

HEALTH SYSTEM INDICATOR INITIATIVE

Communiqué #3

August 2010

Health System Indicator Initiative

The Health System Indicator Initiative is a LHIN-led initiative that brings health system partners together to create awareness and alignment in our collective pursuit to establish a coordinated, system-based approach to indicator identification, development, maintenance, and reporting.

INTRODUCTION

This communiqué is the third in a series to be distributed to health system partners including health service providers, Ministry of Health and Long-Term Care, Ontario Health Quality Council, Canadian Institute for Health Information, Institute for Clinical Evaluative Sciences, Cancer Care Ontario, and Local Health Integration Networks regarding progress and outcomes from the LHINs' Health System Indicator Steering Committee (HSISC).

LHIN INDICATOR FRAMEWORK

The HSISC met on July 6th, 2010 to finalize the indicator framework, confirm the indicator development process, establish a technical working group, and draft the health service provider (HSP) engagement plan.

As previously communicated, the first area of focus for HSISC is to recommend performance indicators to be included in the upcoming 2011-13 service accountability agreements with hospital and community HSPs. The LHIN Indicator Framework was developed as a tool for LHINs to establish indicators for use in monitoring and managing the performance of their HSPs and the broader healthcare system. The framework will enable LHINs and HSPs to work together to identify and monitor indicators that support the achievement of provincial and local priorities, by focusing on the components of and enablers to the delivery of quality health care services (across the continuum of care) to the people of Ontario. The framework incorporates the Ontario Health Quality Councils attributes of a high-performing health system, supports the LHIN role as system manager, confirms the HSP role as service provider and aims to focus attention on the key priority areas identified by the LHINs in their Integrated Health Service Plans.

An Indicator Framework Guide document was developed to describe the framework development, define the framework terminology, and demonstrate the consistencies and alignment of the framework with the Ontario Health Care System Scorecard. The Indicator Framework was endorsed by the committee and will provide a streamlined and common tool for the continuous monitoring and evaluation of health system performance improvement.

INDICATOR DEVELOPMENT

The committee members agreed on the general approach to the refresh of the existing portfolio of indicators for the purposes of the new Hospital Service Accountability Agreements (H-SAA) and Multi-Sector Service Accountability Agreements (M-SAA) to be effective April 1, 2011. A LHIN-led Health System Indicator Technical Working Group with representatives from the various bodies of indicator expertise has been established and will use the approach to identify potential indicators for use in the new agreements. Net new indicators that have already been developed, but are not currently being used to measure performance within the accountability agreements, will be examined by the technical working group for potential inclusion.

The aim is to have a final list of recommended indicators to the HSISC by early October 2010. The HSISC will be working with the respective service accountability steering committees to put in place the performance component of the new agreements.

CHC M-SAA Indicator Team

Prior to the establishment of the HSISC, a Community Health Centre M-SAA Indicator Team had been established for the purposes of performance indicator work associated with the current M-SAAs. The mandate of this team is coming to an end but the work will be integrated into this new process for consideration in the new M-SAA agreement.

HOW ARE HEALTH SERVICE PROVIDERS INVOLVED?

Community and hospital sector representatives will be directly involved at both the strategic and technical level over the coming months. In addition, individual LHINs will be engaging HSPs at the local level during the accountability agreement implementation phase. Plans are underway to engage, consult and leverage expertise within providers to ensure strong alignment of indicators with roles and responsibilities in our collective pursuit of system performance improvements. Success can only be demonstrated by system partners working together to establish a coordinated, system-based approach to indicator identification, development, maintenance, reporting and monitoring. Further details on the HSP engagement plan will be shared in the next HSISC communiqué.

NEXT STEPS

HSISC will continue to advance the deliverables within the established work plan, including maintaining a close working relationship with the technical working group and service accountability agreement steering committees. In addition, specific actions to engage HSPs will be initiated in August and continue throughout the service accountability agreement implementation process.

Further updates on the progress of this initiative will be provided in upcoming communiqués. Communiqués will be circulated broadly using established communication channels through LHINC.

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LHIN Collaborative (LHINC)

LHINC is a provincial advisory structure. LHINC engages health service providers, their Associations and the LHINs collectively on system-wide health issues related to the LHINs' mandate.