



## BOARD OF DIRECTORS PUBLIC MEETING

### MINUTES

June 5, 2019, 7:00 – 9:00 p.m.

Quality Hotel and Conference Centre - Abbotsford

---

<u>Board</u>	<u>Staff</u>	<u>Recording Secretary</u>
Jim Sinclair (JS) Chair	Dr. Victoria Lee (VL)	Liana Kirby (LK)
Margi Blamey (MB) – <i>regrets</i>	Gregor McWalter (GM)	
Willie Charlie (WC) - <i>regrets</i>	Cameron Brine (CB)	<u>Guests</u>
Manpreet Grewal (MG)	Linda Dempster (LD)	Rhonda Veldhoen
Inderjeet Hundal (IH)	Dr. Martin Lavoie (VL)	Dr. Michael Newton
Jessie Lehail (JL)	Laurie Leith (LL)	Lisa Zetes-Zanatta
Opreet Kang (OK)	Brenda Liggett (BL)	
Tom Kim (TK)	Dr. Roy Morton (RM)	
Joanne Mills (JM)	Naseem Nuraney (NN)	
	David Thompson (DT)	

### Welcome

The Board Chair welcomed members of the public to the June 5, 2019 Public Board meeting.

The Board Chair summarized the process for the public Board meeting, acknowledging that we are conducting our business today on the unceded and traditional lands of the Stó:lō people, particularly the Sumas and Matsqui First Nations.

Members of the Board and Dr. Victoria Lee, President and CEO introduced themselves.

Rhonda Veldhoen, Executive Director, Abbotsford Regional Hospital and Mission Memorial Hospital, Dr. Michael Newton, Site Medical Director, Abbotsford Regional Hospital and Lisa Zetes-Zanatta, Executive Director Abbotsford and Mission Community Health Services were introduced.

### **3.0 PRESENTATIONS/REPORTS**

#### **3.1 Abbotsford Community Profile**

The Board received a presentation on Health Services in the Abbotsford Community from Rhonda Veldhoen, Dr. Michael Newton and Lisa Zetes-Zanatta.

Highlights of the presentation included:

**The Community we serve:** Residents and patients from Abbotsford and neighbouring communities. The Population of Abbotsford is 145, 100 (2017). Population is expected to increase to 200,000 by 2035. An aging population (65+ years old) will be 38, 202 by 2035. There were 2595 births at Abbotsford Regional Hospital (2018/19).

**Who we are:** Abbotsford Hospital supports 77, 044 emergency department visits and 19, 641 individuals with overnight care. We provide 393,000 home support hours to 1,700 clients at home. We support 3, 977 Mental Health and Substance Use Clients and provide homes to 936 individuals in residential care and assisted living.

**What we're proud of:** Achieved "Accredited with commendation" status from Accreditation Canada, we are one of two Trauma Centers in Fraser Health, we developed a hip and knee "hub" to meet the demand for surgery, the development of Primary Care Network and responding to changing population needs.

**Our areas of focus:** Timely access to patient care and services, coordinating care across acute and community, improving the patient and family experience, advancing the quality of care and improving surgical wait times.

**Primary and Community Care:** Includes Primary Care Network engagement with the Division of Family Practice, Specialized Seniors Clinic improvements, Mental Health and Substance Use including Abbotsford Community Hub and Inter-Agency Care Team, Abbotsford Foundry, and Integrated Transition of Care Team.

**Healthier Community Partnership:** We are developing a Healthy Community Partnership, Community Housing approach, Project Angel and Mental Health Crisis Response (psychiatric Urgent Response Clinic), Opioid Crisis, Assertive Community Treatment Services).

**Patient-Centered Care:** There is patient representation on committees and quality improvement activities. Patient bedside whiteboards are supporting patient and family engagement in goals of care and patients are participating in Real Time Patient Experience Surveys.

**Abbotsford Investments:** Abbotsford Regional Hospital: Emergency Redevelopment, CT Scanner, Mental Health and Substance Use Renovations and parking lot expansion. Abbotsford Community: Increased Community Care for Patients and community dialysis and Kidney Care Clinic.

