

THE REGIONAL MUNICIPALITY OF NIAGARA
PUBLIC HEALTH AND SOCIAL SERVICES COMMITTEE

REPORT 16-2007

Minutes of a meeting of the Public Health and Social Services Committee held in Committee Room 4, Regional Municipal Building, 2201 St. David's Road, Thorold, Ontario, on Tuesday, November 20, 2007 at 2:00 p.m.

ATTENDANCE

Committee: Councillors Baty, Co-Chair; Casselman, Co-Chair; Partington, Regional Chair; Collins; Forster; Greenwood; Henderson; Katzman; Marshall; Rigby.

Staff: Mr. Trojan, Chief Administrative Officer; Mr. Hutchings, Commissioner, Community Services; Dr. Sider, Associate Medical Officer of Health; Ms. Reilly, Legislative Assistant.

Staff

Part-time: Community Services Dept.: Ms. Pennisi, Director, Social Assistance and Employment Opportunities; Mr. Ventresca, Director, Seniors Services.

Public Health Dept.: Ms. Biscaro, Director, Family Health Division; Mr. Cunnane, Director, Emergency Services Division; Mr. Ferron, Training Supervisor, EMS; Dr. Feller, Associate Medical Officer of Health; Ms. McLean, Coordinator, NEMS Network; Ms. Sacco, P.H.N., School Health-Elementary Team; Ms. St. John, Chief Nursing Officer/Director, Clinical Services.

Human Resources: Mr. Nicol, Commissioner, Human Resources.

Others: Councillor Augustyn; Ms. Tracey MacDonald, VP, Patient Services, Niagara Health System; Ms. Karen Stearne, Executive Director, Heart Niagara.

OTHER BUSINESS

252. Youth Engagement Strategy
'Join the Revolution – Go Green'

Councillor Baty, Committee Chair, apprised Committee of the very successful "Join the Revolution – Go Green" summit which took place this day at Club Italia in Niagara Falls.

PRESENTATION

253. United Way South Niagara and United Way of Greater Fort Erie
Community Visioning Project Final Report

Mr. Bill Auchterlonie, Executive Director, United Way South Niagara, attended to apprise Committee of the United Way South Niagara and United Way of Greater Fort Erie Community Visioning Project Final Report which was made possible with the support of the Ontario Trillium Foundation. The Brock MBA Business Consulting Service (BCS), through the Faculty of Business at Brock University, was contracted by the United Way South Niagara and United Way of Greater Fort Erie to conduct research in the communities they respectively serve and this report presents the detailed findings of the research. The goal was to develop an appreciation of the views and perceptions of residents of South Niagara and Greater Fort Erie concerning their communities and the roles of United Way South Niagara and United Way of Greater Fort Erie in them. Mr. Auchterlonie apprised Committee of how the research was conducted through surveys and townhall sessions, noting the results of these surveys have been analyzed extensively by the BCS. Mr. Auchterlonie noted that the findings reported in the report have important implications for United Way South Niagara and United Way of Greater Fort Erie and are based on the analysis of the results of both surveys and townhall sessions. He commented that community issues are highly complex and interconnected and require a collaborative effort by all community stakeholders. A copy of the full report is available in the Clerk's Office for viewing.

Moved by Councillor Henderson
Seconded by Councillor Marshall

That the presentation by Bill Auchterlonie, Executive Director, United Way South Niagara, regarding Community Visioning Project Final Report, be received.

Carried.

254. Niagara EMS, Niagara Health System and
Community Care Access Centre
Key Performance Indicators (KPIs)

Tracy MacDonald, V.P. Patient Services, Niagara Health System, together with John Cunnane, Director, Emergency Services Division, presented the key performance indicators related to System Performance Across Emergency Services, Acute Care and Community (Niagara EMS, Niagara Health System and Community Care Access Centre).

The key performance indicators are used by Niagara EMS, the NHS, and CCAC to monitor system performance and identify where improvements can be made to improve the level of health care services provided to the Niagara Community.

