

NEW

November 14, 2008

Directions

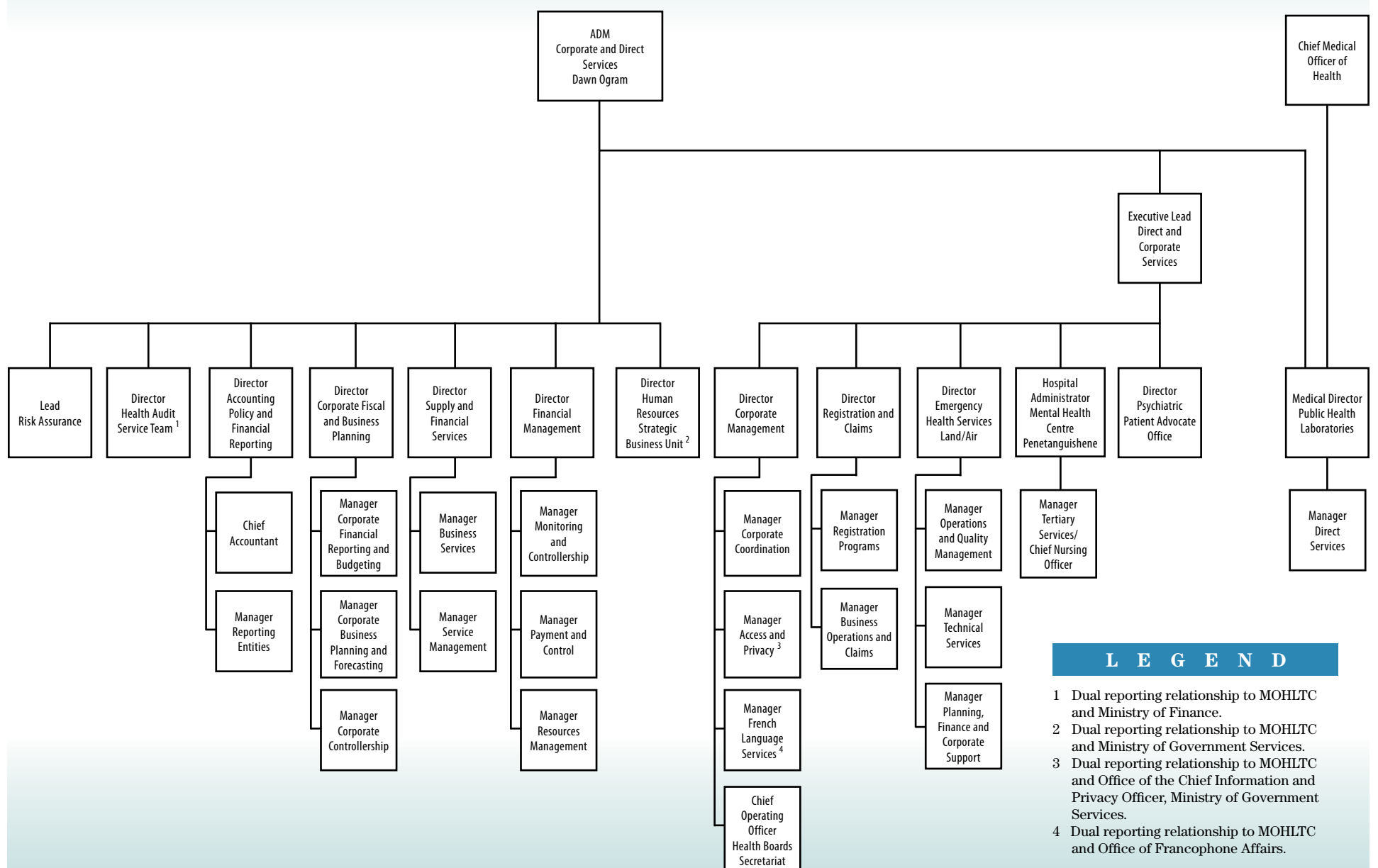
Corporate and Direct Services announces SMG organizational structure for branches

Dawn Ogram, Assistant Deputy Minister, Corporate and Direct Services (CDS), today announced the new organizational structure to the senior management group (SMG) level of several branches within the division. This is another key milestone in the ministry's transformation to steward of the health care system.

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Corporate and Direct Services

Transitional Organizational Chart as of Nov. 17, 2008



...continued from cover

“These changes are a key step forward in developing a functional stewardship structure and strengthening the ministry’s capability for financial oversight and linkage with central agencies,” said Ogram.

