

**BC EMERGENCY HEALTH SERVICES
Board of Directors PUBLIC Meeting
Tuesday, June 11, 2024
8:00 am to 8:20 am**

MINUTES

BCEHS Board of Directors

Jim Chu (Chair) Lauren Brown Gary Caroline Elizabeth Cull
Doug LePard Barry O’Neill

Executive and Leadership Team

Dr. David Byres, President and CEO, PHSA
Dr. Leanne Heppell, Executive Vice President & Chief Ambulance Officer, BCEHS
Zulie Sachedina, General Counsel & Chief Legal Officer, PHSA
Jennie Helmer, Chief Operations Officer, BCEHS
Paul Vallely, Chief Quality, Planning and Coordination Officer, and Interim Chief Paramedic Practice, BCEHS
Aggie Peel, Chief, People, Culture and Diversity, BCEHS
Annie Leung, Executive Assistant to President & CEO, PHSA & Board Liaison, BCEHS
Marie Rainville, Interim Executive Assistant to EVP, PHSA & Chief Ambulance Officer, BCEHS (*recorder*)

Guests

Dr. Andrew MacPherson, Executive Medical Director, BCEHS
Rob Evans, Senior Provincial Executive Director, Emergency Dispatch, Clinical Hub, Community Paramedicine, Provincial Clinical Operations, BCEHS
Ford Smith, Director, Clinical Hub, BCEHS

Regrets

Colleen Austin ‘Wii Goot, Board Director, BCEHS
Dr. Sandra Jenneson, Interim Chief Medical Officer, BCEHS
Kevin Smith, Chief Transformation & Strategy Officer, BCEHS

1. Call to Order

Jim Chu called the meeting to order.

2. Land Acknowledgement

Jim Chu offered the land acknowledgement.

3. Agenda Approvals and Conflicts

3.1 Approval of the June 11, 2024, Meeting Agenda

Moved by Doug LePard, seconded by Elizabeth Cull. Carried.

No conflicts were declared.

4. Approval of the May 07, 2024, Board of Directors Meeting Minutes

Moved by Lauren Brown, seconded by Doug LePard. Carried.

5. Clinical Hub Update

Jennie Helmer introduced Rob Evans and Ford Smith to present on the BCEHS Clinical Hub. The Clinical Hub was founded in January 2022 because of increased system pressure, with approximately 66,000 patient contacts since launch. A recent highlight was being awarded the Health Care Innovation Team Award 2024 by the Canadian College of Health Leaders.

Additional information was provided in response to Board members' questions:

- First Nations Health Authority has been involved in discussions regarding inclusion of the Doctor of the Day service.
- Patient satisfaction is tracked through patient experience surveys and focus groups. Clinicians explain to patients why they are being streamed and all decisions are made in conjunction with patients. Patients may be provided with a range of supportive options.
- We use a two-triage system, initially doing a quick assessment to look for life-threatening complaints, then look for sub-determinants as part of a secondary triage system. As calls proceed through the secondary triage queue, we start to identify alternate pathways.
- Approximately 15% of above-Yellow Clinical Response Model events are assessed virtually by Secondary Triage Clinicians.
- We are looking at data for reduction in carbon emissions and can also provide data estimates of the amount of time saved by not transporting patients.

6. Resolution to Convene Closed Session of the Meeting

Moved by Gary Caroline, seconded by Lauren Brown. Carried.

7. Closed Meeting