

Excellent Care for All

Strengthening the Focus on Quality, Value and Evidence-based Care in Ontario

May 3, 2010



Why We Are Here

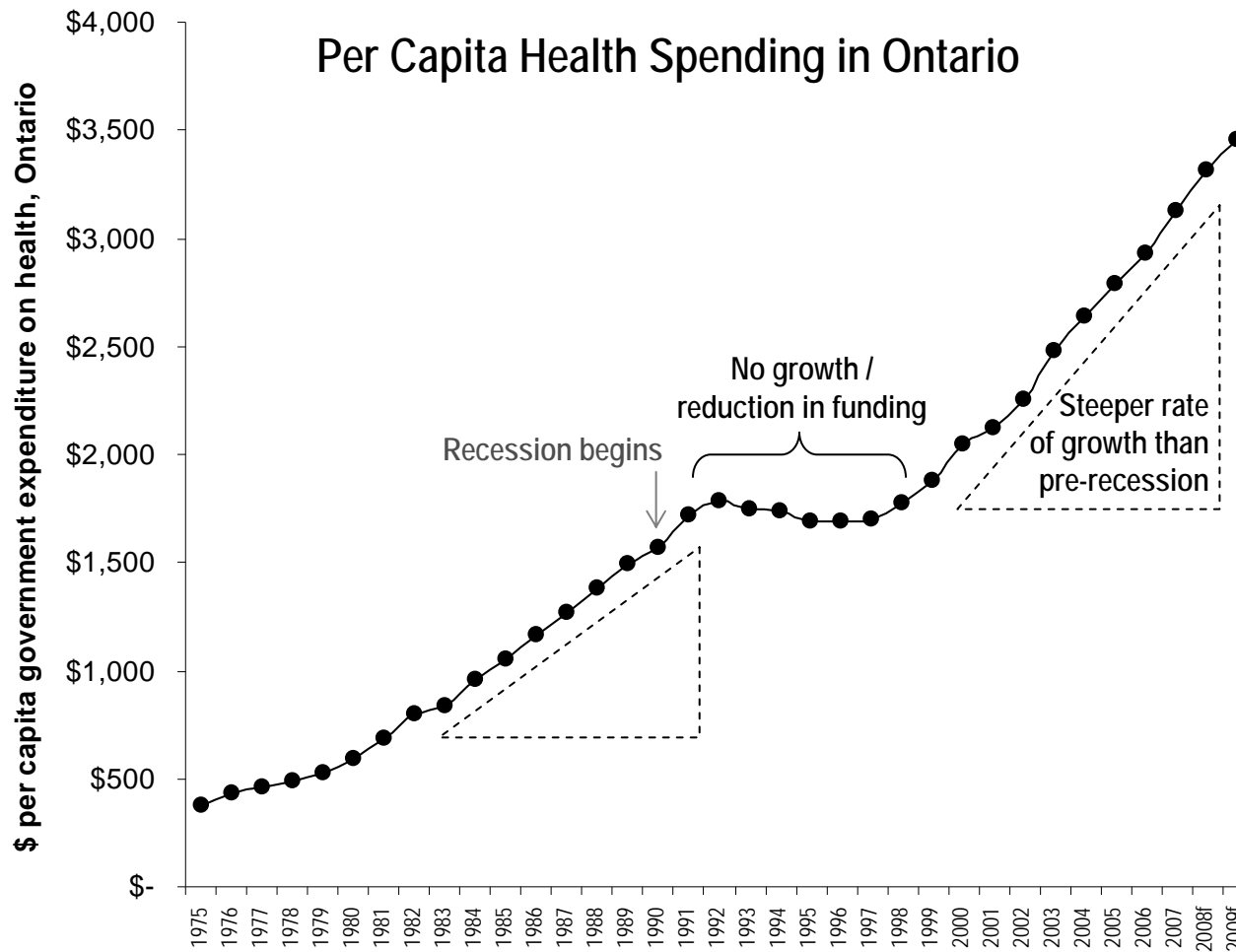
- Provide an overview of the proposed *Excellent Care for All Bill*
- Discuss importance of the proposed bill within broader strategy to improve quality, value and promote evidence-based health care
- Discuss what this means for patients, health care providers and all Ontarians

Need for Reform

“How do we fund the best health care without crowding out all the other priorities we share -- like investing in our schools, helping our vulnerable, protecting our environment, and investing in infrastructure and economic development?”

- Speech from the Throne, March 8, 2010

Cuts and containment can result in higher costs in the future



Source: CIHI data 2009. In current dollars.

