

HEALTH SYSTEM INDICATOR INITIATIVE

Communiqué July 2011



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 second in a series for phase 2 of the Health System Indicator Initiative (HSII) and is intended to provide an overview of progress achieved by the HSII Steering Committee against defined deliverables. These communiqués will be distributed to health system partners including health service providers, Ministry of Health and Long-Term Care, Health Quality Ontario, Canadian Institute for Health Information, Institute for Clinical Evaluative Sciences, Cancer Care Ontario and Local Health Integration Networks.

STEERING COMMITTEE REPORT: ASSESSING GAPS

The HSII Steering Committee met on June 28, 2011 when it finalized its Terms of Reference and work plan milestones. Members also reviewed a draft sector engagement plan and discussed further opportunities to evolve measures that demonstrate system performance.

The committee has begun addressing their work for the next cycle of the service accountability agreements (SAAs), and in particular, the upcoming Hospital Service Accountability Agreement. To ensure a health system focus regardless of timing of the SAAs, members reviewed opportunity gaps within the Local Health Integration Network (LHIN) Performance Indicator Framework to assess where there may be opportunity for further development. Members had a fulsome discussion as they identified the opportunities like alignment with quality improvement plans (QIP) through the *Excellent Care for All Act* legislation.

To help inform their work, the committee benefited from two presentations that were provided on the following topics:

- 1) Hospital Reports and Health Indicators. This presentation focused on the recently released mental health-related indicators, and was delivered by the Canadian Institute for Health Information (CIHI).
- 2) Mental Health and Addiction Quality Initiative Indicator Project. This presentation focused on the development of mental health indicators by four hospitals, and was delivered by Ontario Shores Centre for Mental Health Sciences (Ontario Shores).

TECHNICAL WORKING GROUP REPORT: ESTABLISHING MANDATE

The HSII Technical Working Group met on July 7, 2011 to review its updated Terms of Reference and clarify members' roles moving forward. Members also reviewed the HSII work plan and sector engagement plan. Members recognized that there is significant work to be done in phase 2 and the need to prioritize the deliverables.

To address outstanding work from phase 1, the technical specification documents for the indicators of the Multi-Sector Service Accountability Agreement (M-SAA) and Hospital Service Accountability Agreement (H-SAA) were reviewed. Members agreed that further refinement work is required on both technical specification documents. Two subgroups, one for M-SAA and the other for H-SAA, were formed to complete the necessary revisions or make recommendations on the work required to further improve the information in the documents.

ENGAGEMENT OF HEALTH SERVICE PROVIDERS

Community, Long-Term Care and Hospital sector representatives will be directly involved at both the strategic and technical level of the HSII. The goals of sector engagement and involvement are to:

- 1) Engage, consult and leverage health service provider (HSP) expertise to ensure strong alignment of indicators with roles and responsibilities in our collective pursuit of system performance improvements;
- 2) Identify the most suitable indicators to measure organizational and system performance; and
- 3) Partner and build relationships that support a shared sense of responsibility and accountability.

In order to achieve these goals and support effective collaboration with HSPs the following structures have been put in place:

All Sector Strategy Consultation Team – includes senior health leaders who can work with the HSII Steering Committee members and other sector representatives to review and assess the listing of current and proposed indicators from a strategic lens.

Sector-Specific Technical Consultation Team(s) – includes sector representatives with the content knowledge that is required to assist the Technical Working Group to review and assess indicators from a technical aspect, including indicator usage and data quality.

The memberships for the All Sector Strategy Consultation Team and Technical Consultation Team(s) were identified through the sector associations and have now been confirmed (please see Appendix A for memberships) and the sector engagement plan updated to ensure our provider partners continue to be fully engaged and consulted throughout phase 2.

NEXT STEPS

To validate the list of gaps/opportunities within the LHIN Performance Indicator Framework, additional discussions will take place within the LHIN system and with the All Sector Strategy Consultation Team. The HSII Steering Committee will then meet to consider the input and finalize move forward with the identified list of opportunities.

In order to continue to receive feedback, input and further assistance, an engagement session with the All Sector Strategy Consultation Team is being planned. The engagement session will focus on achievements from phase 1, intentions and planned deliverables for phase 2 and input on how best to continue to engage leadership from our health service provider partners.

