



The Honourable Deb Matthews
Minister of Health and Long-Term Care
Minister's Office
Hepburn Block, 10th Floor
80 Grosvenor Street
Toronto, ON
M7A 2C4

June 30, 2011

Dear Minister:

RE: Physician Payment Review Board Annual Report

On behalf of the Physician Payment Review Board it is my pleasure to submit our Annual Report for the fiscal year of 2010-2011.

The Board remains committed to the initiatives outlined in the report and to ensuring excellence in the service it provides to the Ontario public.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Vivek Rao', with a stylized flourish at the end.

Vivek Rao, MD, PhD, F.R.C.S.(C), F.A.H.A.
Chair
Physician Payment Review Board

c: Lori Coleman, Chief Operating Officer, Health Boards Secretariat
Registrar, Physician Payment Review Board



Dr. Vivek Rao
Chair
Physician Payment Review Board
151 Bloor Street West, 9th Floor
Toronto, ON M5S 1S4

June 30, 2011

Dear Dr. Rao,

It is my pleasure to report to you on behalf of the Health Boards Secretariat. The Health Boards Secretariat (Secretariat) provides comprehensive administrative, corporate, fiscal and case management support to the Physician Payment Review Board (PPRB). In addition, the Secretariat provides a similar support function to other adjudicative tribunals as well as payment processing functions for other health related services.

In this, the first year that the PPRB has been established, the Secretariat has worked to provide advice and support to ensure that the Board has the operational framework in place to process appeal files as well as a governance structure in line with the requirements set out in the *Health Insurance Act* and the Agency Establishment and Accountability Directive. Key accomplishments have included management of just under ten appeal files, facilitation of an orientation session for all members, and coordination of the completion of Interim Rules of Practice and Procedure.

Funding for the PPRB is directed through the Health Services Branch to the Secretariat from the Consolidated Revenue Fund. There are some limitations in detailing expenditures as they relate specifically to the agencies supported by the Secretariat. You will note that expenditures such as salaries and facilities are not included in the financial data on page 10 as many resources are shared with other adjudicative tribunals and it would be arbitrary to determine what portion of cost should be attributed specifically to the PPRB. These costs are, however, incorporated in the fiscal planning cycle by the Secretariat and are reported to the Ministry. The Secretariat remains committed to working with the PPRB and its members in exercising strong controllership practices to minimize expenditure while enabling access to justice.

I trust that this information is of assistance to you, and I look forward to continuing to lead services providing support to the Physician Payment Review Board.

Yours truly,

A handwritten signature in cursive script, appearing to read 'Lori Coleman'.

Lori Coleman
Chief Operating Officer, Health Boards Secretariat
Registrar, Physician Payment Review Board

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A. MESSAGE FROM THE CHAIR

As Chair of the Physician Payment Review Board, it is my pleasure to report on the PPRB's activity for the period of 2010–2011.

The Physician Payment Review Board is mandated to conduct hearings regarding payment disputes between physicians and the General Manager of OHIP (the G.M.). During the period of this Annual Report, the PPRB focused on the preliminary steps to establish itself as a functional board, educating its members, and managing appeal files.

Key accomplishments, set out in detail in the accomplishments section, were achieved in the areas of accessibility, governance and member development. I would like to highlight two notable initiatives:

1. The establishment of an operational framework to process appeal files as well as a governance structure. The Memorandum of Understanding was submitted to the Minister of Health and Long-Term Care; the Conflict of Interest guidelines were submitted to the Conflict of Interest Commissioner; and the Interim Rules of Practice were drafted and approved.
2. Education and orientation of the PPRB board members as well as support staff from the Health Boards Secretariat was provided in order to set out the key objectives and mandate of the Board and to deliver the best customer service to the public.

I am pleased to work with colleagues and staff who share a commitment to public service. In the coming year the Physician Payment Review Board will continue to improve service delivery by creating a more public persona as our website will be launched and the key stakeholders outreach initiatives will begin.

B. MANDATE

The Physician Payment Review Board (PPRB) is an independent adjudicative agency established in Section 5.1 of the *Health Insurance Act* (HIA). The Board exercises its powers and responsibilities in accordance with the HIA and Schedule 1 to the HIA, as well as under the *Statutory Powers and Procedures Act*, R.S.O. 1990 and delegated authority under the *Public Service of Ontario Act*, R.S.O. 2006.

