

**MINUTES OF A PUBLIC MEETING (“MEETING”)
OF THE BOARD OF DIRECTORS (THE “BOARD”)
OF BRITISH COLUMBIA EMERGENCY HEALTH SERVICES (“BCEHS”)
HELD ON THURSDAY, FEBRUARY 14, 2019 AT
CONFERENCE ROOM A
PROVINCIAL HEALTH SERVICES AUTHORITY
7TH FLOOR – 1380 BURRARD STREET
VANCOUVER, BC
AT 9:00 A.M.**

In Attendance:

Directors:	Tim Manning, Chair Suki Gill Robert Kiesman Sharon Stromdahl	Dr. Ken Bassett Sandra Harris Gary Pooni David Turchen	Donisa Bernardo Dr. Kerry Jang Allan Ritchie
Regrets:	Lorianna Bennett	Chief Clarence Louie	
Guests:	Mr. Don Elzinga, Program Director, Patient Transfer Services, BCEHS		
Management:	Carl Roy Elaine McKnight Dr. Lynn Stephenson Cathy Prentice (Recorder)	Thomas Chan Kendra McPherson Donna Wilson	Linda Lupini Dr. Maureen O'Donnell

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.

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 November 29, 2018 be approved.

2.0 BCEHS PRESENTATION

Patient Transfer Services

Ms. Linda Lupini, Executive Vice President PHSA and BCEHS, provided background and introduced Mr. Don Elzinga, Program Director, Patient Transfer Services, BCEHS, to the Meeting.

Mr. Elzinga thanked the Board of Directors for attending a tour of the BCEHS Dispatch Centre on February 13, 2019.

The Patient Transfer Service (PTS) is the provincial 24/7 service comprised of the BC Patient Transfer Network (PTN) and Patient Transport Care Coordination (PTCC) that ensures the effective transfer of patients between healthcare facilities. The goal of the service is the coordination of services to ensure patients throughout British Columbia receive the appropriate care, at the appropriate facility in a timely and efficient way. In 2017/2018 PTS coordinated the transfer of approximately 70,000 patients across the province.

In 2018, BCEHS brought together representatives from all health authorities, the Ministry of Health and the Patient Voices Network to form a working group called the Provincial Patient Transfer Services Advisory Committee, to clarify roles and improve communication and coordination. BCEHS has also committed to visiting every health care facility in the province to clarify the role and scope of the PTS, to solicit feedback about the service and to facilitate conversation and collaboration with healthcare partners across the province.

Mr. Elzinga summarized the material, video and PowerPoint presentation contained in the Meeting materials and informed that these have also been provided to healthcare providers and health authorities across the province.

Responses to questions were as follows:

- Collaboration across the health authorities (HAs) was queried. Mr. Elzinga advised that protocols can be different across the HAs and cited the example of the provincial wildfires, noting the collaboration between HAs rather than just between BCEHS and each HA. A Wildfire Roundtable with representatives from each HA and the Ministry of Health has been established with physicians attending on an ad hoc basis. Terms of Reference and Rules have been established. The next meeting is scheduled for March 5, 2019.
- Responding to a query regarding BCEHS conducting debriefs similar to hospital setting team debriefs, Mr. Elzinga advised that PTS debriefs take place and information is shared with the HAs.
- Noting the BCEHS dispatch tour and the requirement for highly organized and calm staff, mental health efforts for dispatch staff were queried. Mr. Elzinga advised that while there is an inherent personality trait required to function in these high stress positions, the staff are resilient and BCEHS is a highly caring and compassionate organization. Significant strides forward have been made in ensuring mental health support is available for all BCEHS staff.
- Staff turnover and continuity were queried given the robust training requirement for dispatch recruits. Mr. Elzinga advised that staff attracted to these positions are motivated by caring and helping. It becomes apparent very quickly if recruits are not suited to the profession.

The Chair thanked Mr. Elzinga for the presentation and video and highlighted the importance of the Patient Transfer Service across the Province. The Chair noted the values of BCEHS and PHSA were clearly articulated throughout Mr. Elzinga's presentation.

3.0 NEW BUSINESS

3.1 Executive Update

Ms. Linda Lupini advised all matters normally outlined in the Executive Update will be addressed in the BCEHS Closed Board Meeting. The following review was provided:

- The Ministry of Health recently announced funds of \$5.5M allocated to seven agencies, including BCEHS, for palliative and end of life care. These funds will be used to train community paramedics to provide service in client's homes which will save transport to and usage of acute care hospital resources.
- Ms. Lupini advised that the Knowledge Network will be airing the ten episode "Paramedics – Life on the Line" documentary series commencing April 2, 2019 and have launched social media teasers.

Responding to a query, Ms. Lupini reported on the recent First Responder Conference and the very valuable sessions from experts on new research into psychological injury and Post-Traumatic Stress Disorder (PTSD). The session on visual/spatial responses to traumatic events was of particular interest. Research suggests that playing Tetris for a minimum of ten minutes immediately following a traumatic event can prevent the brain from coding the event into memory and limit the subsequent symptoms of PTSD such as flashbacks.

3.2 Meeting Closed to the Public

Mr. Robert Kiesman, Board Secretary, advised of certain items being proposed for discussion at the upcoming non-public meeting of the Board.