The detailed design phase, which will begin shortly, will determine the appropriate structure to the staff level. This phase is expected to be completed and the new branch structures fully launched by Aug. 31, 2009.

An organizational chart for the new transitional SMG structure, effective Nov. 17, 2008, is shown on page 1.

Corporate Management Branch

The Corporate Management Branch (CMB) will continue to perform the key functions that it currently provides in the ministry, including access, privacy and corporate coordination. These functions will be consolidated into one unit for greater integration. Similarly, functions involving adjudicative liaison and public appointments will also be incorporated into a single unit. The exact structure of these units will be determined through the detailed design process.

An immediate change will be made to the area of French Language Services (FLS), which will be transferred to the Corporate Management Branch from the LHIN Liaison Branch (LLB), Health System Accountability and Performance effective November 17, 2008.

“This move is being made in response to an Ontario Public Service-wide directive that FLS be part of the Chief Administrative Officer’s organization in all ministries,” explained Ogram. “The FLS team will continue to work closely with LLB and with

Health System Strategy on French language services.”

The Health Boards (Health Boards Secretariat, Ontario Review Board and Consent and Capacity Board) were excluded from the transition assessment.

Individual Eligibility Review Branch

During the transition assessment process, it became clear that the functions of the Individual Eligibility Review branch were more appropriately aligned with the mandates of several other branches, Ogram continued.

The following changes are being made effective November 17, 2008:

- The branch’s Individual Eligibility and Business Systems area will transfer to Ontario Public Drug Programs Division (OPDP) but will be kept separate from drug policy development and contract negotiations.
- The Drug Payment and Control unit will migrate to the Financial Management Branch, CDS. The unit will continue to provide program analysis and compliance support to individual eligibility and assistive devices as clients.
- The Blood Programs unit will be transferred to Provincial Programs within Health System Accountability and Performance.

The remaining individual eligibility areas — the Hepatitis C and Assistive Devices programs — will remain within CDS until further transition work is completed, Ogram said. In the meantime, the manager of the Hepatitis C Secretariat and the manager of Assistive Devices will report to

Ruth Hawkins, CDS Executive Lead.

The Individual Eligibility Review Branch changes are detailed in the chart below.

Financial Branches

CDS will have four financial branches once the division’s transition is completed by Aug. 31, 2009.

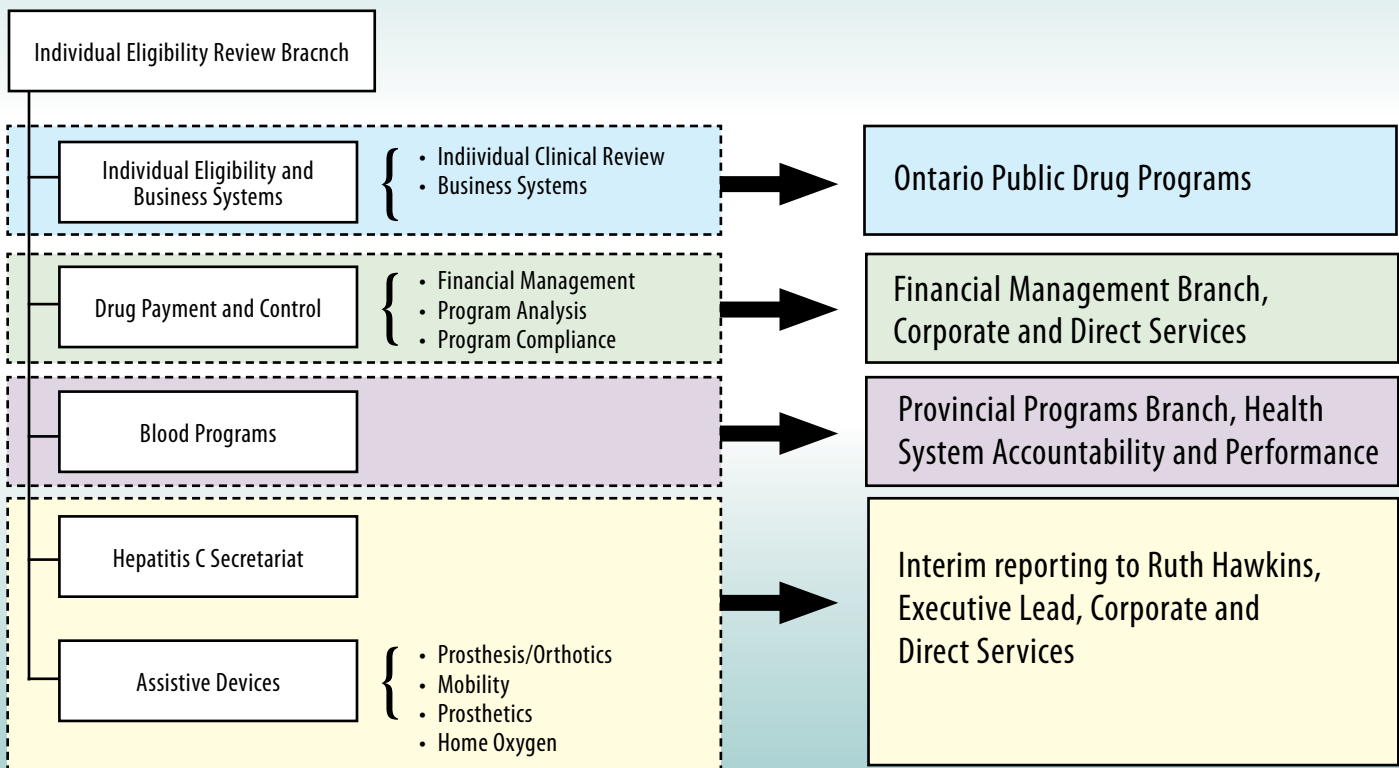
“The newly designed financial branches are needed to ensure we have impeccable oversight and the highest level of accountability and integrity within our financial functions,” Ogram said.

