

Board briefs summarize the board meetings of BC Emergency Health Services (BCEHS). These briefs are shared with BCEHS agencies, government, media and other stakeholders to keep them informed about the activities of BCEHS.

- Board briefs are available online at: [www.bcehs.ca/about/accountability/board-meetings](http://www.bcehs.ca/about/accountability/board-meetings)
- Media contact: BCEHS Communications at 250-953-3651

## **Summary of the October 20, 2016 Board Meeting**

The BC Emergency Health Services (BCEHS) board has six scheduled open board meetings per year. The October 20, 2016 meeting was held in Vancouver.

### **Question & Answer / Public Presentation Period**

In the spirit of its commitment to public accessibility, the BCEHS board provides opportunities for the public to schedule presentations and ask questions of the board prior to the beginning of every open board meeting.

- No questions were submitted.
- No presentation requests were submitted.

### **Business Meeting**

*Presentation:* Review of United Kingdom Clinical Hub Systems

Ms. Linda Lupini, Executive Vice President, PHSA & BCEHS, introduced the speakers: Dr. William Dick, Vice President Medical Programs, BCEHS, and Peter Thorpe, Director, Strategic Program Development, BCEHS.

- The presentation highlighted a recent visit to the United Kingdom by Dr. Dick and Mr. Thorpe to investigate its clinical hub system and examine the possibility of adopting this model for use in British Columbia.
- A secondary triage, or “clinical hub” can reduce the occurrence of ambulances and crews being dispatched unnecessarily, and decrease long wait times for low acuity patients (patients with less serious, non-life-threatening, medical conditions).
- Rather than dispatch an ambulance and paramedics to every call, which is the current practice, lower acuity patients may instead be provided with medical information, advice or referrals from physicians, nurses or advanced care paramedics. With call volumes rising, it is expected implementing this model in BC would reduce dispatch and emergency attendances, and costs.
- Best practices in jurisdictions in the UK, Europe, Australia, Brazil and Asia suggest patient care can be improved, and the service enhanced and optimized, by having secondary triage for certain calls.

- A Clinical Telephone Advice (CTA) used in the UK was also outlined, under which a paramedic or nurse reviews and clinically assesses a call and provides advice to callers. Implementation issues of such a system in BC would involve legislative requirements for “hear & treat” and “see & treat”.

In response to queries from the Board, the presenters added:

- In a BC CTA system, paramedics would be highly trained and experienced and possess solid clinical understanding to impart advice.
- The program would benefit anyone in the province and provide support in rural areas where ambulance waits can be longer.
- Public education on the system has received positive feedback in the UK.

In summary, Ms. Lupini advised adoption of this model would enhance patient experience and outcomes, given rising volumes and scarce funding resources. BCEHS will continue to evaluate this opportunity.

### **BUSINESS ARISING FROM THE MINUTES**

- No business arising from the previous minutes was identified.

### **New Business**

#### *Executive Update*

Ms. Linda Lupini’s update included the following:

- A revised BCEHS Management Action Plan and Policy Framework has been submitted to the Ministry of Health.
- The Ministry has announced \$10 million in new funding to assist the inter-Ministry Opioid Task Force. BCEHS continues to work with BCCDC and the other health authorities to mitigate the ongoing provincial opioid overdose crisis.
- BCEHS enjoyed favourable feedback on the Community Paramedicine Program from municipal leaders attending the Union of BC Municipalities meeting held September 26 to 30 in Victoria, BC.

### **Board Committee Reports**

#### **Quality & Access Committee**

Mr. Allan Ritchie, Chair, Quality & Access Committee reported on one item for approval and one item for information.

- For approval: In April 2013, changes to the Emergency Health Services Act, and amendments to Section 51 of the Evidence Act, brought BCEHS alongside other care organizations in BC in terms of being able to study, investigate and evaluate the care of defined health professionals in a legally protected environment.

Since the BCEHS Senior Leadership Committee needs to be aware of, and make decisions regarding, implementation of recommendations brought forward from the BCEHS Provincial Quality Council, the BCEHS Board voted to approve the BCEHS Senior Leadership Committee as a committee that can study, investigate and evaluate information arising from event reviews or other quality processes.

- For Information: Mr. Ritchie discussed the BCEHS Omega Calls Project which aims to increase the number of Omega (or low acuity/non-life-threatening) events transferred to HealthLinkBC and consequently reduce ambulance transportation. He noted data over the past year reflects the success of this process, and the Committee will continue to monitor.

#### **Governance & Human Resources Committee**

Ms. Lorraine McGrath, Chair, Governance & Human Resources Committee advised of one item for approval.

- The Committee has carried out its annual review of policies, with the majority of the changes recommended being housekeeping in nature. All of the policy revisions were approved.

#### **Finance Committee**

Mr. Tim Manning, Chair, Finance Committee, advised of two items for information.

- Management provided the committee with a financial summary for BCEHS for the five periods ended August 11, 2016. BCEHS is forecasting to end the fiscal year with a balanced budget.
- The Finance department performed a review of the BCEHS Finance Committee Terms of Reference and determined no revisions were required.

#### **Audit Committee**

Ms. Pauline Rafferty, Chair, Audit Committee, advised of three items for information.

- Price Waterhouse Coopers presented the 2016/17 External Audit Plan and Engagement Letters for BCEHS.
- Management performed an annual review of the BCEHS Audit Committee Terms of Reference and determined no revisions were required.
- Internal Audit (IA) is recommending that the IA Charter for BCEHS be revised for better clarity. A revised IA Charter will be presented to the Audit Committee for approval at a future meeting.

#### **Research Committee**

- Mr. George Peary, Chair, Research Committee, advised there were no items to report.

#### **Next meeting:**

December 8, 2016 in Vancouver.