

CITY OF HAMILTON

PUBLIC HEALTH SERVICES *Planning and Business Improvement Division*

TO: Mayor and Members Board of Health	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: March 18, 2013	
SUBJECT/REPORT NO: Public Health Accreditation 2013 Application (BOH13006) (City Wide)	
SUBMITTED BY: Elizabeth Richardson, MD, MHSc, FRCPC Medical Officer of Health Public Health Services Department	PREPARED BY: Debra Clarke (905) 546-2424 Ext. 5752
SIGNATURE:	

RECOMMENDATION

- (a) That members of the Board of Health agree to participate in the accreditation process and appoint the chair and one other councillor who will meet with the Ontario Council on Community Health Accreditation representatives during the on-site visit occurring on June 17 – 19, 2013;
- (b) That all members of the Board of Health agree to complete a brief questionnaire and submit to the Ontario Council on Community Health Accreditation;
- (c) That staff report back to the Board of Health in Fall 2013 with the results of the Accreditation Survey conducted by Ontario Council on Community Health Accreditation in June 2013.

EXECUTIVE SUMMARY

Hamilton Public Health Services (PHS) has been accredited continuously with Ontario Council on Community Health Accreditation (OCCHA) since 1989, demonstrating Hamilton's on-going commitment to accountability and continuous quality improvement.

Accreditation is currently a voluntary process but the OCCHA standards align almost completely with the Ministry of Health and Long Term Care's (MOHLTC) Ontario Public Health Organizational Standards (Organizational Standards) for Boards of Health and Local Public Health Agencies.

The OCCHA Accreditation process runs on a three year cycle with the first year of the cycle being marked by a full comprehensive on-site three day survey followed by a brief one day annual review in year's two and three. The last full survey was conducted in June 2010 with annual reviews being conducted in June 2011 and 2012.

The full accreditation survey this year will be held on June 17–19, 2013 when the surveyors will review documentation and interview Board of Health (BOH) members, staff and community partners.

Participation by the BOH is required in the form of the completion of a brief written questionnaire by all members and an interview with the Chair and potentially one additional BOH member by an OCCHA surveyor on either June 17th or 18th.

Alternatives for Consideration – See Page 4

FINANCIAL / STAFFING / LEGAL IMPLICATIONS (for Recommendation(s) only)

Financial: The cost of accreditation includes an annual fee of \$6,800 which is built into the departmental budget and is a 75/25 cost-shared expenditure with the MOHLTC.

Staffing: A Project Manager from the Planning and Business Improvement Division is the Accreditation Project Manager. The Project Manager coordinates preparations for accreditation by collecting information and documentation for the accreditation questionnaire and for the on-site survey; preparing staff, BOH members and community partners for their role in the accreditation process; and liaising with OCCHA personnel before, during and after the site visit.

It requires approximately 0.25 FTE Project Manager to complete preparation of the survey during the survey year and approximately 0.1 FTE to submit our annual reporting in non-survey years.

Legal: No legal implications

HISTORICAL BACKGROUND (Chronology of events)

Hamilton (PHS) has been an accredited health unit for 23 consecutive years by OCCHA and is the longest standing OCCHA accredited public health unit in Ontario. OCCHA is an independent agency directed by a Board whose members are appointed by professional associations to promote accountability and excellence in public health. OCCHA has been in existence since 1981.

The OCCHA accreditation process operates on a three year cycle. In the first year of the cycle the health unit undergoes a full comprehensive survey where the OCCHA representatives are on-site for three days reviewing documentation, interviewing BOH members, PHS staff and community partners and conducting a review of personnel files.

The last full survey of PHS was completed in June 2010 marking Year One of the cycle. In each of the following two years, annual reviews were conducted to monitor on-going accreditation status, and review progress on requirements, recommendations and suggestions made during the Year One full survey.

On June 17–19, 2013, OCCHA will return to Hamilton to conduct a full comprehensive on-site survey which will begin the next cycle. They will return for brief annual reviews in June of 2014 and 2015. Appendix A provides a timeline and key milestones of the accreditation process for 2013 through 2015.

Hamilton also has a program, Child and Adolescent Services in the Family Health Division, who is required to participate in an additional accreditation process against standards set by Children's Mental Health Ontario (CMHO). In previous years, the CMHO process included the achievement of OCCHA standards as part of their process. Due to changes in the CMHO organization, this year the interconnection between the OCCHA and CMHO processes is still to be determined.

