



**Conseil Cri de la santé et des services sociaux de la Baie James**

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**Cree Board of Health and Social Services of James Bay**

# SUMMARY

## Meeting of the Board of Directors

July 30-August 1, 2013

Chisasibi, Quebec

Highlights  
(coloured slides)

# Highlights –Services and Programs - 1

- Governance Training and the next scheduled Board meeting is the week of September 16-20.
- The Commissioner of Complaints, Louise Valiquette, will begin a community tour in September to explain the complaints process better. She received 12 complaints between April 1 and June 30, 2013.
- CBHSSJB is working hard to improve mental health services delivery in the communities. Several recommendations were presented to the Board. Respect for confidentiality is a priority.
- Robert Auclair, Director of Youth Protection, gave an update on progress in implementing the YP Action Plan, designed to address serious problems identified by the Human Rights Tribunal. Among the improvements are implementation of centralized 24/7 intake services, training, and strengthening relationships with partners in Eeyou Istchee and throughout Quebec.
- In Chisasibi, the medical staff identified several areas for improvement, which the Local Director is acting on. The Board is monitoring progress through regular updates.

# Highlights - Services and Programs - 2

- CBHSSJB has organized 2 months of intensive tutoring at John Abbot College in Montreal, to ensure that the 9 graduates of the CEGEP St-Felicien nursing program pass their OIIQ licensing exam in September. This will ensure more Cree nurses working in the territory in the future.
- The Chair requested from the ED a report on the status of first responders and ambulance services, including financing of these services and how it is organized outside our region, and looking specifically at Waswanipi.
- A Special Committee on CNIHB is being set up, to oversee the program at a high level.
- Tele-ophthalmology has begun, and more telehealth services will follow when we get the ECN fibre optic line installed in the CMCs.
- A new initiative was launched: Iyuu Ahtaawin Health Planning. The goal is to align local and regional health plans to community needs through a consultation process. It builds on Cree Social Policy and other initiatives.
- Roderick Pachano led a discussion of people's perception of water quality and safety in Eeyou Istchee.

# Highlights – Administration and Capital Projects

## Capital Projects & Administration

- For capital projects and housing, CBHSSJB will receive \$41 million / year from MSSS until 2019-2020. Projects include Head Office in Chisasibi, a warehouse, CMCs in Waskaganish, Ouje-Bougoumou, Whapmagoostui, Healing Lodge, Hospital, Long-term care, and employee housing.
- \$3 million mold remediation work on the new Mistissini CMC is complete.
- The CBHSSJB is considering 3 sites for the new Chisasibi Hospital and administration centre.
- Grand Opening of Eastmain CMC is August 22.
- Last year, CBHSSJB paid a total of \$5.8 million in user fees to the communities, for use of municipal services. Communities can access up to 80% of the user fees in advance, if they wish.
- The Audit Committee chaired by Thomas Jolly has begun regular meetings and the committee has retained the services of an external resource to assist them in their analyses.

## Management changes

- Josephine Sheshamush, new Local Director in Chisasibi, replacing Jules Quachehegan.
- New management position created: Coordinator of Regional Clinical Services.
- Director of Finance Martin Meilleur will be Interim Assistant Executive Director, Administrative Resources Group, as Clarence Snowboy has resigned effective August 23.

# Detailed summary

# Report of the Commissioner of Complaints

- The Commissioner of Complaints, Louise Valiquette, received 12 complaints between April 1-June 30, 2013.
- The number of complaints increased, since her office became more visible. There is now a web page and a toll-free number to reach her office.
- Many people making complaints were worried about confidentiality. She recommends a policy on confidentiality, for all CBH workers.
- She recommends that staff get more training about the policy on harassment and violence in the workplace.
- She will begin a community tour in September.

# Moses-Petawabano Advisory Committee

- The members are Bella Petawabano, Thomas Jolly, Noah Coonishish and Eva Louttit
- The mandate of the Advisory Committee is to deal with the revision of the health laws and regulations including Act S-5, with the CRA and other partners.
- In September the Chair will present to the Board the process for revision of the Act.
- In September, the Committee will review and make recommendations to the Board regarding policies and procedures on declaring/disclosing incidents and accidents that occur in CBHSSJB facilities.



# AQESSS membership

- Laura Moses will represent the CBHSSJB at meetings of the Board of AQESSS, the Association of Health and Social Services Agencies of Quebec.

# Decontamination and reconstruction of Mistissini CMC

- In 2011, while the building was under construction, mold was found in the dentistry section of the new Mistissini CMC.
- Later, in 2012, more mold was found in the exterior walls and other places.
- Decontamination and reconstruction of the building, including legal fees, cost over \$3 million.
- The work by GB Construction is now complete and the facility is open for business.
- The Board gave permission to the ED to sign the final acceptance certificate, stating that the work of GB Construction is complete.

