

Excellent Care for All Webcast

Hospital Implementation of New
Legislation

September 15, 2010

Note:

This overview is presented for the convenience of reference only, and all parties should continue to refer to the legislation. Nothing in this overview should be construed as legal advice.

Webcast Overview

- Highlights of the Excellent Care for All Strategy
- Hospital requirements under ECFAA
- Process and timelines for implementation
- Questions for the Panel

Excellent Care for All Strategy

The strategy includes:

1. The Excellent Care for All Act (ECFAA)
 - Strengthen organizational focus on quality and its continuous improvement
 - ECFFA (Bill 46) became law on June 8th, 2010
2. Strengthening evidence-based health care delivery
 - Foundational elements:
 - Expanded mandate and capacity of the Ontario Health Quality Council
 - Shift to patient-based payment for hospital services
 - Near-term initiatives:
 - Evidence-based changes to select OHIP insured services
 - Quality improvement initiatives targeting readmission reduction

Key components of ECFAA

Requirement for health care organizations, starting first with **hospitals**, to:

- Establish **quality committees**, which would report to the board on quality-related issues
- Develop annual **quality improvement plans** and make the plan available to the public
- Ensure that **executive compensation** is linked to achievement of the performance improvement targets set out in the annual quality plan
- Carry out **patient, client, and caregiver surveys**
- Carry out **employee / care provider surveys**
- Have a **patient relations process** and make information about the process available to the public
- Produce a **patient declaration of values** after consultation with the public

ECFAA Implementation Working Group

- A working group has been established to support Ontario hospitals in their efforts to implement ECFAA
- First bulletin circulated on Sept. 1, 2010
<http://www.health.gov.on.ca/en/ms/ecfa/public/updates.aspx>

ECFAA Implementation Working Group Members

- **Tai Huynh**, Director, Excellent Care for All Strategy, MOHLTC (Chair)
- **Anthony Dale**, Vice President, Policy and Public Affairs, OHA
- **Elizabeth Carlton**, Director, Policy & Legislative/Legal Affairs, OHA
- **Sandra Hanmer**, CEO, Waterloo Wellington Local Health Integration Network
- **Ben Chan**, CEO, Ontario Health Quality Council
- **Nizar Ladak**, Chief Operating Officer, Ontario Health Quality Council
- **Ray Hunt**, Chief Executive Officer, Espanola Regional Hospital and Health Centre
- **Sharon Pierson**, Director, Quality, Patient Safety and Clinical Resource Management, Hamilton Health Science
- **Carolyn Baker**, President and CEO, St. Joseph's Health Centre
- **Jillian Paul**, Project Lead, Excellent Care for All Strategy, MOHLTC
- **Margo Orchard**, Senior Consultant, Excellent Care for All Strategy, MOHLTC
- **Maria van Dyk**, Team Lead, Planning and Negotiations, LHIN Liaison Branch, MOHLTC

Quality Committees

- Work is underway to define the composition, reporting requirements and responsibilities of the quality committees
- Draft regulations describing composition of the quality committee will be posted for public consultation in September

Patient surveys

- Annual patient surveying is a requirement for all hospitals
- Hospitals already using an existing tool such as the NRC Picker survey are expected to continue doing so
- Those not currently surveying patients are expected to do so by April 1, 2011
- Next steps involve identifying minimum requirements (patient groups, number of surveys) for compliance

Employee / Care Provider Surveys

- Hospitals already conducting surveys using an existing tool such as the NRC Picker tool are expected to continue doing so
- Those not currently surveying employees/care providers are expected to do so by April 1, 2012
- Next steps involve identifying best practices and minimum requirements (staff members to be surveyed, number of surveys) for compliance

Patient Relations Process

- It is expected that all hospitals will have a patient relations process that reflects the content of the patient declaration of values by April 1, 2011
- The ECFAA IWG is developing guidelines for the establishment of a patient relations process. These will be provided early in the new year

Patient Declaration of Values

- The ECFAA IWG is developing criteria to define an acceptable consultation process and appropriate declaration of values
- Recommendations on the consultation process will be provided in October
- Recommendations on the formation of a declaration of values will be provided in November

Quality Improvement Plans

- The expectation is for organizations to have quality improvement plans (QIPs) in place and publicly posted for the fiscal year beginning April 1, 2011
- The ECFAA IWG is working to support hospitals in the development of a QIP
- Expert Roundtable hosted by Dr. Terry Sullivan and chaired by Dr. Robert Howard held Sept. 8, 2010
 - Information regarding templates will be developed and shared with hospitals in October

