

Excellent Care for All Act Implementation Working Group *Terms of Reference*

Mandate:

The Excellent Care for All Act Implementation Working Group will support, guide and facilitate and coordinate implementation of ECFAA, its regulations and related quality initiatives.

Background/Context:

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

- Inter-professional quality committees (will report to boards on quality-related issues)
- Annual quality improvement plans (required to develop and make public)
- Executive compensation (linked to achieving improvement targets set out in the annual quality improvement plan)
- Patient/client/caregiver surveys (to assess satisfaction with services)
- Staff surveys (to assess satisfaction with employment experience and views about the quality of care provided by the health care organization)
- Declarations of values (developed after public consultation by health care organizations that currently do not have one)
- Patient relations process (address patient experience issues and reflect its declaration of values)

An implementation working group has been proposed, involving members of MOHLTC, OHA, OHQC, LHIN, hospital representatives and others as appropriate. The establishment of this working group was communicated to the hospital sector through the Minister's letter to hospital board chairs and CEOs on June 9, 2010.

To carry out their mandate and to facilitate compliance with the Act, the IWG will review several topics pertaining to the ECFAA including but not limited to:

- Quality Initiatives (quality committees, QI plans, executive compensation)
- Critical Incident Reporting
- Patient & Employee Surveying
- Patient Relations Process & Declaration of Values
- Communications and Education

Objectives/Deliverables:

The ECFAA IWG shall have the following responsibilities:

- Develop a work plan to implement ECFAA and associated regulations that have become law in Ontario;
- Identify and oversee the development of resources to facilitate implementation (e.g. AQIP template or criteria);
- Provide guidance respecting related quality initiatives (e.g., Critical Incident Reporting); and,
- Identify, develop and oversee communications regarding the Excellent Care for All Act.

Membership:

The ECFAA IWG shall be comprised of a core group of 8-10 individuals. To carry out their mandate, the IWG shall invite experts to meetings where respective topics are being discussed. The group will be chaired by Tai Huynh, Director, Excellent Care for All Strategy.

Membership includes:

- *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
- *Laura Kokocinski*, CEO, North West Local Health Integration Network
- *Kim Baker*, CEO, Central 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

Support/Secretariat:

Support for the IWG will be provided by the Ministry, with support from the OHA.

Accountability/Reporting Relationship

The ECFAA IWG will be accountable to Susan Fitzpatrick, Assistant Deputy Minister, Negotiations and Accountability Management Division.

Decision-Making

Decisions of the ECFAA IWG will be made by consensus. The majority of the members will constitute a quorum.

Timing and Reporting

The ECFAA IWG will begin meeting in July 2010 and will be expected to produce summative recommendations by established timelines as stated in the objectives/deliverables.

The ECFAA IWG shall meet biweekly or more frequently, as determined at the call of the Chair.

Meetings may be held by teleconference, or in person as required.

Expectations of the Working Group

The ECFAA IWG will be advising the Ministry of Health and Long-Term Care on how best to implement the various components of the ECFAA. The Group will discuss how best to acquire advice, options and recommendations from the field as they relate to implementation. Recommendations and options will be brought to the Group and reviewed to understand the best way for hospitals to comply with the requirements of the Act.