The four branches include:

1. The Fiscal Oversight and Performance Branch will focus on linking with central agencies, including Treasury Board and Ministry of Government Services, and will ensure the integrity of the ministry’s business plan and performance.
2. The Accounting Policy and Financial Reporting Branch will be the ministry contact for the Ontario Provincial Controller and will focus on ensuring the completeness and integrity of the ministry’s accounting policies and financial statements. Two units, currently within CDS, will be transferred to this branch effective Nov. 17, 2008:
 - Reporting Entities, currently within Corporate Fiscal and Business Planning Branch
 - Chief Accountant’s Office (with the exception of subrogation), currently within Supply and Financial Services Branch.
3. The Financial Management Branch (FMB) will provide services to the ministry and LHINs, including financial planning, forecasting, reporting,

Individual Eligibility Review Branch Changes

Effective Nov. 17, 2008



Financial Branch Mandates			
By Aug. 31, 2009			
Fiscal Oversight and Performance	Accounting Policy and Financial Reporting	Financial Management	Supply Chain and Facilities
The mandate of the branch, as the primary link to the central agencies, is to coordinate, integrate and ensure the integrity of the ministry's multi-year plan and to monitor performance by advising and reporting on financial and non-financial objectives throughout the fiscal year.	The mandate of the branch is to ensure the completeness and integrity of all financial statements through the implementation and monitoring of all financial accounting policies, procedures and controls across the ministry and reporting entities. Key contacts are the Ontario Provincial Controller and the Ontario Internal Audit.	The mandate of the branch is to process and coordinate payments, claims, health service provider reporting, reconciliations and settlements for LHINS and all ministry divisions, and to support all divisions with their financial planning, forecasting, reporting and workforce controllership requirements.	The mandate of the branch is to provide support services to all ministry divisions including procurement, facilities, security and records, and management services, and to manage the Ontario Government Pharmacy and subrogation processes.

controllership, payment processing, and completion of year-end reconciliations. Financial functions and staff will be brought into FMB from other branches and divisions at the appropriate time, as the ministry transition progresses. However, the Resource Management Unit, currently within the Supply and Financial Services Branch, will migrate to FMB effective Nov. 17, 2008.

4. The Supply Chain and Facilities Branch will provide supply chain management and other services to the ministry, including procurement, facilities and records management. This branch will also manage the Ontario Government Pharmacy and subrogation processes.

The mandates for the four financial branches are described above.

Other areas of CDS

The transfer of OHIP registration services to ServiceOntario that began in April of this year will be completed on Nov. 17, 2008. This involves the transfer of approximately 25 employees from Registration and Claims Branch to ServiceOntario, where they will continue to work in Kingston and serve the same community as they currently do. (See box on this page, below, for more details.)

A transition assessment of the remaining functions within the Registration and Claims Branch is now beginning. CDS is also currently reviewing the fraud unit to determine the best organizational alignment

of this function, as well as examining the potential for developing a ministry-wide risk management function. Other areas of CDS will be reviewed to determine what changes, if any, may be required.

