

Health System Fundamentals..

A Primer on Health System Literacy

Webinar 2

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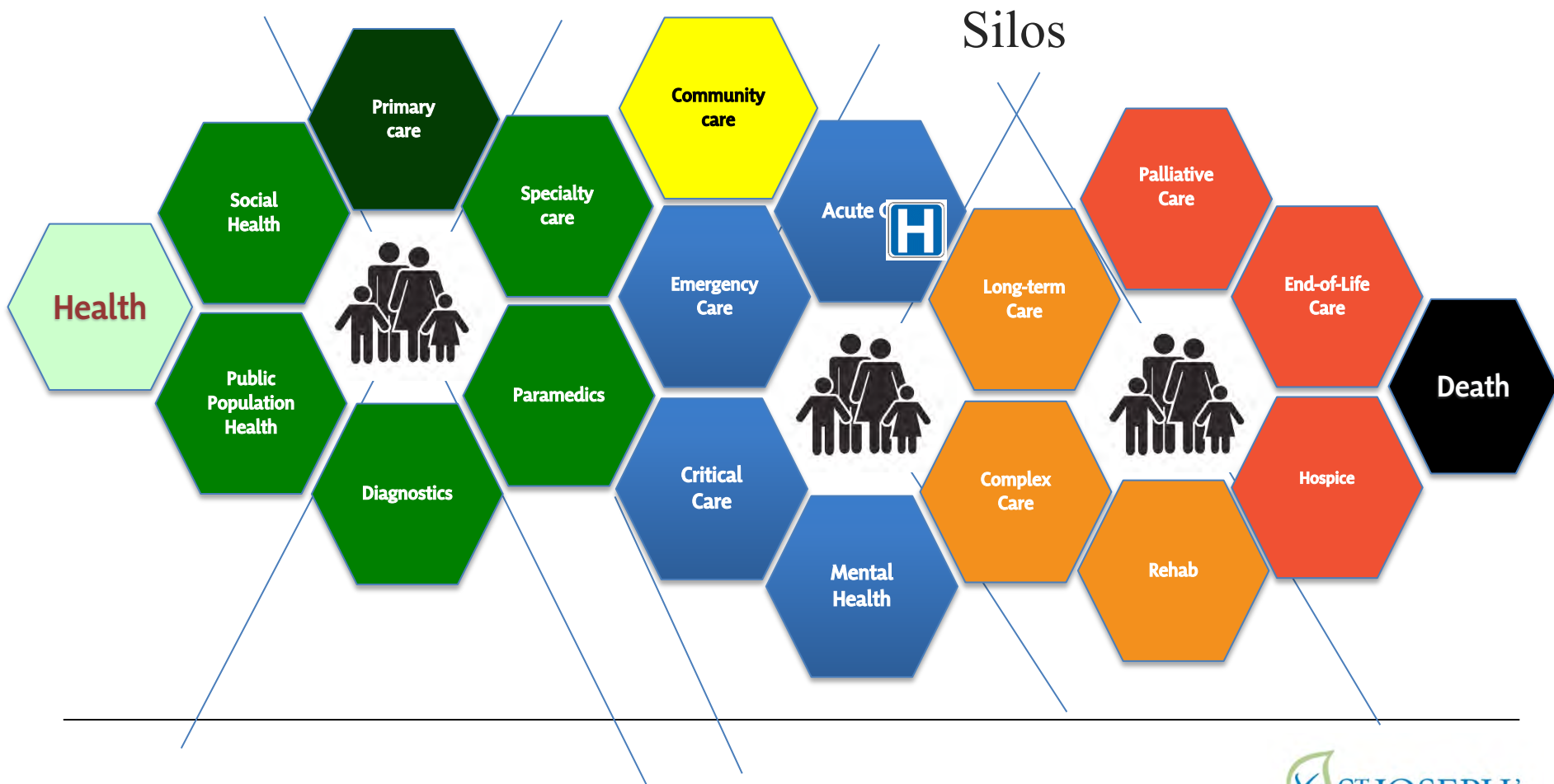
"A system is a set of interacting or interdependent component parts forming a complex or intricate whole"

Health Care System Performance Rankings

	AUS	CAN	FRA	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
OVERALL RANKING	2	9	10	8	3	4	4	6	6	1	11
Care Process	2	6	9	8	4	3	10	11	7	1	5
Access	4	10	9	2	1	7	5	6	8	3	11
Administrative Efficiency	1	6	11	6	9	2	4	5	8	3	10
Equity	7	9	10	6	2	8	5	3	4	1	11
Health Care Outcomes	1	9	5	8	6	7	3	2	4	10	11

Source: Commonwealth Fund analysis.

