara, Pauline Rafferty

The Committee also considered a recommendation presented by the Board Chair and Corporate Secretary for a change to the Committee day schedule. The new schedule would see the Quality and Access and Audit and Finance Committee meetings moved to the morning, with the other meetings scheduled for the afternoon. The day would start earlier but also end earlier to allow Committee Chairs time for debrief preparation and delivery. The new schedule does not require formal resolution and will be introduced at the April Board meetings. The Board Liaison will be asked to circulate the new schedule well in advance of the April Board meetings.

4.3 Finance Committee

Mr. David Turchen, Chair, Finance Committee, advised of one item for information and one for approval.

For information

The Committee reviewed the following BCEHS policies and determined that no revisions were required:

- Financial Signing Authority – Board & CEO;

- Banking;
- Borrowing;
- Capital Asset Governance.

For approval

Upon Motion, duly seconded, the following resolution was passed:

BE IT RESOLVED THAT the Terms of Reference for the Finance Committee, in the form presented to the Meeting, be approved.

4.4 Audit Committee

Mr. Robert Kiesman, Chair, Audit Committee, advised of two items for information and one for approval.

For information

- The BCEHS Auditor Independence Policy was reviewed and it was determined that no revisions were required.
- Internal Audit is recommending changes to the BCEHS appeals process relating to the handling of reports made under the Safe Reporting Policy. The Audit Committee provided direction to Internal Audit and expects that the revised Safe Reporting Policy will be brought forward for approval in April.

For Approval

Upon Motion, duly seconded, the following resolution was passed:

BE IT RESOLVED THAT the Terms of Reference for the Audit Committee, in the form presented to the Meeting, be approved.

4.5 Research Committee

No report.

5.0 **BUSINESS ARISING**

No business arising was identified.

6.0 **NEXT MEETING** – April 26, 2018.

7.0 **TERMINATION** – The meeting terminated at 9:55 a.m.