# CSST Workplace Health and Safety financial statements

- The CBHSSJB administers the CSST program of workplace health and safety, for the Cree communities. There is a team in Pimuchteheu (Mistissini) led by a nurse, Jocelyne Cloutier.
- In 2012 the program received \$416,745 from the province, of which \$258,527 was spent, leaving a surplus of \$158,218. This means next year, CBHSSJB will receive \$258,527.
- The reason for the surplus is that the program is not fully staffed and implemented yet.
- The Board approved the audited financial statement for CSST fiscal year ending December 15, 2013.

# Site for new Chisasibi Hospital

- New buildings are needed for a hospital and CBHSSJB General Administration in Chisasibi.
- The Construction Committee has examined different sites, with a view to building a 'campus' concept that would include both facilities.
- Three possible sites are being examined.
- This site would require new infrastructure including 2 water intakes for the Hospital, required by law.
- More study and consultation will be done before the CBHSSJB enters into negotiation with the Cree Nation of Chisasibi, regarding the final site selection.

# Grand Opening Eastmain CMC

- Opening of Eastmain CMC will be August 22, in combination with the opening of several other new community buildings. Mabel Herodier and Bella Petawabano will attend.
- The CMC can celebrate the 35<sup>th</sup> Anniversary of the CBHSSJB at the same time.

# User fees

- The CBHSSJB pays for the use of municipal services for its facilities and residential units through user fees, based on square footage and other factors, and negotiated with the First Nation Councils.
- The total amount paid to the communities in 2012-2013 was \$5.8 million.
- Starting this year, with proper documentation, communities can receive up to 80% in advance. Some communities are taking advantage of this provision.

# Mental Health

- Gregory Brass, coordinator of Mental Health services under Pimuchteheu, gave an update on the Regional Mental Health Strategic Plan.
- Gregory Brass is working on the Plan with Dr. Rosy Khurana, a doctor in Mississauga. There is a 12 person Steering Committee overseeing the work. Presently they are in an information gathering and consultation phase.
- They have found that there is a great need for mental health services in the communities, but services are disorganized in some communities, and there are not enough services to meet the needs.
- Areas that need to be strengthened in the CMCs are: confidentiality, record keeping, and communication with the community in advance of therapists' visits.
- Preliminary recommendations include: hiring mental health workers and mental health nurses at the local level, especially to support psychiatric patients. More group therapy approaches, address confidentiality issues with a secure electronic file system, telepsychiatry to complement face to face visits.

# CPDP Annual Report

- Dr. Darlene Kitty, President of the CPDP, presented the annual report to the Board.
- A summary of the report is included in the Annual Report of the CBHSSJB, which is published on the Cree Health Board website.



# Telehealth

- Dr. Laurent Marcoux, Director of Medical Services and Affairs, is leading Telehealth file with Caroline Allard from Cree Patient Services, and a Committee that includes the Director of IT and several doctors.
- The Telehealth Clinical and Technical Committee does cost/benefit analysis of each speciality, to see which services can benefit from telehealth.
- Much depends on implementation of the ECN fibreoptic network, which will increase internet bandwidth to the CMCs.
- So far, tele-ophthalmology (eye care) is starting up in every community.

# Pharmacy

- In Eeyou Istchee, there are no commercial pharmacies, so it is the CBHSSJB that distributes medication.
- The CBHSSJB is working to address weaknesses in the system, that were identified by the Order of Pharmacists of Quebec in 2008.
- Dr. Marcoux, Director of Medical Affairs and Services under the Miyupimaatisiun Group, is acting Head of Pharmacy since September 2012, in addition to his other functions. However he is not a Pharmacist. Efforts to recruit a permanent full-time Head of Pharmacy have failed so far.
- Therefore, the appointment of Interim Head of Pharmacy will be dealt with by conference call in early August 2013.

# Coordinator of Regional Clinical Services

- Creation of new management positions requires the approval of the Board.
- The Coordinator will report to the Director of Medical Affairs and Services and will manage a 7 person team.
- The position is classified Scale 15.

# Quality of Services in Chisasibi

- The new Chisasibi Local Director Josephine Sheshamush described actions that are being taken to address quality issues raised by the medical staff.
- Issues include the state of equipment and supplies, laboratory procedures, and ensuring all patients are assigned to a specific doctor.
- There is a lack of office space and there are 9 vacancies in Chishaayiyuu unit.
- The Vigilance Committee will be involved in monitoring these corrective actions.

# Iyuu Ahtaawin Health Planning

- Many healthy community planning processes exist, within and outside the CBHSSJB, at the community level and regionally. There are overlaps.
- Sam W. Gull introduced this initiative, which brings several planning processes under one umbrella, specifically the Regional Public Health Plan, Cree Social Policy process and Maamuu Nakaahetaau.
- CBHSSJB and Health Canada want to move towards a flexible agreement (block funding), which requires a global strategic plan. Iyuu Ahtaawin would fill this requirement.
- This initiative will result in an Eeyou Istchee Strategic Plan for Miyupimaatisiun, as well as support for locally based Miyupimaatisiun work plans in communities that want to participate.
- Sam W. Gull, AED for Nishiiyuu, was given a mandate by the Board to lead discussions with Health Canada regarding shifting to flexible, and eventually block funding. At this stage, he is co-leading the initiative with Dr. Robert Carlin, Director of Public Health. The project coordinator will be David DyckFehderau, program officer in the Chishaaiyuu team of Public Health, based in Mistissini.
- The Board requested close monitoring of financial flows within the program, to avoid the risk of negatively impacting existing services under the federal programs.