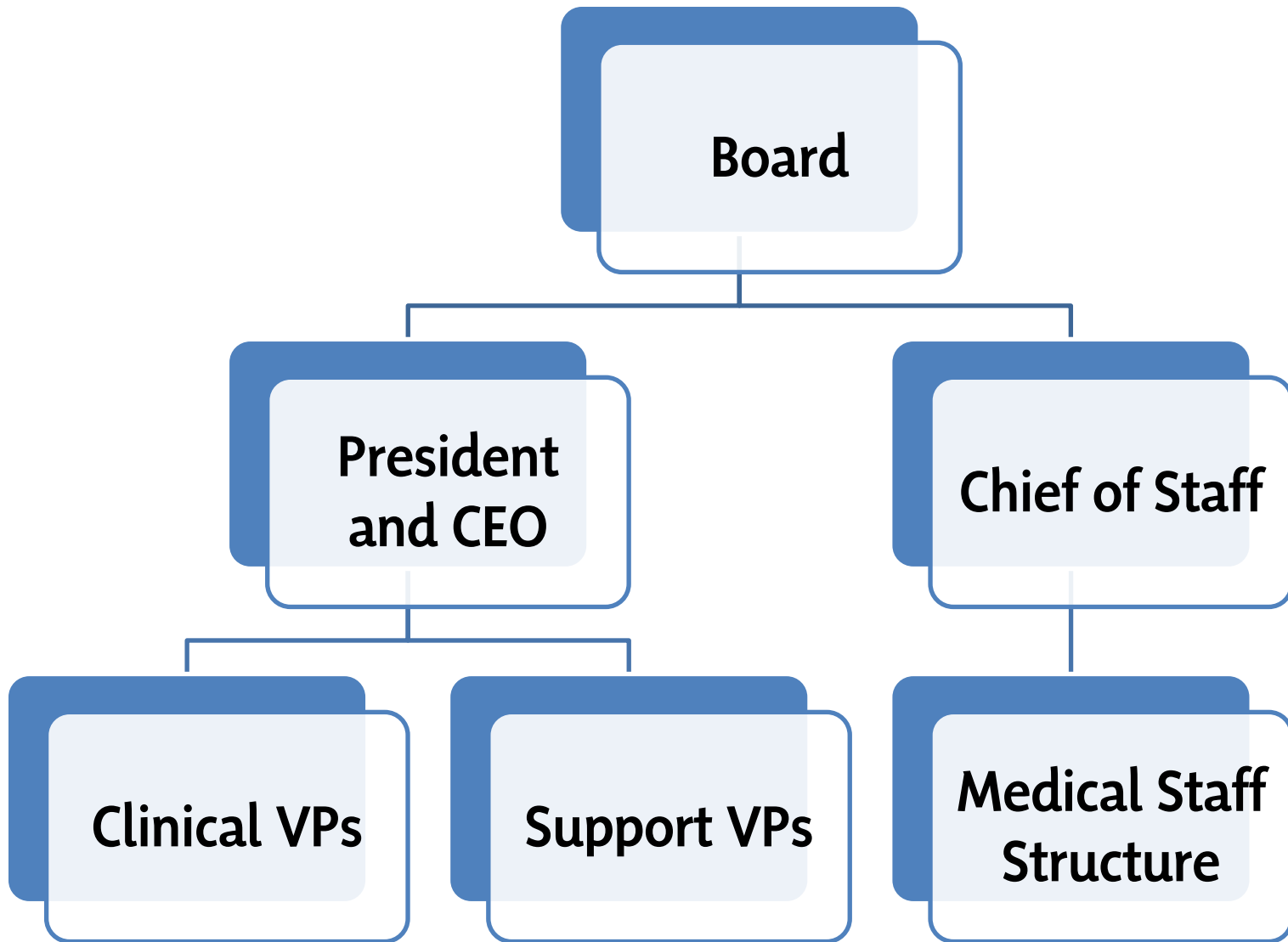
Overview of the Health "System"



What makes up the system today?