The PPRB conducts hearings regarding payment disputes between physicians and the General Manager of OHIP (the G.M.). Where a resolution to a billing dispute between a physician and the G.M. can not be resolved through the provision of education and other assistance, the PPRB provides an appeal process that is at arms length from the Ministry of Health and Long-Term Care and the Minister of Health and Long-Term Care.

MISSION STATEMENT

The Physician Payment Review Board is committed to providing the highest quality service to the public, and to being valued partners in the delivery of health care in Ontario.

C. ACHIEVEMENTS OF THE PPRB

Throughout the period of this annual report, the PPRB has achieved success in a variety of areas, which has served to develop its service delivery to the Ontario public. In line with the PPRB's jurisdiction and mandate and its authority under the HIA, the following achievements have been made:

- Member Development:
 - On April 28, 2010, the Lieutenant Governor in Council appointed 27 members to the PPRB. Twenty members were physician members and seven members were public members.
 - On June 16, 2010, the Board membership and Secretariat staff were given an orientation session in which they were educated on the Board's jurisdiction, member conduct and administrative matters. Every member received a training manual.
 - On June 16, 2010, the membership held an election for the board leadership. Dr. Vivek Rao was elected as Chair, Ms. Ruby Wong and Dr. Ross Male were elected as Vice-Chairs.
 - On December 8, 2010, Ms. Ruby Wong resigned from her membership with the PPRB. A plan is in place to elect a new Vice-Chair.
 - On January 12, 2011, the Health Boards Secretariat staff was trained regarding file management, customer service, general billing processes, and inquiries to the PPRB.
- Governance:
 - **Interim Rules of Practice:** on January 14, 2011, the PPRB approved the Interim Rules of Practice. The Interim Rules are designed to provide a fair, open, accessible and understandable process for parties and other interested persons; to facilitate and enhance access and public participation; to encourage co-operation among parties; to assure the efficiency and timeliness of proceedings; and to assist the Board in fulfilling its statutory mandate while the Board develops final Rules of Practice to be implemented at a later date.
 - **Memorandum of Understanding (MOU):** a communication between the Minister of Health and Long-Term Care and the Chair of the PPRB was signed by the Chair on December 16, 2010 and submitted for the Minister's approval. The purpose of the MOU is to establish the accountability relationships between the Minister of Health and Long-Term Care and the Physician Payment Review Board through its Chair; to clarify the roles and responsibilities of the Minister, the Chair, and the Deputy Minister, and to set out the expectations for the operational, administrative, financial, auditing and reporting arrangements between the PPRB and the Minister of Health and Long-Term Care. The MOU is one of the mandatory governing documents required under the Agency Establishment and Accountability Directive.
 - **Conflict of Interest Guidelines:** were submitted to the Conflict of Interest Commissioner on April 8, 2011. The Public Service of Ontario Act, 2006 (PSOA) sets out conflict of interest rules that establish standards of ethical conduct for public servants. Public servants are in a position of trust and are accountable for fulfilling their duties with integrity. Conflict of interest rules assist public servants in acting honourably and avoiding situations where their private interests may interfere with their public service duties and responsibilities.

- Case Management:
 - Since its inception, nine cases have come before the PPRB. Four cases withdrew before pre-hearing conferences, one withdrew after a pre-hearing conference, one case was closed administratively and three are awaiting a pre-hearing conference.
- Accessibility
 - The PPRB is committed to upholding the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* by ensuring that people with disabilities have the same opportunity to access and benefit from the PPRBs' services as others. The PPRB has met the requirements set out in the Accessibility Standards for Customer Service.

D. PPRB OPERATIONAL PERFORMANCE

The PPRB is an independent adjudicative tribunal that conducts hearings and renders decisions on payment disputes that arise between Ontario physicians and the General Manager of OHIP.

INTAKE	Apr 1, 2010 – Mar 31, 2011
Total Intake	9

The information below details the caseload and activity of matters before the PPRB.

CASELOAD SUMMARY	Apr 1, 2010 – Mar 31, 2011
Active Caseload at beginning of period	0
Intake	9
Total Case Load	9
Total Matters Conducted	0
Total Matters Resolved*	6
Active Caseload at End of Period	3

*Includes those matters administratively closed or resolved prior to hearing.

PRE-HEARING CONFERENCES (PHCs) CONDUCTED	Apr 1, 2010 – Mar 31, 2011
Total PHC Conducted	1

E. PPRB FINANCIAL PERFORMANCE

DESCRIPTION ¹	2010/2011
Per Diem Honoraria ^{2 & 3}	23, 280
Independent Legal Services	37, 557
Communications	84
Travel ⁴	2, 295
Conference Registration	350
TOTAL	\$63, 568

¹ All figures in Canadian dollars, in net of HST.

