

# INFORMATION REPORT

<b>TO:</b> Mayor and Members Board of Health	<b>WARD(S) AFFECTED:</b> CITY WIDE
<b>COMMITTEE DATE:</b> September 16, 2013	
<b>SUBJECT/REPORT NO:</b> Ontario Public Health Organizational Standards Compliance: Board of Health Self-Evaluation BOH11003(b) (City Wide)	
<b>SUBMITTED BY:</b> Elizabeth Richardson, MD, MHSc, FRCPC Medical Officer of Health Public Health Services Department	<b>PREPARED BY:</b> Mila Ivanova (905) 546-2424 Ext. 7091
<b>SIGNATURE:</b>	

## Council Direction:

At its meeting on May 16<sup>th</sup> the Board of Health received a presentation on the Ontario Public Health Organizational Standards (OPHOS) and self-evaluation as a part of continuous improvement. Staff are now returning to the BOH having reviewed the methodologies used by other Public Health units and developed an approach which will be used moving forward.

## Information:

On May 16, 2013, the BOH received the presentation "Ontario Public Health Organizational Standards: A Review..." including an outline of BOH governance models. Self-evaluation as part of continuous improvement was highlighted in the presentation. Staff committed to review the methodologies used by other Public Health and to define an approach which will be used moving forward.

It has been recognized that self-evaluation is a best practice in good governance and a valuable continuous quality improvement tool. The Ontario Public Health Organizational Standards are designed "to help promote organizational excellence, establish a foundation for effective and efficient program and service delivery and contribute to a public health sector with a greater focus on performance, accountability and sustainability"<sup>1</sup>.

When the OPHOS were launched in 2011 it was an expectation of the Ministry of Health and Long-Term Care (MOHLTC) that boards of health would take timely action to address identified gaps. In November 2011, staff presented Report BOH11003(a) Ontario Public Health Organizational Standards Compliance to the BOH to outline the areas of full, partial and non-compliance. Two areas of non-compliance were identified: BOH continuing education and self-evaluation.

To address the gap in continuing education non-compliance, staff have provided the BOH with continuing education opportunities at meetings such as Emergency Preparedness (September 2012) and Governance (May 2013).

The MOHLTC does require the self-evaluation process to include consideration of whether:

- Decision-making is based on access to appropriate information with sufficient time for deliberations;
- Compliance with all federal and provincial regulatory requirements is achieved;
- Any material notice of wrong doing or irregularities is responded to in a timely manner;
- Reporting systems provide the board of health with information that is timely and complete;
- Members remain abreast of major developments in governance and public health best practices, including emerging practices among peers; and
- The Board as a governing body is achieving its strategic outcome<sup>1</sup>.

A number of Boards of Health in Ontario have already implemented self-evaluation. Staff contacted several of these health units to gather information on the methodology they used and lessons learned. Methodologies used by other health units have included both paper and electronic dissemination of their surveys with the trend moving towards electronic. In both methods, individual results were submitted with no identifying information and final reports were presented only as a summary of aggregate data.

### **Board of Health Self-Evaluation Tool for Hamilton**

In order to be relevant to Hamilton's governance structure, a modified survey and process were developed based on tools and processes in use by other health units.

Several consultations were held during the process of tool development:

- Consultations with other BOHs (North Bay Parry Sound, Durham Region, Ottawa, Niagara Region) and with the Association of Local Public Health Agencies.
- Internal consultations were held with City Mayor as a chair of BOH, Mayor's office, chair of Governance Subcommittee and Senior Management Team.

The Hamilton Board of Health Self-Evaluation Tool will have two parts:

- The first part involves self-reflection using a tool adapted from North Bay Parry Sound. Members can use the tool to reflect on their own experience. It is designed for members' personal use only and is not to be submitted. The Self Reflection Tool will be distributed to the members in January 2014, along with information about the next phase of the Board Self Evaluation Process.
- The second phase is a survey which will be distributed in hard copy via mail approximately two weeks after the first step of self-evaluation. All BOH members will be required to anonymously complete and submit this survey at the following BOH meeting.

The information will be collated and the results presented back to the BOH in a summary report at its April 2014 meeting along with any proposed recommendations for a continuous improvement.

As self-evaluation is designed to be an iterative process, the next round of BOH Self Evaluation is planned for November 2015.

***BOH self-evaluation aligns with the 2012-2013 Strategic Plan:***

Strategic Priority #2. Valued & Sustainable Services

*We deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.*

***Strategic Objective:***

2.1 Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.

*Continuous quality improvement activities such as BOH self-evaluation can help to improve services, cost effectiveness and create efficiencies.*

There are no financial implications associated with this process. There is no impact for additional staffing related to this work as it falls within existing staff resources.

**References**

- <sup>1</sup> Ministry of Health and Long-Term Care and Ministry of Health Promotion and Sport. Ontario Public Health Organizational Standards. Toronto, ON: Queen's Printer for Ontario; 2011. Available from: [http://www.health.gov.on.ca/en/pro/programs/publichealth/orgstandards/docs/org\\_stds.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/orgstandards/docs/org_stds.pdf)