Evidence shows us opportunities for improvement

- 40,000 patients were admitted to hospital last year for ambulatory care sensitive conditions that could have been better managed in the community
- Last year, there were 140,000 cases of patients readmitted to hospital within 30 days of original discharge.
- Over 5,000 x-rays and 49,000 electrocardiograms were performed last year for patients about to undergo cataract surgery, when evidence shows these tests to have no clinical benefit
- Many Ontarians with diabetes and other chronic diseases are still not receiving all care recommended by clinical guidelines

A focus on quality improves health outcomes

- In Saskatchewan, the independent Patient First Review highlighted that quality practice can, in many cases, result in savings to the system
- Sault Ste Marie Group Health Centre reduced the number of patients re-hospitalized for heart failure by 43% and achieved a 25-33% reduction in diabetes-related complications
- The US Veterans' Health Administration achieved both improved patient outcomes and lowered their spending with structural reforms focused on quality

The Throne Speech and Budget introduced a plan for ensuring sustainable health care in Ontario

“Your government will create an independent, expert advisory body to provide recommendations on clinical practice guidelines. It will ensure that future investments get results and improve patient health.”

“It will introduce legislation to make health care providers and executives accountable for improving patient care.”

“Your government will build on the success of the wait time reduction strategy by ensuring that – for more and more services – money will follow the patient.”

This plan for reform is founded on a set of guiding principles



Quality and its continuous improvement is a critical goal across the health care system

- **Key issues:**
 - No requirement for hospitals to have a committee focused on the quality of patient care
 - Health care organizations do not consistently track quality of the patient experience, or have mechanisms to answer patient concerns
 - Health care executive compensation not consistently tied to the quality of care delivered within their organizations
 - Critical incidents not being reported in a timely manner

The proposed *Excellent Care for All Bill* would strengthen health organizations' accountability for quality

Requirements would begin with hospitals, and through regulation could be extended to other health organizations:

- Every hospital would have a committee dedicated to quality of care
- Hospitals would develop public annual quality improvement plans
- Hospital executive compensation would be linked to achieving improvements set out in these improvement plans
- Hospitals would have a patient relations process to address patient, client and caregiver relations
- Hospitals would conduct regular patient/client/caregiver and staff satisfaction surveys
- Every hospital would create and publicly post a declaration of values
- Proposed regulations under the *Public Hospitals Act* would strengthen board governance and ensure timely reporting of critical incidents to appropriate parties

Quality of care is supported by the best evidence and standards of care

Key issues:

- Wide variations in clinical practice
- Inconsistent adoption of best practices, guidelines and protocols
- Payment mechanisms for services slow to adjust to clinical evidence
- Lack of transparency and public participation in terms of deciding what health services are funded by government

The proposed *Excellent Care for All Bill* would support providers in delivering evidence-based care

- The proposed bill would expand the functions of the Ontario Health Quality Council (OHQC) to include promoting evidence-based health care by:
 - making recommendations to the system respecting clinical practice guidelines and protocols
 - making recommendations to the Minister concerning the Government of Ontario's provision of funding for health care services and medical devices

New payment, policy and planning will support quality and the efficient use of resources

Key issues:

- Current hospital global budget funding is based mainly on historical factors
- Financial incentives often work against hospitals improving their quality and efficiency of the care they deliver
- Money does not follow the patient; a patient's choice of provider is not reflected in the funding hospitals receive
- Nearly all developed nations now use more advanced patient-centred funding methods for hospitals than Ontario

The ministry intends to move towards a patient-based payment policy to fund hospitals

Under the new payment system, there will be:

- Transparency in how much care should cost, based on clinical evidence
- Clear expectations on the volume of services to be provided
- More volume and funding for hospitals that deliver high quality care

The new policy will be informed by consultations and simulations with hospitals, LHINs and other stakeholders

Care is organized around the person

Key issues:

- Ontarians have a difficult time accessing and understanding information about where they can get the best health care
- Fragmented policies and payment structures make it difficult for providers to integrate care across the system
- Patient safety problems and adverse events, such as hospital readmissions, frequently occur at the ‘seams in the system’

The ministry will provide information to the public and help providers deliver patient-centred care

- Build on existing public reporting efforts to pull together performance data in one easy-to-access place
- Ensure that the patient experience is a key factor for continuous quality improvement among providers
- Focus on health system initiatives that support coordination among providers in managing patient transitions in care (e.g. hospital to home) and reducing avoidable hospitalizations

What these reforms would mean for Ontarians

- Providers would be more responsive to patients
- Providers would be supported with the best evidence to continually improve the quality of care they deliver
- Health organizations would put the patient experience at the centre of their operations
- Funding and compensation would reflect quality and value
- Ontarians would have more information and more choice over their health care

Thank you.

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