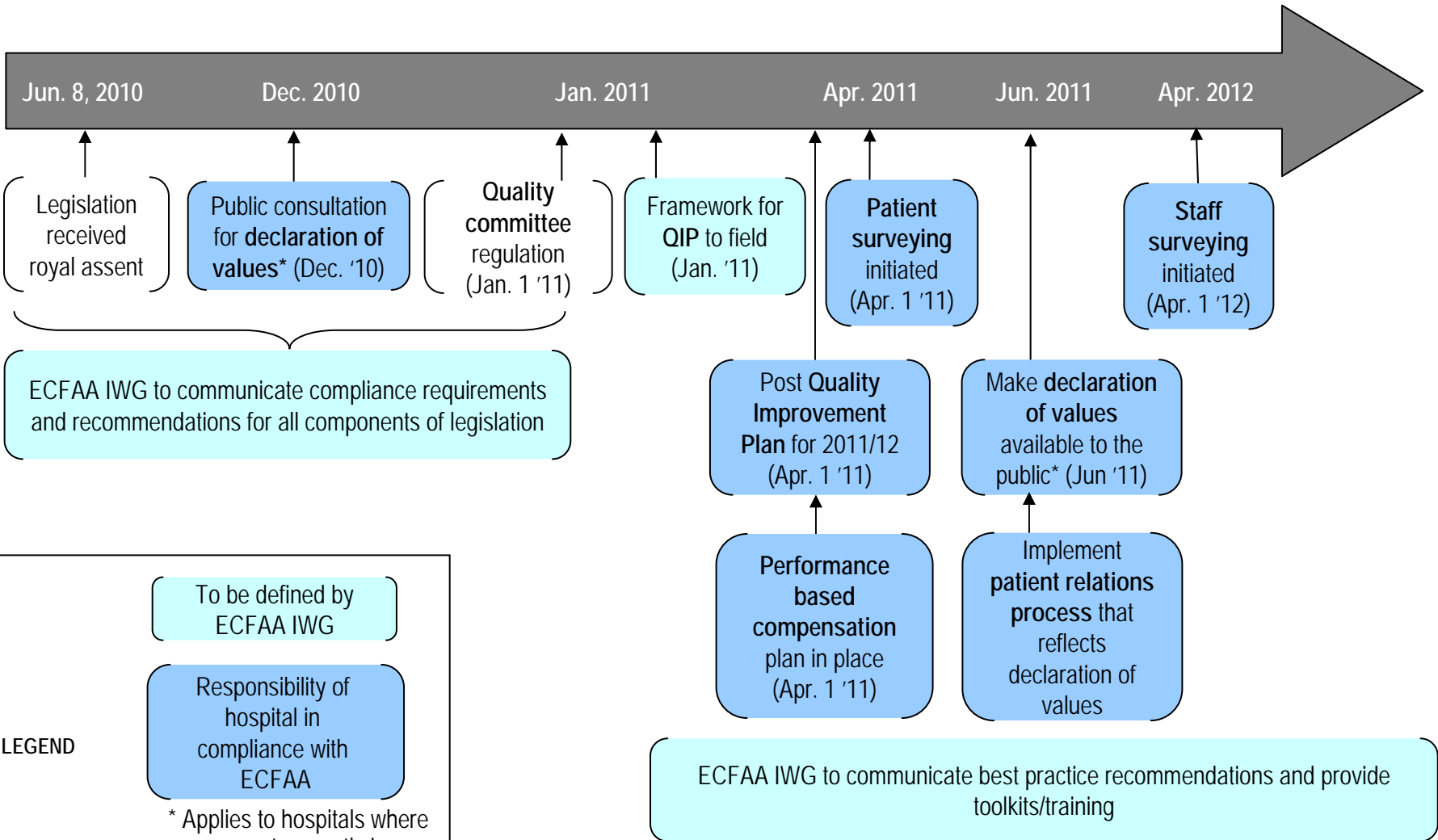
Performance-based Compensation

- As executive compensation is to be tied to the QIP, organizations are expected to include a performance based compensation plan as part of the QIP for the fiscal year beginning April 1, 2011.
- Suggestions for applicability beyond the CEO are currently being considered

Principles to guide implementation

FOCUS ON...	When	Goal
COMPLIANCE	GOAL FOR YEAR 1	Compliance with the Act
STANDARDIZATION	GOAL FOR OUT YEARS	Standardization across the field
PERFORMANCE	GOAL FOR OUT YEARS	Increasing performance

ECFAA Timelines



Next Steps

- For regular updates from the ECFAA Implementation working Group

<http://www.health.gov.on.ca/en/ms/ecfa/public/updates.aspx>

- Next bulletin scheduled for release early October
- ECFAA conference: October 15, 2010
- Other topics for future communication:
 - Patient-based payment
 - Initiatives on evidence-based practice
 - OHQC expanded mandate
 - Communications strategy

Questions?

- Panel:

Susan Fitzpatrick ADM, Negotiations & Accountability Management Division, MOHLTC

Tai Huynh Director, Excellent Care for All Strategy, MOHLTC

Ben Chan CEO, Ontario Health Quality Council

Tom Closson President & CEO, OHA

- Additional questions: ecfaa@ontario.ca