

Excellent Care For All.



Implementing the Legislation

The Excellent Care for All Act (ECFAA) received Royal Assent on June 8, 2010. The Act includes requirements for:

- Quality committees;
- Annual quality improvement plans;
- Executive compensation linked to performance targets;
- Patient/client/caregiver surveys to assess satisfaction with services;
- Staff surveys to assess satisfaction with employment;
- Declarations of values; and
- A patient relations process.

These changes will occur first in Ontario hospitals, but will then be applied to all health care organizations throughout the province.

Supporting Success

Implementing the ECFAA, with all of its various requirements, will require time and commitment, as well as support from the government. To that end, the following measures have been taken.

ECFAA Implementation Working Group

The Implementation Working Group was established in July to support Ontario hospitals in their efforts to implement ECFAA. This group includes representatives from the MOHLTC, OHA, OHQC, LHIN and hospitals. The Working Group will be advising the Ministry of Health and Long-Term Care on how best to implement the various components of the ECFAA.

Updates, Webcasts, Conferences

Regular updates are provided on our website at www.ontario.ca/ExcellentCare. Here you can get the most up to date information, support and guidance on the Legislation and its implementation. In partnership with the MOHLTC, the OHA has hosted a number of events (webcast September 15, ECFAA conference October 15) and plans to deliver more over the coming months to ensure the field is appropriately supported and informed. Moreover, if you have questions regarding the Legislation, please email them to ecfaa@ontario.ca.

Training and Education

The Ministry is currently looking into collaboration with Canadian and Ontario organizations with expertise in training and educating hospitals on quality and patient safety. This education is planned to include all levels of the organization from the board and CEO to front-line staff. We hope to provide you with more information on timelines once they become available.