The Technical Consultation Team will work on finalizing the changes required on the M-SAA and H-SAA indicator technical specification documents over the summer.

For further information, please contact:

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Stay informed about the Health System Indicator Initiative at www.lhincollaborative.ca.

*The **LHIN Collaborative (LHINC)** is an advisory structure formed to work at a provincial level to engage with and strengthen relationships among health service providers, their Associations and the LHINs collectively on system-wide health issues related to the LHINs' mandate.*

Appendix A: Consultation Team Memberships

HSII PHASE 2 ALL SECTOR STRATEGY CONSULTATION TEAM MEMBERSHIP

Sector	Member	Organization
Hospitals	Lou Reidel	Ontario Hospital Associations
	Tomi Nieminen	Ontario Hospital Association
	Jim Flett	Kingston General Hospital
	Kelly Isfan	Campbellford Memorial Hospital
	Karim Mamdani	Ontario Shores Centre for Mental Health Sciences
	Joan Sproul	Mount Sinai Hospital
Community Care Access Centres (CCAC)	Don Ford	Central East Community Care Access Centre
	Lisa Droppo	Ontario Association of Community Care Access Centres
	Anne Wojtak	Toronto Central Community Care Access Centre
	Andy Gallardi	Champlain CCAC
Community Support Services (CSS)	Carol Neff	Wesway
	Linda Tracey	Marianhill Long-Term Care and Community Services
	Brian Dunne	Participation House Support Services London & Area
	Wyn Chivers	Community Home Assistance to Seniors
	Sue Hillis	Dale Brain Injury Services
	Lee Harding	Ontario March of Dimes/March of Dimes Canada
	Susan Thorning	Ontario Community Support Association
Community Health Centres (CHC)	Yves Barbeau	Centre De Sante Communautaire Kapuskasing Et Region
	Andy Kroeker	West Elgin Community Health Centre
	Anjali Misra	Association of Ontario Health Centres
Mental Health & Addictions	Michelle Gold	Canadian Mental Health Association, Ontario
	David Kelly	Ontario Federation of Community Mental Health & Addiction Programs
Long-Term Care	Dan Buchanan	Ontario Association of Non-Profit Home and Services for Seniors
	Paula Neves	Ontario Long Term Care Association (OLTCA)
	Pat McCarthy (OLTCA Board Member)	OMNI Healthcare / OLTCA
	Petra Wolfbeiss	Association of Municipalities of Ontario
	Doreen Calvin	City of Toronto

HSII PHASE 2 SECTOR TECHNICAL CONSULTATION TEAM MEMBERSHIP

Sector	Member	Organization
Hospitals	Tomi Nieminen	Ontario Hospital Associations
	Lou Reidel	Ontario Hospital Associations
	Alison Welch	Sunnybrook Health Science Centre
	Karim Mamdani	Ontario Shores Centre for Mental Health Sciences
	Wendy Gerrie	Hamilton Health Science Centre
Community Care Access Centres (CCAC)	Perry Doody	Central Community Care Access Centre
	Anne Wojtak	Toronto Central Community Care Access Centre
	Rod Millard	Ontario Association of Community Care Access Centres
Community Support Services (CSS)	Angela McMillan	Southwest District, Victoria Order of Nurses (VON) Canada
	Andrea Okazaki	City of Toronto
	Sue Hillis	Dale Brain Injury Services
	Lee Harding	Ontario March of Dimes/March of Dimes Canada
	Susan Thorning	Ontario Community Support Association
Community Health Centres (CHC)	Jennifer Rayner	London Intercommunity Community Health Centre
	Anjali Misra	Association of Ontario Health Centres
Mental Health & Addictions	Michelle Gold	Canadian Mental Health Association, Ontario
	David Kelly	Ontario Federation of Community Mental Health & Addiction Programs
Long-Term Care	Dan Buchanan	Ontario Association of Non-Profit Home and Services for Seniors
	Carolyn Greening	Lambton County
	Petra Wolfbeiss	Association of Municipalities of Ontario
	Brian Pollard	Ontario Long Term Care Association
	Tulia Ferreira	Responsive Health Management