- Primary Care
- Home care
- Hospitals
- Doctors
- Community care
- Rehabilitation
- ODBP for Seniors and people on social assistance
- Public Health – vaccinations and other services
- OHIP+25 for non insured young adults and children
- Dental care for lower income children and seniors





Senate

President

Provost

Deans

What is the role of the Board?

- Financial Stewardship
- Responsible for oversight of the performance of organization
 - Quality of care delivered
 - Legislative compliance
 - Quality of work environment
- Appointment of CEO and Chief of Staff/Chair of MAC
- Appointment of physicians, dentists and midwives
- Strategic Plan including Mission, Vision, Values
- Meeting Accountability Agreements

What are Accountability Agreements?

Legal Agreements between the Ontario Health /MOH and the organization

- Funding
- Volume corridors
- Wait times
- Other quality requirements
- French Language Services
- Indigenous Cultural Training

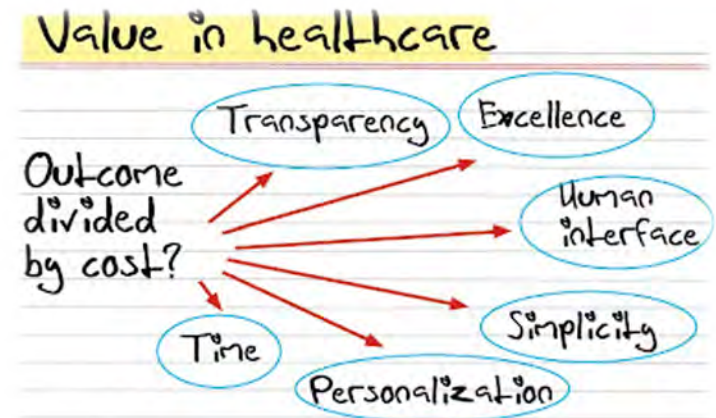
Example: St. Joseph's signs an HSAA, LSAA and 4 MSAA's