Ogram commended ministry staff involved in the division's transition assessment process to-date for all their hard work.

"A tremendous amount of thought and effort has been invested in this process to bring us to this point," Ogram said. "The momentum of change is beginning to build in CDS. We are committed to making this transition as smooth as possible. The transition presents us with challenges, but also many positive opportunities to make valuable contributions to the health care system." ■

Ministry completes transfer of OHIP registration functions to

ServiceOntario

The ministry has announced the final phase of the transfer of OHIP client registration services and some supporting functions to ServiceOntario, which is part of the Ministry of Government Services.

On Nov. 17, 2008, approximately 25 MOHLTC employees from OHIP client registration functions and related services will transfer to ServiceOntario. There is no loss of jobs associated with this announcement.

This group includes:

- Hotline Support Services
- Client Registration Project Implementations
- Health Card Production Management
- Registration Service Delivery Policy and Analysis
- Eligibility Assessment and Data Validation Continuous Improvement
- Privacy Consultation and PIA Development
- Inquiry Support
- Centralized Special Registration Processes.

The transfer is the final phase of a process that began in fall 2007, when the ministry conducted a review of how OHIP and related services could best be

delivered with the ministry's stewardship role, and with the government's commitment to modernize service through ServiceOntario's single-point-of-contact for individuals and businesses to conduct routine transactions.

Following this review, the first phase of the transfer of OHIP registration services to ServiceOntario took place in April 2008, when MOHLTC employees from the Registration and Claims and Supply and Financial Services Branches were moved to ServiceOntario. In July 2008, the ministry's Call Centre and its employees were transferred to ServiceOntario.

ServiceOntario provides Ontarians with a wide range of general government information and performs transactions for government services at one location.

"Transferring employees will continue to work in the same community as they do currently, and will experience very little change other than the ministry for which they work," said Susan Pinney, acting director, Registration and Claims Branch. "Both ministries are working together to ensure a smooth and seamless transition for all concerned, as well as continued quality of service to the public." ■

Editor's

Note

Over the past year, much work has been undertaken across divisions, designing and building the final, end-state structure that will enable the ministry to fulfill its role as steward of the health care system. See page 4 for the ministry's updated transitional organizational chart, by Dec. 31, 2009.

New navigation helps staff easily find learning and development opportunities

The ministry has unveiled the redesigned Learning and Development section, on INFOweb, now with more comprehensive, streamlined and improved navigation to make it easier for staff to find the information they need.

“The ministry continues to offer new learning opportunities, tools and resources targeted to staff at all levels, to help them carry out their stewardship roles,” said Lorraine Deska, manager, change management, Transition Division. “The information in the section has been reorganized into seven categories. Each section represents the most popular topics for professional development.”

