

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 June 24, 2010 Board Meeting

The Provincial Health Services Authority (PHSA) board has six scheduled open board meetings a year. As a health authority with a province-wide mandate, the PHSA is committed to holding open board meetings outside the Lower Mainland twice a year. The June 24, 2010, open board meeting was held in Vancouver.

### Public Presentations and Question and Answer Period

In the spirit of its commitment to public accessibility, the board of the 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.

The board did not receive any questions from the public at this event.

### Presentations

**Jennifer MacKenzie**, Vice-President, Strategic Planning, Transformation Support & Innovation, spoke on a strategy that focuses on improving processes to ultimately improve patient care/outcomes called imPROVE. This is based on the Toyota LEAN production system to remove waste and variability from workflow and was implemented in many areas throughout the PHSA such as Lab Central Processing. The goals are quality and safety, system sustainability, and employee engagement. This process has resulted in reduced wait-times, increased capacity and improved quality and safety. Highlighted results include:

- Decreased wait times
  - o Mental Health and Addictions – Eating Disorders: decrease in wait time from referral to treatment from 114 to 12 days = 89% improvement
- Increased capacity
  - o BC Cancer Agency: 26% increase in prostate brachytherapy, gyne inserts, colonoscopies, bronchoscopies (from 1230 to 1550 per year)
- Improved quality and safety
  - o BC Cancer Agency: 100% improvement in medications reconciled upon admission and discharge (% defects)

**Dr. Judy Issac-Renton**, Public Health Laboratory Director, Provincial Public Health Microbiology Reference Laboratory, PHSA & Professor, Faculty of Medicine, UBC, spoke on a specific case study where LEAN tools were applied to manage unprecedented sample influx in the lab during the H1N1 pandemic last year (27,723 samples in 2009 compared to 3,712 in 2008).

**Kim Williams**, Provincial Executive Director, Perinatal Services BC, provided an overview on the Perinatal Services BC. Reporting to the PHSA, Perinatal Services BC is working to improve the capacity and processes of provincial perinatal services through strategic leadership across a range of initiatives, with an overriding commitment to quality, accountability and sustainability. Recent successes include improved newborn screening and the pregnancy passport, which includes information about the care women can expect during pregnancy, birth and early postpartum.

## Board Committee Reports

The **Quality and Access Committee** agreed on new goals over the next year including new goals relating to protocols and guideline. Scorecards are balanced and are a useful planning tool to support strategies; the board will discuss again in August. Motion approved to accept changes to the terms of reference.

**Governance and Human Resources Committee** is working with infection control and management on a campaign to determine immune status of staff that provide direct patient care to improve immunization rates.

The **Finance Committee** reported a balanced 2010/11 budget.

The **Research Committee** received an update from Dr. Levy on BC Cancer's strategic plan. Working groups are established and a stakeholder meeting is planned to discuss materials brought forward by these groups. The health sciences centre national task force final report validates the PHSA's focus on academic health science centres. Motion approved to accept changes to the committee's terms of reference.

## Items Brought Forward

Dr. Levy spoke about the 2010 Premier's Award. The PHSA's BC Cancer Agency and Northern Health Authority were nominated for their collaborative work on the Northern Cancer Control Strategy.

## Adjournment

The next public board meeting is scheduled for August 26, 2010 in Vancouver.

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