

Excellent Care For All.



Excellent Care for All Strategy

Ontario's Excellent Care for All strategy is designed to blend quality and value in such a way that Ontarians will be able to count on their health care system for generations to come. It puts patients first by ensuring that every health care dollar spent is used to provide the best possible care.

The strategy is based on four guiding principles:

- Care must be organized around the patient to support his or her health.
- Continuous quality improvement is a critical goal.
- Policy, planning and payment must support both the quality of health care and the efficient use of resources.
- Quality care must be informed and supported by the very best evidence and standards of care.

The Excellent Care for All Act (ECFAA)

This Act received Royal Assent on June 8, 2010 and it is the cornerstone of the Excellent Care for All Strategy. It is designed to drive a shift in culture right across the Ontario health care system by strengthening organizational focus on continuous quality improvement.

ECFAA sets out a number of requirements for health care organizations. These are being applied first in Ontario hospitals, but will then be extended to all health care organizations across the province. They include:

- 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.

In the year since ECFAA became law, hospitals have fully embraced the principles of the Act. As of April 1 2011, all public hospitals in Ontario have quality improvement plans in place and available to the public. In addition, the compensation of hospital executives is now being tied to the performance of their hospitals.

ontario.ca/excellentcare

Patient-Based Payment

The Patient-Based Payment strategy will shift Ontario hospital funding to a new system that creates the right financial environment for providers to deliver high quality, evidence-based care.

Ontario hospitals are currently funded mainly through traditional global budget approaches that are based largely on historical factors and do not reflect the patients and communities that the hospitals serve. The new patient-based payment policy will link hospital budgets to the services that hospitals deliver. Funding rates will be based on the characteristics of patients treated, and informed by clinical evidence. This 'money follows the patient' approach is a more evidence-based approach to funding that builds on similar methods being used in many other jurisdictions around the world.

Health Quality Ontario (HQO)

Health Quality Ontario (HQO) was officially launched on April 1, 2011. It consolidates several programs and organizations, including the former Ontario Health Quality Council, into one entity. Previously, HQO functions included supporting continuous quality improvement and public reporting. With the consolidation, HQO's mandate now also includes promoting evidence-based care and health system monitoring. Specifically, HQO will focus on:

- **Evidence and care standards** – making evidence-informed recommendations on standards of care to improve quality and strengthen adherence to best practice and reduce variation in care;
- **Tools and quality improvement supports** – translating evidence into practical tools and quality improvement (QI) supports to accelerate adoption by health care providers;
- **Reporting and monitoring** at both system and organizational levels to track process and encourage quality improvement;
- **Evidence-based funding recommendations** to the Minister with regards to investments and coverage of health care services and devices.