Provincial Health Services Authority
Province-wide solutions. Better health.

BOARD BRIEF

Board Brief summarizes the board meetings of the Provincial Health Services Authority (PHSA). It is sent to PHSA agencies, government, media and other stakeholders to keep them informed about the activities of the PHSA.

Summary of February 5, 2009 Board Meeting

Public Presentations and Question and Answer Period

In the spirit of its commitment to public accessibility, the board of the Provincial Health Services Authority (PHSA) provides opportunities for the public to schedule presentations and to ask questions of the board prior to the beginning of every open board meeting.

With our provincial mandate, we circulate our board meetings throughout the province and hold two of these meetings outside of Vancouver each year.

The board did not receive any questions from the public at this event, which was held in Vancouver.

Presentations

Dr. Hal Gunn, CEO of **InspireHealth,** gave a presentation on "integrated cancer care." Founded in 1997, InspireHealth is a Vancouver-based, non-profit society staffed by four physicians who focus on integrating healthy lifestyle choices such as diet, exercise and meditation, into conventional cancer treatment. Dr. Gunn presented information to show there is a growing body of evidence that natural approaches to supporting health and immune system function can decrease the risk of cancer recurrence, increase quality of life and survival rates and save healthcare dollars

Doreen Myers, Corporate Director, and **Robin Gardner,** Agency Lead for **Emergency Management & Business Continuity**, gave a presentation entitled "PHSA Emergency Management System: E Team Project ." PHSA's Emergency Management and Business Continuity Services is responsible for developing strategies to minimize the disruption of service delivery and patient care in response to large, unplanned events that pose significant risk, such as acts of nature. The province recently introduced a new tool to support this function, the "E Team" system. A sophisticated, secure software suite, the E Team is a common web-based platform between provincial ministries, health authorities and the BC Ambulance Service. The E Team offers advantages over previous systems including the ability to provide alerts and updates to healthcare staff that carry blackberries and cell phones in "real time." Because it is web-based, the E Team is not location dependent, so access is much less likely to be compromised during a crisis. The E Team is currently in its very early stages of implementation.

Michael Marchbank, Executive Vice President, Quality Management, Performance Improvement and Innovation and **Pam O'Sullivan**, Vice-President, Acute Perinatal Services BC Women's Hospital & Health Centre (BCWH) provided an overview of *imPROVE* – PHSA's program focusing on patients and empowering staff. Based on the lean principles of the Toyota Production System, *imPROVE* empowers employees to redesign their work processes to reduce waste and improve patient safety, quality and outcomes. Priority areas for improvement are called value streams. BCWH chose maternity care as its value stream and has identified all the specific activities or processes that occur along that value stream, mapping them out through the eyes of the patient. These were then prioritized to determine the focus for improvement efforts. As a result, issues that impact the length of patient wait times, as well as the time

that nurses have to spend at the bedside have recently been addressed in both the Diagnostic Ambulatory Program and the elective Caesarian section admission process.

Board Committee Reports

The **Quality and Access Committee** reviewed some suggested changes to the PHSA medical staff rules put forward by the medical advisory committee for BC Children's & Women's Hospitals. A resolution was passed to revise the rules as suggested. The committee also received an update on 12 initiatives that are currently being worked on under the *Initiatives Progress Report* pertaining to health promotion and protection. The report was very positive with all 12 initiatives tracking favourably to date.

The **Governance and Human Resources Committee** advised that PHSA Human Resources is participating in an *imPROVE* initiative focused on streamlining and improving the effectiveness of its hiring process.

The **Finance Committee** reported a favourable variance of $800,000 and is forecasting that PHSA will end the fiscal year with a balanced budget.

The **Research Committee** has directed management to review all governance policies related to confirm that they reflect research. The committee has also invited PHSA affiliated research entities, such as the Child & Family Research Institute (CFRI), to formally present their strategic plans, with a view to ensuring alignment with PHSA's emphasis on translational research that improves health outcomes for patients. By working together, PHSA and its affiliated research entities can improve integration, and leverage strengths and resources.

Other Business

John Andruschak, Vice President, Clinical & Support Services, reported on steps taken to ensure business continuity over the December/January holiday period in light of the extreme weather conditions. Many staff "went the extra mile" to cover for others who were unable to attend work due to transportation challenges caused by the extensive snowfall. PHSA representatives worked with municipalities to maintain access to healthcare facilities and devised an emergency transport system to pick employees up and return them home following their shifts. The board expressed its thanks to all PHSA staff for their efforts to ensure disruptions to patient care/service were minimized during the winter snow storms and the transportation challenges caused by the temporary closure of the Patullo Bridge.

Adjournment

The next meeting of the board in public is scheduled for Thursday, April 23, 2009 in Vancouver at BCIT's Downtown Campus located at 555 Seymour Street.

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