3.3 Appointment of New Chairs of People & Governance and Audit Committees

During January and February of each calendar year, the People & Governance Committee, together with the Board Chair, develops recommendations as to membership and chairmanship of all Board Committees. The Board Chair, after consultation with both directors and in keeping with the planning for development of directors undertaken by the People & Governance Committee in the past, and after consideration of their respective skillsets, recommended the appointment of Mr. Robert Kiesman as Chair of the People & Governance Committee, and Ms. Suki Gill as Chair of the Audit Committee.

Upon Motion, duly seconded, the following resolution was passed, with Directors Kiesman and Gill abstaining:

BE IT RESOLVED THAT, effective January 1, 2019:

- (a) Director Robert Kiesman be appointed as the Chair of the People & Governance Committee; and*
- (b) Director Suki Gill be appointed as the Chair of the Audit Committee;*

of the Board of Directors of the British Columbia Emergency Health Services.

4.0 BOARD COMMITTEE REPORTS

4.1 Quality & Access

Mr. Allan Ritchie, Chair, Quality & Access Committee, advised on Metrics from the standing Quality & Access reports noting the response times for 911 calls for cardiac and respiratory failure are of critical importance. Response times continue to be stable in spite of increasing volumes. The Committee will continue to monitor progress.

4.2 People & Governance

Mr. Robert Kiesman Chair, People & Governance Committee, advised of two items for approval.

Committee Composition 2019

Based on the Chair's discussions with existing and new Directors, a revised Board Committee Membership roster for April 1, 2019 was discussed at the February 13, 2019 Committee meeting and recommended to the Board of Directors.

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

BE IT RESOLVED THAT effective April 1, 2019, the BCEHS Board committees be comprised of, and chaired by, the following Directors:

People & Governance Committee:

Chair: Robert Kiesman

Members: Ken Bassett, Lorianna Bennett, Clarence Louie, Donisa Bernardo, Sandra Harris

Audit Committee

Chair: Suki Gill

Members: Gary Pooni, David Turchen, Donisa Bernardo

Finance Committee

Chair: David Turchen

Members: Suki Gill, Robert Kiesman, Gary Pooni

Research & Innovation

Chair: Sharon Stromdahl

Members: Ken Bassett, Suki Gill, Clarence Louie, Kerry Jang

Quality & Access

Chair: Lorianna Bennett

Members: Ken Bassett, Clarence Louie, Sharon Stromdahl, Kerry Jang, Sandra Harris

Annual Review of Board Governance Guidelines and Policies

In accordance with the Board Policy Framework which requires all Board approved policies to be reviewed on an annual basis, the Committee reviewed the Code of Ethics; Fostering a Culture of Respect and the Standards of Conduct 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 in the Meeting materials, be approved:

- Code of Ethics;
- Fostering a Culture of Respect;
- Standards of Conduct.

4.3 Finance

Mr. David Turchen, Chair, Finance Committee, advised of three items for approval.

Terms of Reference for the Finance Committee

In accordance with the Board Policy Framework which requires all Board approved policies to be reviewed on an annual basis, a review of the Terms of Reference for the Finance Committee and was performed and various changes to Section five of the policy to align the timing of activities to the schedule of Board meetings for 2019 were recommended.

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 in the Meeting materials, be approved.

Banking Policy

In accordance with the Board Policy Framework which requires all Board approved policies to be reviewed on an annual basis, a review of the Banking Policy was conducted and updates to various sections of the Policy to add “Chief Operating Officer” where applicable and remove reference to the terms “branches” and “agencies” in order to align with the new PHSA management and organizational structure were recommended.

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

BE IT RESOLVED THAT the Banking Policy, in the form presented in the Meeting materials, be approved.

Financial Policy Review

In accordance with the Board Policy Framework which requires all Board approved policies to be reviewed on an annual basis, the Borrowing and Capital Asset Governance policies were reviewed and minor edits to naming conventions throughout the policies to align with the new PHSA organizational structure were recommended.

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

BE IT RESOLVED THAT the following Financial Policies, in the form presented in the Meeting materials, be approved:

- Borrowing;
- Capital Asset Governance.

4.4 Audit

Ms. Suki Gill, Chair, Audit Committee, advised of one item for information and two for approval.

For information

Safe Reporting Policy

In accordance with the Board Policy Framework which requires all Board approved policies to be reviewed on an annual basis, Internal Audit performed a review of the Safe Reporting Policy. Based on the review, no substantive changes to the policy were deemed necessary.

For approval

Auditor Independence Policy

In accordance with the Board Policy Framework which requires all Board approved policies to be reviewed on an annual basis, Management performed a review of the Auditor Independence Policy and requested that the role of Chief Operating Officer be added to Section 3.4 of the policy to align with the new management structure at PHSA.

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

BE IT RESOLVED THAT the revised Auditor Independence Policy, in the form presented to the Meeting, be approved.

Terms of Reference for the Audit Committee

In accordance with the Board Policy Framework which requires all Board approved policies to be reviewed on an annual basis, Management has performed a review of the Terms of Reference for the Audit Committee and has requested various changes to Section 5 of the policy to align the timing of activities to the schedule of Board meetings for 2019.

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

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

4.5 Research
No report.

5.0 BUSINESS ARISING

No business arising was identified.

6.0 NEXT MEETING

April 25, 2019 in Vancouver.

7.0 TERMINATION – The meeting terminated at 10:00 a.m.