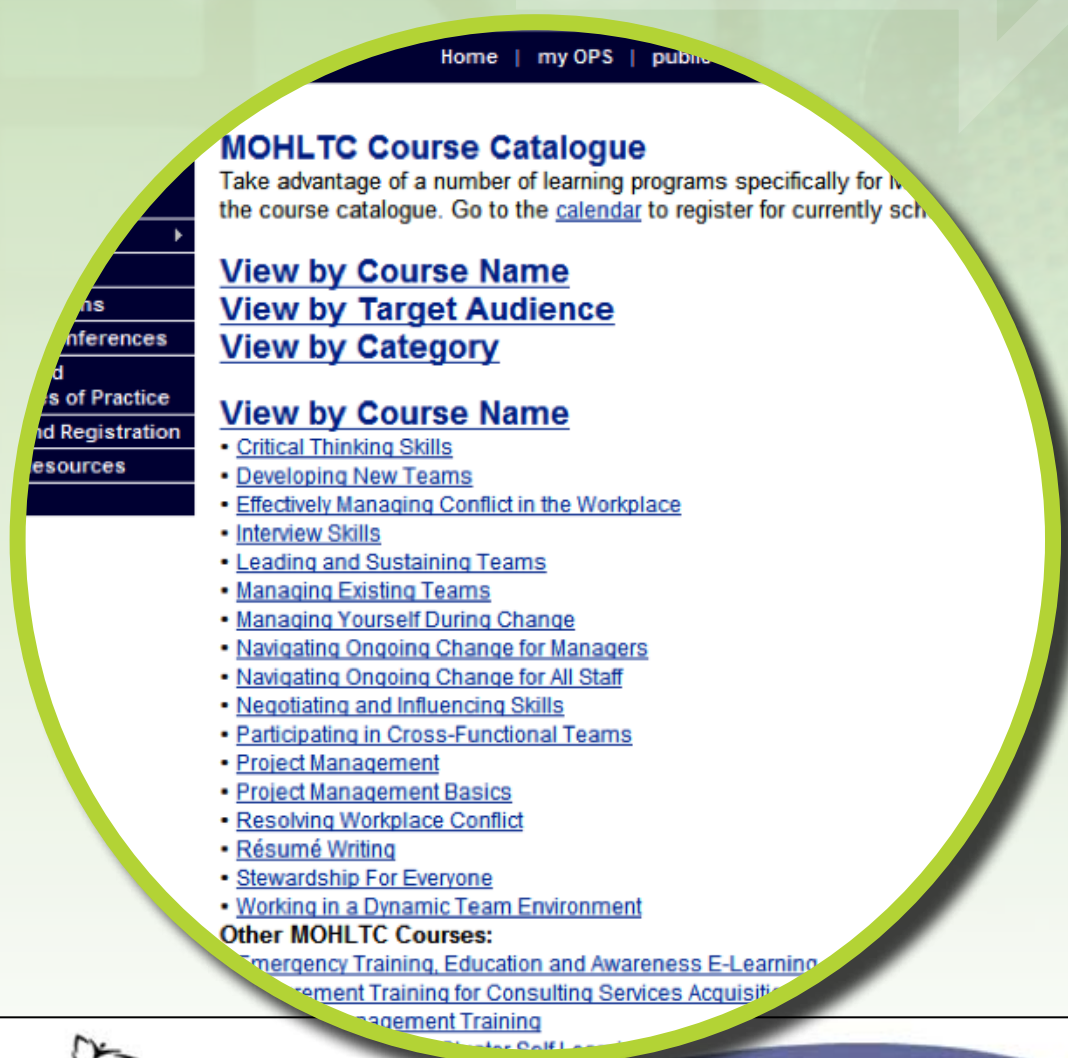
Deska’s team spearheaded the readily accessible, one-stop shopping guide to resources from both within the ministry and the OPS. The refreshed section also provides simpler, more direct links to online course registration and information that will help staff achieve their career goals.

The new section’s seven categories are:

- **[Understanding Stewardship](#)** — programs, competencies and resources to help staff contribute to a stewardship organization
- **[Learning Programs](#)** — MOHLTC courses and external learning links
- **[My Career](#)** — career development resources
- **[Working in Teams](#)** — tools and workshops to work effectively on a team, project or work group
- **[Events and Conferences](#)** — calendar of scheduled MOHLTC and OPS learning events
- **[Networks and Communities of Practice](#)** — connects to ministry and OPS networks for collaboration and knowledge sharing
- **[Learning Resources](#)** — MOHLTC staff presentation archive and links to OPS and external training courses.

“Staff recognize that there are many ways to learn and to develop themselves, from formal MOHLTC-sponsored courses on project management to connecting with colleagues through the ministry’s Directory of Networks. The redesigned section provides them with one location on INFOweb, that they can easily navigate, to access the wide range of offerings available to help them succeed,” said Deska.

As the ministry assumes the role of steward, it is building an organization that has learning and innovation as key characteristics of the culture. Deska added. “Continuous learning is every employee and manager’s responsibility. This new section on INFOweb will be a key tool to help staff find the learning and development information they need.” ■



Visit the redesigned [Learning and Development section](#) today!

Get connected to learning opportunities developed to meet ministry-specific needs, as well as to a comprehensive easy-to-use index of resources that are available across the OPS.

New courses, tools and resources are being offered by the ministry and the OPS on an ongoing basis. Be sure to check back to the new learning and development section often for updates. *NEW Directions* will also highlight new additions to the program.