² For the period of April 1, 2010 – March 31, 2011: Public member = \$398; Vice-Chair = \$491; Physician Member = \$664

³ Includes education, administration, and travel time.

⁴ Includes cost of travel expenses, and accommodation.

F. PPRB MEMBERSHIP AS OF MARCH 31, 2011					
Last Name	First Name	City	Occupation	START DATE	EXPIRY DATE
Balitsky	Tammy	Toronto	Public - Social Work	28-Apr-10	27-Apr-12
Barron	Philip	Kanata	Physician - General Surgeon	28-Apr-10	27-Apr-12
Beaton	Melanie	London	Physician - Internal Medicine, Gastroenterology	28-Apr-10	27-Apr-12
Bested	Alison	Toronto	Physician - Clinical Hematology	28-Apr-10	27-Apr-12
Blunt	Marie Elizabeth	Sarnia	Physician - Obstetrics & Gynecology	28-Apr-10	27-Apr-12
Boltman	Marilyn	Toronto	Public - Human Service Counseling	28-Apr-10	27-Apr-12
Bridgeo	David	Windsor	Physician - Family Physician	28-Apr-10	27-Apr-12
Dias Costa	Fernando	Toronto	Physician - Plastic Surgery	28-Apr-10	27-Apr-12
Davidson	John	Kingston	Physician - Psychiatry	28-Apr-10	27-Apr-12
Dev	David A.	Woodbridge	Public - Law	28-Apr-10	27-Apr-12
Egerton	Catherine E.	London	Public - Financial account manager	28-Apr-10	27-Apr-12
Goldberg	Ronn	Thornhill	Physician - Diagnostic Radiology	28-Apr-10	27-Apr-12
Goldstein	Sandra	Ottawa	Public - Alternative Dispute Resolution	28-Apr-10	27-Apr-12
Gumienny	Jacqueline	Kingston	Public - Law	28-Apr-10	27-Apr-12
Gupta	Samir	Toronto	Physician - Dermatology	28-Apr-10	27-Apr-12
Hector	Ian	Thornbury	Physician - Psychiatry	28-Apr-10	27-Apr-12
Kao	Shawn	Etobicoke	Physician - Pediatric Medicine	28-Apr-10	27-Apr-12
Lau	Helena	Oakville	Physician - Gastroenterology	28-Apr-10	27-Apr-12
Male	Ross	Paris	Physician - Family Physician	28-Apr-10	27-Apr-12
Mitchell	Marianna K.	Whitby	Physician - Pediatric Medicine	28-Apr-10	27-Apr-12
Mohammad	Naveed	Mississauga	Physician - Emergency Medicine, Trauma	28-Apr-10	27-Apr-12
Nicolle	Michael	London	Physician - Neuromuscular & Electrodiagnostic Medicine	28-Apr-10	27-Apr-12
O'Brien	Simon	Kingston	Physician - Psychiatry	28-Apr-10	27-Apr-12
Rao	Vivek	Toronto	Physician - Cardiothoracic Surgery	28-Apr-10	27-Apr-12
Varty	Christopher	Toronto	Physician - Anesthesia	28-Apr-10	27-Apr-12
Waddell	James	Toronto	Physician - Orthopaedic Surgery	28-Apr-10	27-Apr-12

G. HEALTH BOARDS SECRETARIAT STAFF LIST AS OF MARCH 31, 2011

Staff Member	Position
Lori Coleman	Registrar
Sara van der Vliet	Deputy Registrar
Tanya Perdikoulis	Executive Assistant/Researcher
Shonna Olendy	Executive Assistant/Researcher
Natalya Demyanenko	Case Management Coordinator
Ruth Reynolds	Case Management Coordinator
Maureen Baker	Case Officer
Sofiea Choudhary	Case Officer
Andrew Clifford	Case Officer
Anna Dunscombe	Case Officer
Sandra Evora	Case Officer
Kate Franklin	Case Officer
Alpha Aberra	Administrative Assistant
Jada Fung	Administrative Assistant
Peggy Lau	Administrative Assistant
Andrea McKenzie	Administrative Assistant
Sarah Oliver	Administrative Assistant
Shanti Persaud	Administrative Assistant
Mathanan Kailas	Senior Technology/Business Systems Administrator
Aravindh Ramalingam	Systems Support Analyst
Rushi Patel	Systems Officer