POLICY IMPLICATIONS/LEGISLATED REQUIREMENTS

In 2011, the MOHLTC launched the Organizational Standards for Boards of Health and public health agencies to support organizational accountability and capacity. These standards are one aspect of the Provincial Performance Management Reporting System of Local Public Health Agencies.

Although the MOHLTC has not yet implemented compliance reporting for the Organizational Standards, the OCCHA Accreditation Standards currently align with the majority of the Organizational Standards. The MOHLTC is considering accreditation as

a component of the overall performance measurement framework for health units in Ontario.

RELEVANT CONSULTATION

The following departments will need to be consulted for the purpose of gathering documentation of compliance in preparation for the June accreditation survey:

- City Manager's Office – Human Resources, Legal Services
- Corporate Services – Risk Management, Clerks, Finance and Administration

Community agencies with whom PHS are partners will also need to be contacted to provide input to OCCHA on the strengths and weaknesses of their relationship with PHS.

ANALYSIS / RATIONALE FOR RECOMMENDATION

(include Performance Measurement/Benchmarking Data, if applicable)

Accreditation by OCCHA is the current gold standard for benchmarking operations across public health units in Ontario. OCCHA Accreditation Standards also align with the MOHLTC Organizational Standards for Boards of Health and public health agencies which is one aspect of the Provincial Performance Management Reporting System of Local Public Health Agencies.

ALTERNATIVES FOR CONSIDERATION

(include Financial, Staffing, Legal and Policy Implications and pros and cons for each alternative)

Choosing not to be accredited would be an alternative to undergoing the OCCHA Accreditation process. The implications are as follows.

Financial: The annual \$6800 would be saved. Costs would be incurred to replace all printed material being distributed acknowledging Hamilton PHS as an accredited health unit.

Staffing: Staff time dedicated to preparation and maintenance of the Accreditation Standards would be reallocated to other PHS priorities. This includes program staff and

approximately 0.25FTE of Project Manager during Year 1 of the cycle and 0.1 FTE Project Manager during Years 2 and 3 of the cycle.

Staff time would still be required to ensure compliance with the Organizational Standards by the Board of Health and PHS.

Legal: No legal implications

Other implications:

- OCCHA would notify the MOHLTC that Hamilton was no longer accredited;
- All Certificates of Accreditation would have to be removed from City buildings, and notations removed from the website;
- The opportunity to measure compliance and accountability with the MOHLTC Organizational Standards by an external body of peers would be missed; and
- A key component of the continuous quality improvement framework would be lost which significantly contributes to the effective and efficient operation of PHS.

ALIGNMENT TO THE 2012 – 2015 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.
- 2.4 Accreditation of Public Health Services provides assurance to the Board of Health and the public that the PHS is committed to a culture of excellence and continuous improvement of services.

APPENDICES / SCHEDULES

Appendix A – Accreditation 2013 to 2015 Milestones and Timelines

Accreditation 2013 to 2015 Milestones and Timelines

The following table provides an overview of the key milestones and timelines for the next OCCHA Accreditation three (3) year cycle.

Timeline	Milestone
April 2013	The completed application signed by the Chair of the Board of Health and Medical Officer of Health and agency questionnaire will be submitted to OCCHA.
May 2013	Pre-survey questionnaires will be sent to: <ul style="list-style-type: none"> • BOH members; • Randomly selected PHS staff; and • Community partners.
May/June 2013	Pre-survey questionnaires should be completed and submitted to OCCHA by the: <ul style="list-style-type: none"> • BOH members; • Randomly selected PHS staff; and • Community partners.
June 17-19, 2013	OCCHA surveyors will conduct a three-day, on-site survey. Activities during the on-site survey will include: <ul style="list-style-type: none"> • A Welcome Luncheon, which is an opportunity for OCCHA surveyors to meet with BOH members, PHS management and key PHS staff; • Surveyors will review documents and conduct interviews with two (2) BOH members, PHS staff and community partners; • A closing meeting between the surveyors and the PHS senior management team (PHSMT), to review initial key findings.
Fall 2013	Final results of the survey sent by OCCHA and reported to the Board of Health.
June 2014	Year Two (2) annual review visit (one day).
June 2015	Year Three (3) annual review visit (one day).
March to June 2016	Preparations for the next OCCHA accreditation survey cycle.