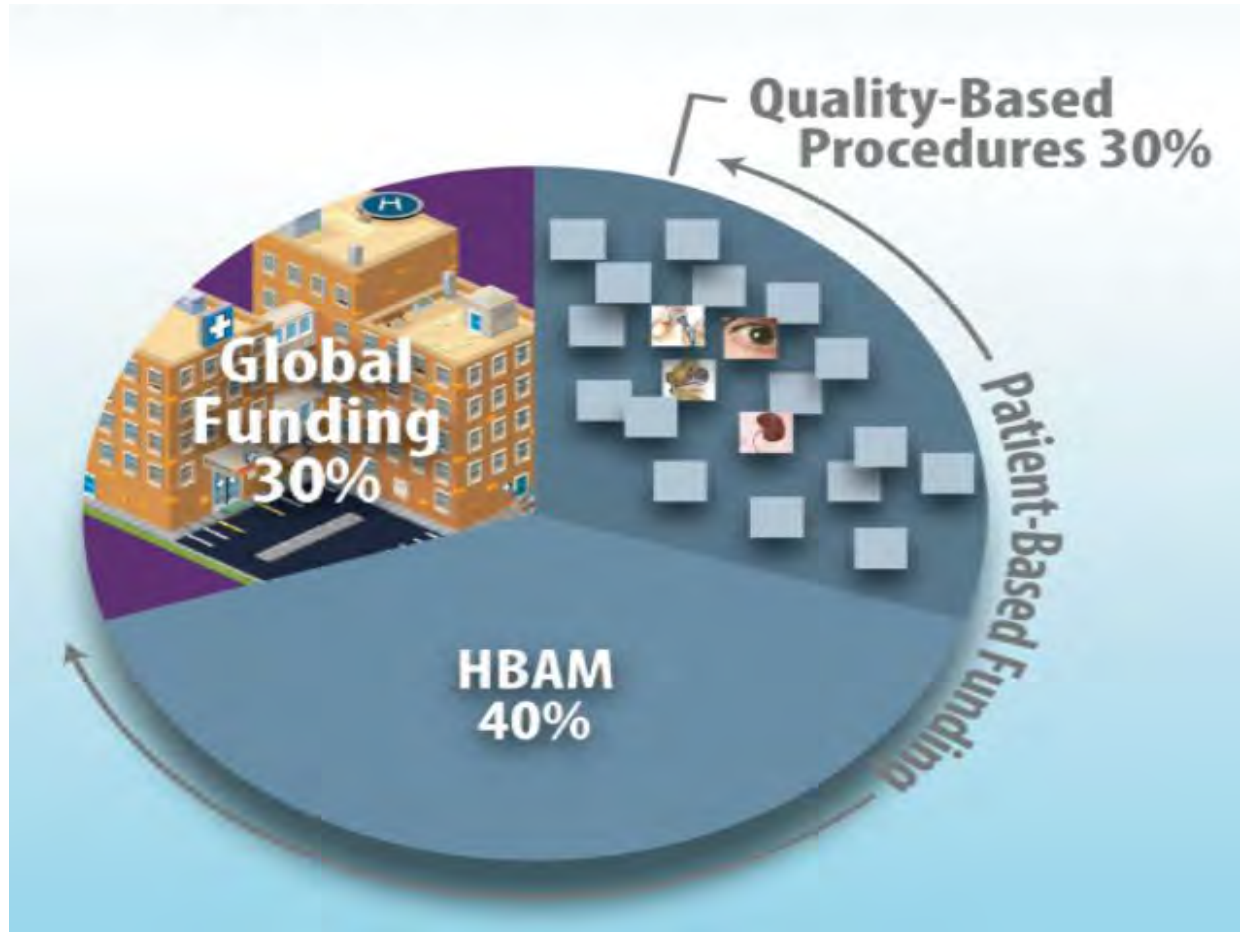
How are Hospitals Funded?

Health System Funding Reform

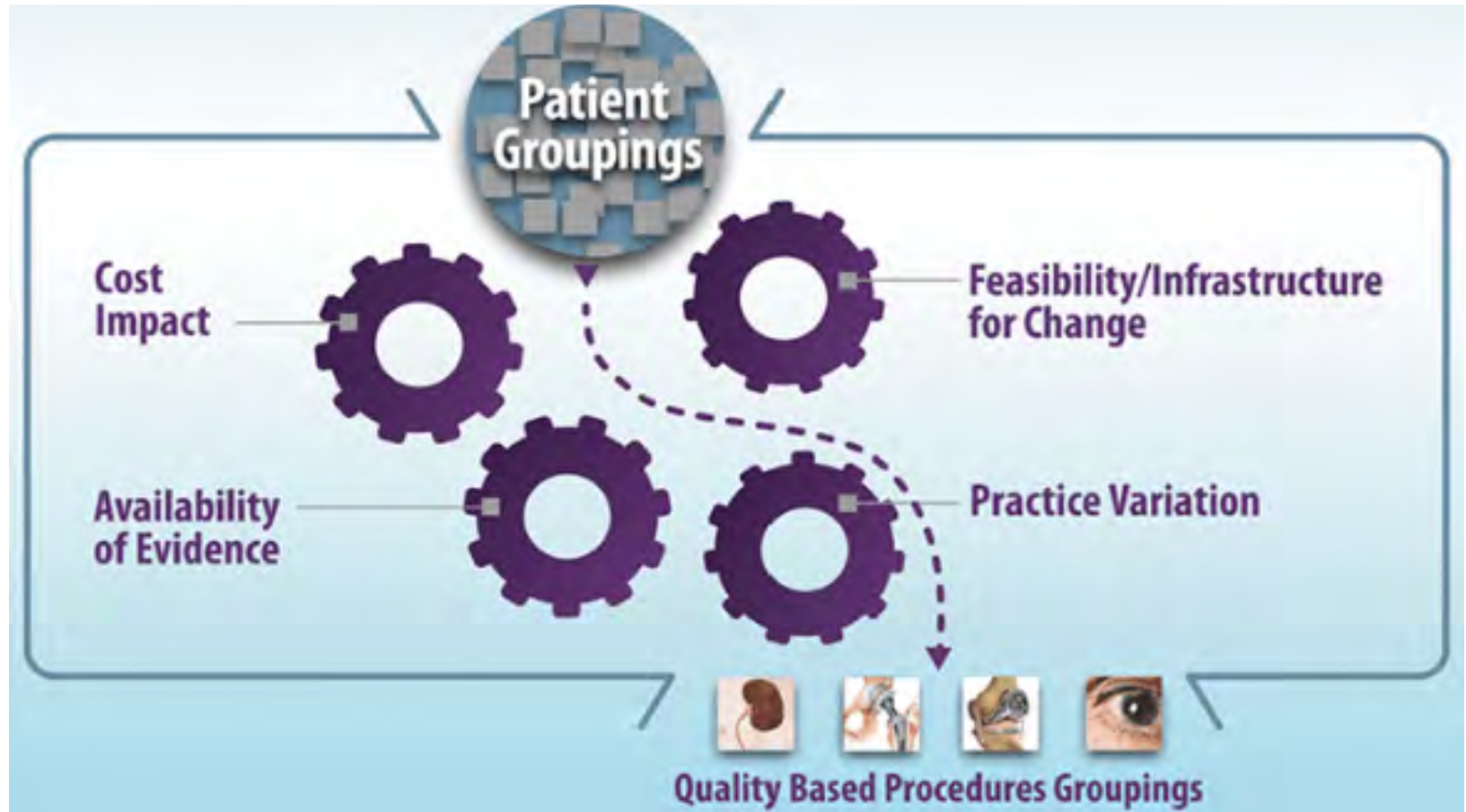
- Focus on “value”
- “Pie sharing” model
- Price per procedure in select areas with intention to integrate quality