Mr. Cunnane highlighted the following Niagara EMS KPIs:

- Ambulance Offload Delays (in hours per month)
- Percentage of unit hour utilization (total time on task versus transports)
- Compliance to the 30 minute ambulance offload time (AOT) agreement
- Compliance by patient acuity (CTAS)

Ms. MacDonald highlighted the following Key Performance Indicators:

Niagara Health System (NHS) KPIs:

- % of in-patient beds occupied by alternate level of care (ALC) patients
- Emergency Department (ED) average length of stay from admit order to rated bed
- Average length of stay in ED:
 - (i) <6 hrs. for CTAS levels 1, 2 and 3
 - (ii) <4 hrs. for CTAS levels 4 and 5

Community Care Access Centre (CCAC) KPIs:

- Referrals by source
- Long Term Care Placement Waiting List
- Idle Bed List (difficult to Fill Beds)
- Hospital ED Case Management Statistics

Ms. MacDonald also apprised Committee of a number of strategic initiatives that have been undertaken to address system-wide pressures and to enhance system performance in Niagara.

Moved by Councillor Forster
Seconded by Councillor Rigby

That the presentation by Tracy MacDonald, V.P. Patient Services, Niagara Health System, and John Cunnane, Director, Emergency Services Division, regarding Review of Key Performance Indicators Related to System Performance Across Emergency Services, Acute Care and Community (Niagara EMS, Niagara Health System and Community Care Access Centre), be received.

Carried.

ITEMS FOR CONSIDERATION

255. Review of Key Performance Indicators Related to System Performance Across Emergency Services, Acute Care and Community (Niagara EMS, Niagara Health System and Community Care Access Centre)

PHD 73-2007

Moved by Councillor Collins
Seconded by Councillor Katzman

That Report PHD 73-2007, November 20, 2007, respecting Review of Key Performance Indicators Related to System Performance Across Emergency Services, Acute Care and Community (Niagara EMS, Niagara Health System and Community Care Access Centre, be received.

That Regional Council continue to support and advocate for more funding/resources in the community to care for patients who are better served in that environment; and

That Regional Council continue to advocate for increased funding for more long-term care beds above and beyond the 96 new beds recently announced by the provincial government; and

That the key performance indicators be received as a measurement tool against which system performance can be evaluated.

Carried.

(Refer to Councillor Information Requests.)

256. Receipt of "Emergency Department Action Plan"
Funding for Seniors Community Programs

COM 55-2007

Moved by Councillor Rigby
Seconded by Councillor Greenwood

That Report COM 55-2007, November 20, 2007, respecting Receipt of "Emergency Department Action Plan" Funding for Seniors Community Programs, be received for information.

That the Regional Chair and Clerk be authorized to execute any required accountability agreement with the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integrated Network (LHIN) in order to receive the identified Provincial funding for the project enhancement, and additional staff.

That the additional funding from the LHIN be applied as outlined in this report to:

- a) expand or enhance existing Seniors Community Programs to assist with relieving pressure on local hospital Emergency Departments (EDs) and on admission wait lists for long-term care homes.
- b) add 6.1 full time equivalents (FTEs) of front-line staff with the exclusive utilization of the LHIN funding, to support the intended expansion or enhancement of the identified Seniors Community Programs.

Carried.

257. Child and Youth Health: Our Challenge
PHD 69-2007/COM 53-2007

Moved by Councillor Katzman
Seconded by Councillor Greenwood

That Report PHD 69-2007/COM 53-2007, November 20, 2007, respecting Child and Youth Health: Our Challenge, be received.

That Regional Council write a letter to the Canadian Medical Association endorsing Canada's Child Health Charter by supporting Canada's Child Health Declaration and Canada's Child Health Challenge.

Carried.

258. Healthy Hearts Program Partnership
PHD 72-2007

Moved by Councillor Collins
Seconded by Councillor Henderson

That Report PHD 72-2007, November 20, 2007, respecting Healthy Hearts Program Partnership, be received.

That this report regarding the partnership among Heart Niagara, the Family Health Division, and the Emergency Services Division (NEMS) of the Public Health Department be endorsed.

Carried.

259. Ontario Disability Support Program (ODSP) Employment Initiative
COM 54-2007

Moved by Councillor Katzman
Seconded by Councillor Forster

That Report COM 54-2007, November 20, 2007, respecting Ontario Disability Support Program (ODSP) Employment Initiative, be received for information; and

That Community Services staff be authorized to continue with two full time staff in order to meet Provincial savings targets subject to 2008 budget approval.

Carried.

(Refer to Councillor Information Requests.)