**Our Partnerships include:** Abbotsford Community Services, Abbotsford Division of Family Practice, Auxiliary to Abbotsford Regional Hospital, BC Cancer Agency, City of Abbotsford, Fraser Valley Health Care Foundation, University of the Fraser Valley, and Volunteer Resources.

### **3.2 President and CEO Report**

Jim Sinclair introduced Dr. Victoria Lee.

The President and CEO thanked everyone for coming.

Abbotsford stories and recent headlines shared regarding congestion in emergency departments, an update on MSA Lands, addressing our ongoing opioid crisis, stories of Fraser Health employees and patient feedback was shared. Staff, physicians and volunteers, Foundations, Auxiliary and volunteers were acknowledged as well as Michael Marchbank, former CEO and the Fraser Health Board of Directors.

#### Highlights

- Capital projects underway including the Abbotsford Hospital Emergency Room Expansion
- Focus on supporting patients in the community with enhanced services
- Focus on the amount of time admitted patients spend in the emergency departments
- Supporting good inpatient care and discharge planning to ensure that patients and families are aware of discharge planning and engaged in discharge planning
- Leverage capacity at Mission Memorial Hospital to manage congestion pressures.
- We have developed several primary health care clinic services for vulnerable populations in Abbotsford
- MSA Lands: we are planning for a new Residential Care facility that will bring 200 residential care beds.
- In response to the ongoing opioid crisis in Abbotsford, there is a new program in Abbotsford called Project Angel. The program connects clients who need substance use help with a peer support worker who will connect clients to services and resources.

**PUBLIC PRESENTATION/QUESTION AND ANSWER PERIOD  
OF FRASER HEALTH PUBLIC BOARD MEETING  
June 5, 2019**

**PRESENTATIONS**

The Public Board meeting provides a forum for members of the public to make presentations to the Board. One group made application in advance to present to the Board.

**QUESTION AND ANSWER PERIOD**

Members of the public were provided an opportunity to ask questions of the Board in writing and verbally.

Q: Please speak to the challenges and success in terms of spiritual care as part of the provision of healthcare in the Abbotsford area and in the region.

A: In terms of Health & Wellness there is physical, mental and more broadly spiritual health. Overall we have traditionally been good at taking care of physical health and more recently mental health. In terms of spiritual health, it is a component we look at very closely and we include in our health services where we can however there is room for us to do more. We have done work with our First Nations partners to look at what traditional healing means and how we bring that in to our day to day service in a culturally sensitive way. We also have a Spiritual Guidance Department to ensure we can provide support for patients and families undergoing difficult times. Linda Dempster, Vice President of Patient Experience and the lead in that area can connect with you to provide more details.

Q: Request for Cancer patients to not have to pay for parking at Abbotsford Hospital.

A: We collect \$11 million dollars a year which goes toward taking care of people. There has been discussion around changing this and the policy now is that new hospitals will not have paid parking. In Surrey, the City has announced 2 hours of free parking around the hospital. This Board will not be making changes to the fees for parking however we want to make sure everyone understands there is opportunity for people who have hardship and cannot afford to pay. There are pamphlets in the hospitals and we have asked for signs to go up explaining the process for claiming hardship. We as a Board are thinking of ways to make this better and the Government is reviewing this. In the meantime, people who need relief will know about how to claim for hardship.

Q: Parking pay stations do not accept debit cards only cash and credit cards. In-Park advised that debit

Q: Recently discovered that walk-in clinics have a maximum number of patients they can see per day and are closing when they reach the maximum.

A: The government and the Board recognize there are better ways to organize our General Practitioners Nurse Practitioners, allied health, nurses and social workers. Primary Care Networks and Urgent Primary Care Clinics are being developed for the region and for the province which involves having access to care from 10:00am to 10pm daily, 7 days a week, 52 weeks a year. We've recently opened one in Surrey that has seen over 6000 patients.

Q: After the transition from private home health care providers to Fraser Health will there be hours cut?

A: Hours of service will not be cut due to the transition. This transition was based on a series of analysis that showed us that if we all work together as a team rather than silos that we could provide better care for people, and provide that care on a consistent basis and in a coordinated way. The total hours of care will not be cut due this transition.

Appreciation was expressed for all the comments this evening and the public was thanked for being present.