Health System Funding Reform (HSFR) - Goal



Quality Based Procedures (QBP)



How is the system funded?

Physicians and other community regulated providers

- Physicians
- Physiotherapy
- Other allied health providers
- Chiropractors
- Massage therapists
- Other complementary health providers



How is the system funded?

Home care and community services

- Long Term Care are prescribed line by line budgets
- Home care is based on a variation of HBAM
- Community agencies are provided a global budget but are not allowed to carry over any surplus and there is no support for deficits
- Family physicians are either Fee for Service or capitation models with or without funding for an interprofessional team

Where do you see the challenges in the various funding models within the system?

Where do you see opportunities to enhance the funding?

How can you in your role add "value"...outcome/costs

How is the system measured?

Key indicators and measures

- Wait times
- Safety- hand hygiene, infection rates
- Number of people requiring an alternate level of care (ALC)
- Safe, effective, patient centred, efficient, timely, equitable



What is Quality?

Health Quality Ontario defines health quality as “achieving better health outcomes and experiences for every person living in Ontario”

- Systems thinking
- Improving processes
- Customer focus
- Monitoring/measuring
- Reducing variability
- Collaboration/participation



Embrace Health Quality

● A health system with a culture of quality is . . .

● ...stays true to these principles

- Safe
- Effective
- Patient-centred
- Efficient
- Timely
- Equitable



● . . . and can only happen when we

Engage patients and the public

Redesign the system to support quality care

Help professionals and caregivers thrive

Ensure technology works for all

Support innovation and spread knowledge

Monitor performance with quality in mind

Build a quality-driven culture

A just, patient-centred health system committed to relentless improvement. Let's make it happen.