Transitional Structure by Dec. 31, 2009

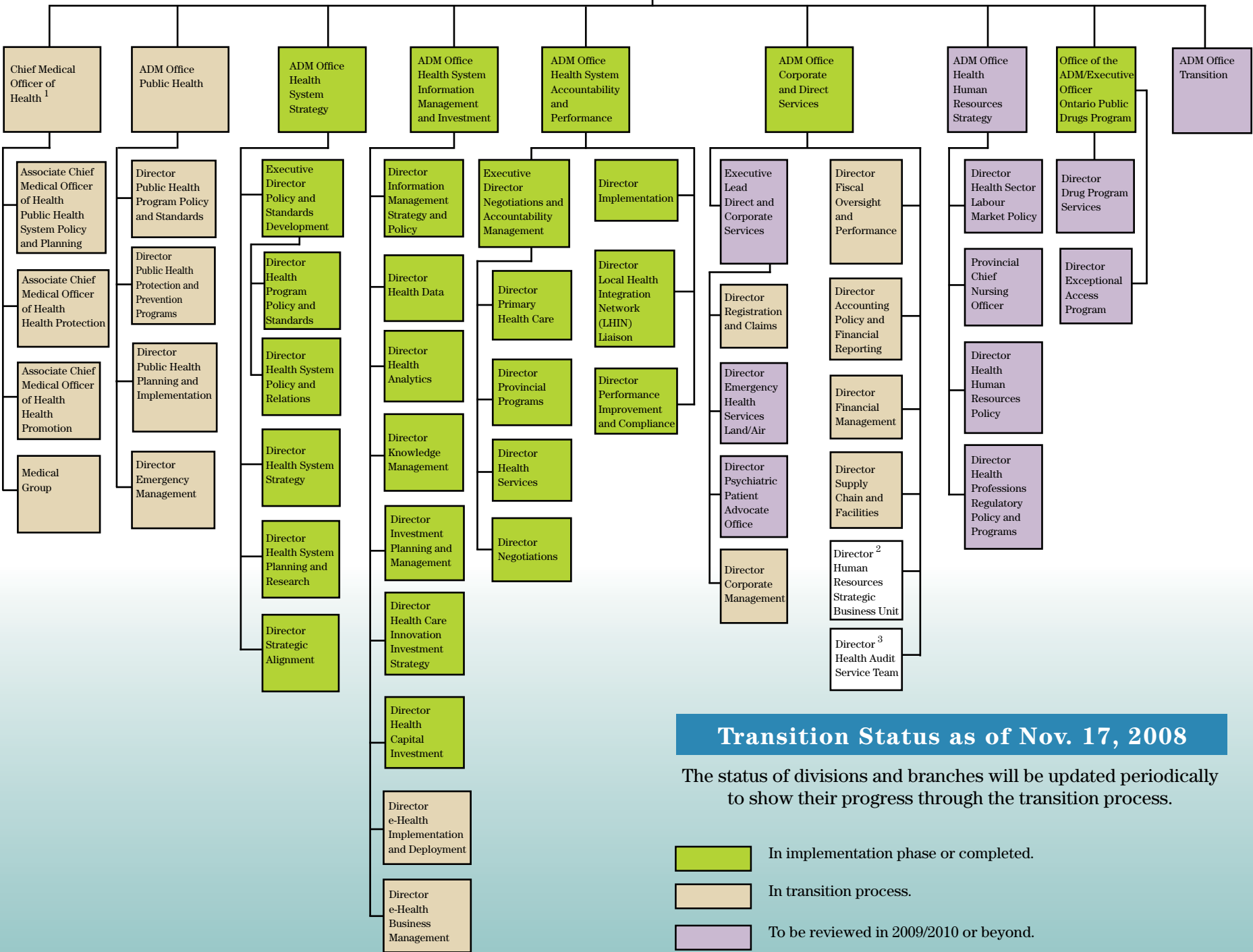
Ministry Mandate

- Establish overall strategic directions and provincial priorities for the health system.
- Develop legislation, regulations, standards, policies and directives to support those strategic directions.
- Monitor and report on the performance of the health system and the health of Ontarians.
- Plan for and establish funding models and levels of funding for the health care system.
- Ensure that the ministry and system strategic directions and expectations are fulfilled.

Deputy Minister
Ron Sapsford

DEPUTY MINISTER DIRECT REPORTS
Communications
Health Services I & IT Cluster
Legal Services

DEPUTY MINISTER DIRECT REPORTS
Deputy Minister's Office
Medical Advisory Secretariat



Transition Status as of Nov. 17, 2008

The status of divisions and branches will be updated periodically to show their progress through the transition process.

- In implementation phase or completed.
- In transition process.
- To be reviewed in 2009/2010 or beyond.
- Branch has dual reporting relationship.

- 1 Dual reporting relationship to MOHLTC and Ministry of Health Promotion.
- 2 Dual reporting relationship to MOHLTC and Ministry of Government Services.
- 3 Dual reporting relationship to MOHLTC and Ministry of Finance.

Do you have questions about the organizational change?

- Ask your manager
- E-mail your questions or comments to the feedback account at anewdirection.moh@ontario.ca