



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, 2012

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 2011-2012.

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 be "Vivek Rao".

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, 2012

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.

The Secretariat has worked to provide advice and support to ensure that the PPRB 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*, the *Agency Establishment and Accountability Directive* and the *Adjudicative Tribunal Accountability, Governance and Appointments Act*. Key accomplishments have included management of just under ten appeal files, completion of the reappointments process for members, convention of an annual board meeting and stakeholder outreach.

Funding for the PPRB is directed through the Health Services Branch to the PPRB 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 9 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 blue ink, appearing to read 'Lori Coleman'.

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

TABLE OF CONTENTS

A.	Message from the Chair	4
B.	Physician Payment Review Board Mandate	5
C.	Achievements of the Physician Payment Review Board	6
D.	Physician Payment Review Board Performance	
	Operational	8
	Financial	9
E.	Membership	10
F.	Health Boards Secretariat Staff	11

A. MESSAGE FROM THE CHAIR

As Chair of the Physician Payment Review Board (PPRB), it is my pleasure to report on the PPRB's activity for the period of 2011–2012. I would first like to recognize the membership of PPRB for their ongoing commitment to the continuous evolvement of this Board. I would also like to thank the staff of the Health Boards Secretariat for their continued support.

The PPRB 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 increasing physician awareness, meeting legislated requirements, managing appeal files and completing the reappointments process.

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

1. The Memorandum of Understanding (MOU), a communication between the Minister of Health and Long-Term Care and the Chair of the PPRB was negotiated, finalized and approved on August 26, 2011. The purpose of the MOU is to establish the accountability relationships between the Minister of Health and Long-Term Care and the PPRB 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.
2. The Conflict of Interest Guidelines were approved by the Conflict of Interest Commissioner on June 15, 2011. The *Public Service of Ontario Act, 2006* 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
3. The Board has initiated its first public outreach endeavours since its establishment in 2010. A presentation was made to the Ontario Medical Association's executive and membership; increasing overall physician awareness of the Board and its mandate, by providing an overview of the PPRB's jurisdiction and processes

I am pleased to work with colleagues and staff who share a commitment to providing high quality service to the Ontario public. In the coming year the PPRB will continue to develop policies and processes that will make it fully serviceable, efficient and accessible with a focus on greening, modernization and key stakeholder outreach initiatives.

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:
 - Completion of the reappointments process for members whose Order-in-Council appointments expired on April 27, 2012.
 - In accordance with the mandate prescribed by the *Adjudicative Tribunal Accountability, Governance and Appointments Act, 2009 (ATAGAA)* the PPRB has engaged a process for member recruitment that ensures appointees will be selected by a competitive merit-based process with defined criteria and, that the recruitment process will be made public through the Public Appointments Secretariat's website.
 - On October 11, 2011, the PPRB convened its annual board meeting. In addition to receiving an administrative update as well as continuing education content, the Board convened an election regarding the member leadership positions. Vivek Rao continues in his role as Chair, Ross Male continues as a Vice-Chair, and Jacqueline Guimenny was newly elected to a Vice-Chair role.
 - Periodically, communications have been circulated to the PPRB membership to keep them informed and educated about the Board's processes.
- Governance:
 - ***Adjudicative Tribunal Accountability, Governance and Appointments Act, 2009 (ATAGAA)***: aims to increase efficiencies and transparency in the tribunal's operations while maintaining independence in their decision-making. In compliance with the stipulations of the Act, the PPRB has developed governance and public accountability documents that have been submitted for the Minister's approval.
 - **Memorandum of Understanding (MOU)**: a communication between the Minister of Health and Long-Term Care and the Chair of the PPRB was negotiated and finalized on August 26, 2011. The purpose of the MOU is to establish the accountability relationships between the Minister of Health and Long-Term Care and the PPRB 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 ATAGAA.
 - **Conflict of Interest Guidelines**: were approved by the Conflict of Interest Commissioner on June 15, 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.

- Accessibility
 - o 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.
- Stakeholder Outreach
 - o In the Fall, 2011, Dr. Vivek Rao, Chair delivered information to the Ontario Medical Association's executive and membership; designed to provide an overview of the PPRB's jurisdiction and processes and to increase overall physician awareness of the Board and its mandate.

D. PPRB BOARD PERFORMANCE

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	Apr 1, 2011 – Mar 31, 2012
Total Intake	9	5

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

CASELOAD SUMMARY	Apr 1, 2010 – Mar 31, 2011	Apr 1, 2011 – Mar 31, 2012
Active Caseload at beginning of period	0	4
Intake	9	5
Total Case Load	9	9
Total Matters Conducted	0	0
Total Matters Resolved*	5	7
Active Caseload at End of Period	4	2

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

CASE CONFERENCES (CCs) CONDUCTED	Apr 1, 2010 – Mar 31, 2011	Apr 1, 2011 – Mar 31, 2012
Total CCs Conducted	1	18

FINANCIAL PERFORMANCE

DESCRIPTION ¹	Apr 1, 2010 – Mar 31, 2011	Apr 1, 2011 – Mar 31, 2012
Per Diem Honoraria ^{2 & 3}	23, 280	2,888
Independent Legal Services	37, 557	4,320
Communications	84	1,868
Travel ⁴	2, 295	0
Conference Registration	350	0
TOTAL	\$63, 568	\$9,076

¹ All figures in Canadian dollars.

² For the period of April 1, 2011 – March 31, 2012: Public member = \$398; Vice-Chair = \$491; Physician Member = \$664

³ Includes education, administration, and travel time.

⁴ Includes cost of travel expenses, and accommodation.

E. PPRB MEMBERSHIP AS OF MARCH 31, 2012

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 Haematology	28-Apr-10	27-Apr-12
Blunt	Marie Elizabeth	Sarnia	Physician - Obstetrics & Gynaecology	28-Apr-10	27-Apr-12
Boltman	Marilyn	Toronto	Public - Human Service Counselling	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

* Chair of the PPRB

** Vice-Chair of the PPRB

F. HEALTH BOARDS SECRETARIAT STAFF LIST AS OF MARCH 31, 2012

STAFF MEMBER	POSITION
Lori Coleman	Registrar
Sara van der Vliet	Deputy Registrar
Sandra Evora	Executive Assistant/Researcher
Chris Popovich	Executive Assistant/Researcher
Natalya Demyanenko	Case Management Coordinator
Alpha Aberra	Case Officer
Maureen Baker	Case Officer
Andrew Clifford	Case Officer
Anna Dunscombe	Case Officer
Kate Franklin	Case Officer
Shanti Persaud	Case Officer
Glenn Sequeira	Case Officer
Christine Nieckarz	Administration Coordinator
Margaret Bolinas	Administrative Assistant
Jada Fung	Administrative Assistant
Mallory Hyde	Administrative Assistant
Sarah Oliver	Administrative Assistant
Mathanan Kailas	Senior Technology/Business Systems Administrator
Aravinth Ramalingam	Systems Support Analyst
Gui Dickie	Systems Officer