Conflicts of Interest

Councillor Forster declared an indirect pecuniary interest with respect to Report COM 56-2007 respecting Application of Provincial Funding for an Automated Common Resident Assessment Instrument as she is a member of ONA and she therefore took no part in the discussion of, or voting on, this matter.

Councillor Baty declared an indirect pecuniary interest with respect to Report COM 56-2007 respecting Application of Provincial Funding for an Automated Common Resident Assessment Instrument, as his son is a network administrator with the province, and he therefore vacated the Chair and took no part in the discussion of, or voting on, this matter.

260. Application of Provincial Funding for an
Automated Common Resident Assessment Instrument
COM 56-2007

Moved by Councillor Henderson
Seconded by Councillor Collins

That Report COM 56-2007, November 20, 2007, respecting Application of Provincial Funding for an Automated Common Resident Assessment Instrument, be received for information.

That the Regional chair and Clerk be authorized to execute any required accountability agreement with the Ministry of Health and Long-Term Care in order to receive the identified provincial funding for the Resident Assessment Instrument-Minimum Data Set (RAI-MDS) initiative and additional staff.

That the anticipated additional funding from the Ministry of Health and Long-Term Care be applied as outlined in this report to:

- (a) train staff involved with the initiative at the two identified long-term care homes.
- b) add 2.0 full time equivalent (FTE) coordinators to oversee the ongoing requirements of this initiative.

Carried.

ITEMS FOR INFORMATION

261. 3-2007

Moved by Councillor Marshall
Seconded by Councillor Forster

That Report 3-2007, minutes of the Audit Committee meeting of Wednesday, October 31, 2007, be received for information.

Carried.

(Audit Committee minutes and attachments can be found behind the CSC Tab in the Blue Book.)

CORRESPONDENCE

262. Moved by Councillor Rigby
Seconded by Councillor Forster

That Communication PHSS 40-2007 from Charlotte Gravlev, Regional Clerk, Region of Peel (October 1, 2007) regarding its Council's resolution respecting Social Housing Financing, be received and referred to staff for comments. (Staff to discuss with Niagara Regional Housing.)

Carried.

OTHER BUSINESS

263. HPS Grants

Councillor Katzman inquired as to the change in Supporting Communities Partnership Initiative (SCPI) Grants to Homelessness Partnering Strategy (HPS) Grants. Mr. Hutchings advised that the Department has applied to be the community entity to administer the Homelessness Partnering Strategy grants. He commented that further information is required with respect to those grants. He commented that his department is trying to be proactive in preparing the applications required for this funding for when it becomes available and will convene the Advisory Committee to begin the process.

CLOSED SESSION

264. Moved by Councillor Collins
Seconded by Councillor Marshall

That this Committee do now meet in Closed Session for purposes of receiving information of a confidential nature relating to personnel, property and legal matters.

Carried.

265. A Matter of Labour Relations: CUPE Local 1019
(Paramedics and System Status Controllers) Collective Bargaining
Confidential HR 32-2007

Moved by Councillor Collins
Seconded by Regional Chair Partington

That Confidential Report HR 32-2007, November 21, 2007, respecting A Matter of Labour Relations: CUPE Local 1019 (Paramedics and System Status Controllers) Collective Bargaining, be received for information.

Carried.

266. Moved by Councillor Greenwood
Seconded by Councillor Henderson

That this Committee do now rise with report.

Carried.

COUNCILLOR INFORMATION REQUESTS

- (i) Provide statistics that support data that concludes that “there is increased staff sick time”. Also provide information on percentages of time spent on offload delays at each of the three NHS emergency department sites in St. Catharines, Niagara Falls and Welland. (Casselman) (Refer to minute 255)
- (ii) Regional Chair send a letter to the Province to advocate for more funding for more long-term care beds and communicate directly with the Ministers involved. That a copy of this letter be sent to LHINS. (Committee) (Refer to minute 255)
- (iii) ODSP Employment Initiative Report – Financial Implications section request to submit net cost of initiative. The net cost of this initiative is \$46,718 which is within the Community Services current budget allocations for 2008, which is subject to Council approval. (Collins) (Refer to minute 259)

ADJOURNMENT

The Committee adjourned at 4:40 p.m., to meet again in Committee Room 4 on Tuesday, December 11, 2007 at 2:00 p.m.

Brian Baty
Co-Chair

Gail Reilly
Legislative Assistant

Judy Casselman
Co-Chair

Pam Gilroy
Regional Clerk