# Water quality report

- Roderick Pachano gave a presentation on the perceptions of water quality in Eeyou Istchee.
- Confidence in the water, and appreciation of the taste of local water supply, is a matter of public health concern.
- In many communities people are drinking bottled water, and collecting water from streams, even though the local tap water is safe.
- Pachano advocated for mutual respect between the scientific and the traditional perspectives on water quality. “What we do to the water, we do to ourselves.”

# Nursing Exam Tutoring

- 10 graduates from the CEGEP St-Felicien nurse training program have one last chance to pass the order of nurses exam September 21-23, 2013
- CBHSSJB has organized 2 months of intensive tutoring on site at John Abbot College in Montreal.
- 9 of 10 of the nursing students will participate.
- The Board allocated \$350k from the surplus to support the program.

# Audit Committee

- The Act requires the CBHSSJB to have an audit committee to advise the Board on audit and accounting practices.
- Thomas Jolly is the Chair of the Audit Committee
- Auditors indentified several areas where CBHSSJB accounting practices need to be improved, to meet provincial norms.
- The Committee recommended specific actions to address these gaps.
- The Audit Committee has hired an accountant to assist in analyzing the information.
- An action plan exists to address issues identified by the external auditor, where CBHSSJB accounting and management practices need to be adjusted.
- The Chair requested that the Audit Committee meet every quarter, and report at every regular Board meeting.
- The Director of Finance identified proper application of the purchasing policy by all levels of management, as a key area that needs improvement.



# CNIHB

- Helen Atkinson, Advisor to the Executive Director on CNIHB, gave a presentation about the program.
- CNIHB benefits are a treaty right under the JBNQA.
- Since 2001, the Cree Health Board gets reimbursed by Quebec for CNIHB expenses. Costs have gone up between 5-18% a year, in 2013 over \$39 million was spent.
- Because there is no model in Quebec, we use Federal NIHB guidelines to define the exact benefits. However the Federal NIHB benefits are vulnerable to budget cuts. The driving force is cost containment.
- At least 65% of the expenditure is patient transportation. In the Cree Health Board, CPS salaries are paid by CNIHB (60 total employees).
- Fairness of the system depends on Band Councils having accurate Beneficiary lists.
- Helen Atkinson recommended a Special Committee which would develop and oversee improvements to the program.
- The Board gave a mandate to the Chair and Executive Director to review the proposed composition of the Special Committee and return to the Board in September with a recommendation.

# Youth Protection

- Robert Auclair, Director of Youth Protection, gave an update on progress of the YP Action Plan approved 1 year ago.
- Among the accomplishments, intake services were centralized and 24/7 800 number put in place since December 10, 2012.
- Nicole Rioux will mentor the new Assistant DYP. Nomination of the new person will be confirmed at the September Board.
- Experienced consultants are monitoring/coaching the work of YP team leaders and workers in the communities.
- DYP is on call 24/7, there is always a regional supervisor on call.
- Still need to develop a training plan to be able to certify workers, because of Law 21. Backlog of professional fees for the Order of Social Workers is being cleared.
- Strengthening partnerships with key partners: legal system, Batshaw and Montreal Children's, Cree School Board, Daycares, through collaboration agreements, liaison officers, and regular meetings.
- CRA is installing visio conferences in courthouses, to avoid clients and family having to travel for short court appearances.
- Implementation of YP File Management system is underway.
- Workers need training on changes to the Youth Criminal Justice Act.
- Consultants did a community tour to review case files and 90% of files have been reviewed.
- There was a presentation on May 28 to 15 quebec judges, to raise their awareness about the realities in the Cree communities.
- Evaluating the quality of legal representation provided by the law firm.

# Update on Capital Projects and Housing until 2020

- Every year until 2019-2020, CBHSSJB will receive \$41 million from MSSS for facilities and housing.
- Clarence Snowboy presented the cash flow analysis, showing how the money will be spent.
- Projects include Head Office in Chisasibi, a warehouse, CMCs in Waskaganish, Ouje-Bougoumou, Whapmagoostui, Healing Lodge, Hospital, Long-term care, and employee housing.

# Bush Kit

- Laura Bearskin, AED for Pimuchteheu, gave a presentation about the Bush Kit, an enhanced First Aid kit for Crees in the bush, far from health care centres.
- The Bush kit was created in 1982, revised in 2006, and the manual is being revised again in 2013 by the Pimuchteheu Group.
- Pimuchteheu Group will carry out an evaluation of the program, and to make recommendations for its implementation, by December 2013.

# Upcoming meetings

- September 16-17 Governance Training
- September 18-19-20 Board Meeting, Quebec City