

BC EMERGENCY HEALTH SERVICES
Board of Directors PUBLIC Meeting
Tuesday, March 14, 2023
8:00am to 8:30am

MINUTES

ATTENDEES

Jim Chu (Chair) Colleen Austin 'Wii Goot Lauren Brown Elizabeth Cull
Gary Caroline Doug LePard Barry O'Neill

Executive and Leadership Team

David Byres, President and CEO, BCEHS & President and CEO, PHSA
Leanne Heppell, Executive Vice President, PHSA & Chief Ambulance Officer, BCEHS
Zulie Sachedina, General Counsel & Chief Legal Officer, PHSA
Mike Christian, Chief Medical Officer, BCEHS)
Neil Lilley, Chief Operating Officer, BCEHS
Kevin Smith, Chief Systems and Strategy Officer, BCEHS
Annie Leung, Executive Assistant to the President and CEO, PHSA & BCEHS Board Liaison (*recorder*)
Marsha Simons, Executive Assistant to BCEHS EVP and Chief Ambulance Officer (*recorder*)

Guests

Elder Gerry Oleman
Jennie Helmer, Director, Fraser West, BCEHS
Ford Smith, Project Manager, Clinical Hub, BCEHS
Kevin Lowe, Senior Director, Indigenous Health, PHSA
Heather Hastings, Executive Director, Indigenous Health, PHSA
Joe Gallagher, VP, Indigenous Health & Cultural Safety, PHSA
Amy Poll, Director, Community and Indigenous Programs, BCEHS
Dr. Penny Ballem, Premier's Health Advocate, MoH

PUBLIC MEETING:

- 1. Call to order**
- 2. Land acknowledgment** was provided by Jim Chu.
- 3. Indigenous welcome** was provided by Elder Gerry Oleman.
- 4. Agenda approvals and declaration of conflict of interest**
The chair introduced the members participating in the meeting.
The meeting agenda approved. There were no declarations of any conflict of interest.
Moved by Doug LePard, seconded by Gary Caroline. Carried.
- 5. Approval of February 14, 2023 meeting minutes – see closed Board meeting amendment**
Minutes of the meeting of February 14, 2023 were approved.
Moved by Doug LePard, seconded by Elizabeth Cull. Carried.

6. Low Acuity Update

Leanne Heppell provided an introduction to the innovative processes through a “Clinical Hub” that have been implemented to address non-urgent call volumes.

She invited Jennie Helmer and Ford Smith who elaborated on the presentation circulated in the Board package. They provided an overview of the modernized approach to the 911 call process and evaluation to streamline alternate pathways for connecting patients to the appropriate treatment. These processes included: a systematic evaluation process through the Clinical Hub, consultation using paramedics and nurses, the use of virtual technology with the goal of ensuring the implementation of the right level of care for each patient directing high acuity patients to hospital ERs and low acuity patients to the right level of support.

The Board acknowledged that excellent progress was being made in this area and requested that the progress is monitored and outcomes be presented to the Board on a regular basis.

7. Resolution to convene closed session of the meeting

The remaining items on the agenda were matters to be discussed in a closed meeting.
Motion to convene remainder of the meeting in a closed session.

Moved by Gary Caroline, seconded by Colleen Austin. Carried.

Meeting adjourned at 8:29 am