Read our vision for achieving a quality health system
Quality Matters: Realizing Excellent Care For All

Translating External to Internal



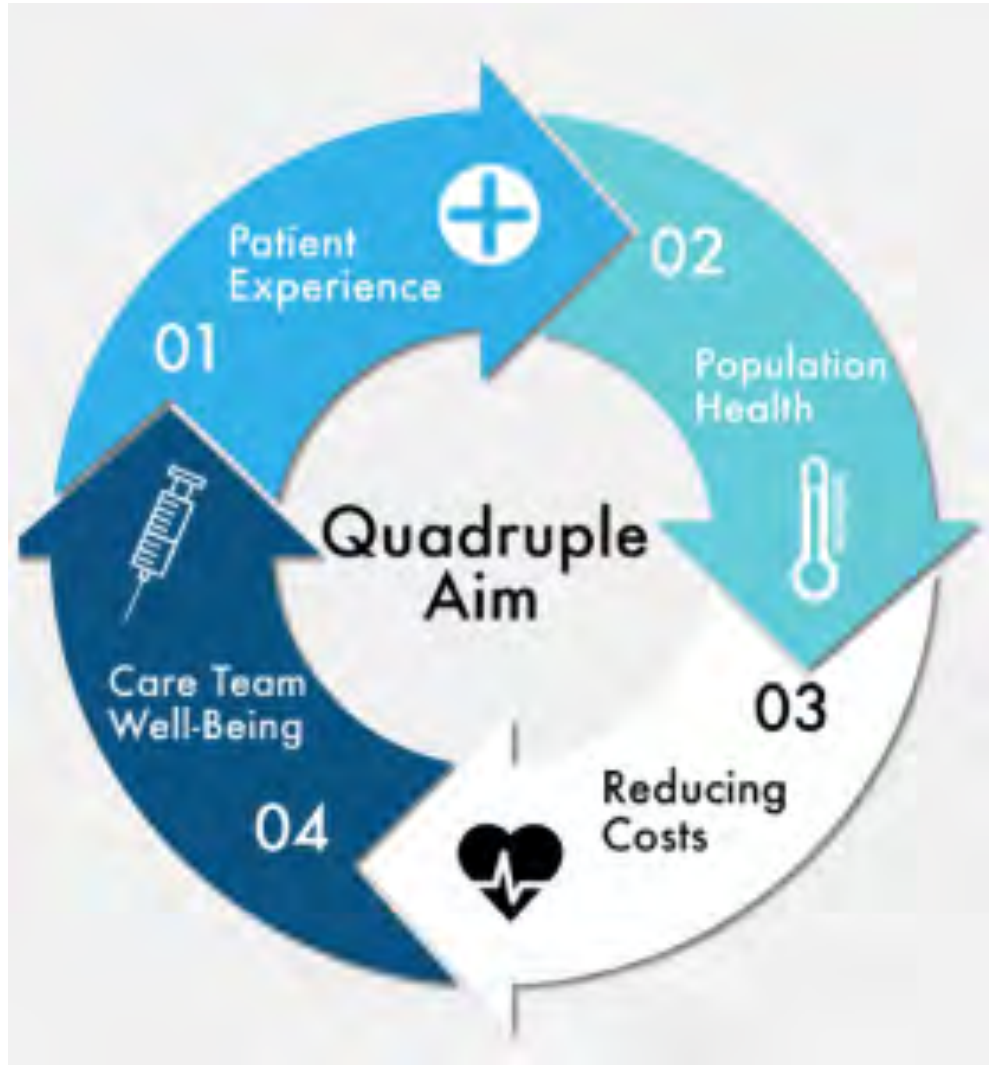
Excellent Care for All Act (2010)

- Mandated establishment of Quality Committees of Boards, composition and key accountabilities
- Review of critical incident data
- Respond to MAC recommendations on systemic or recurring quality of care issues
- Make recommendations to the Board regarding quality improvements or policies
- Ensure best practice information on quality and safety is shared across the organization
- Oversee preparation of the Quality Improvement Plan
- Strong focus on patient experience

Quality Improvement Plan (QIP)

Health Quality Ontario

- “A QIP is a **public, documented set of quality commitments** that a health care organization makes to its patients, clients, residents, staff and community on an annual basis to improve quality through focused targets and actions.”
- The QIP should both complement system and provincial priorities and address local opportunities for priority improvements.
- The QIP should be a blueprint to support improvement.



Quadruple Aim

Quadruple aim questions

- How do we improve patient outcomes and experience?
- How do we improve the health of the population?
- How do we ensure the system is sustainable?
- How do we create a great work environment?

As you consider your work environment how would consideration of all these above questions impact how you approach your role?

Reflection: what can I do differently tomorrow to contribute to the Quadruple Aim?