

December 11, 2012

Excellent Care for All Act The New Role of the Health Service Provider Board

Following the introduction of the Excellent Care for All Act in 2010, there has been a fundamental shift towards increased accountability across the system. Everyone involved in health care is expected to become more accountable. As a result, boards are quickly realizing the growing responsibility being placed upon them.

What is Accountability?

It is important to remember that accountability does not mean finding fault; rather, it stands for measuring outcomes and recognizing improvements. In a recent article by Ted Ball, Ball identifies the true qualities of accountability as: respect, trust, inquiry, moderation, curiosity, and mutuality*.

*“Accountability is not about assigning after-the-fact blame. Rather, it’s about providing before the fact incentive for success, and room for decision-making, risk-taking and growth.**” – Ted Ball*

In the new model of health care, accountability means setting goals, taking actions to achieve those goals, and measuring and reporting results.

Board Accountability and the New Quality Committees

As the health care system continues to evolve, there is an increasing expectation that LHIN and health service provider boards play a more important role in holding their agencies accountable to metrics-based results. The Excellent Care for All Act (ECFAA) indicates that:

“Every health care organization shall establish and maintain a quality committee for the health care organization” – [ECFAA 3. \(1\)](#)



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To date, hospitals now have quality committees that report directly to their boards. Every quality committee has the following responsibilities ([ECFAA 4.](#)):

1. To monitor and report to the responsible body on quality issues and on the overall quality of services provided in the health care organization, with reference to appropriate data.
2. To consider and make recommendations to the responsible body regarding quality improvement initiatives and policies.
3. To ensure that best practices information supported by available scientific evidence is translated into materials that are distributed to employees and persons providing services within the health care organization, and to subsequently monitor the use of these materials by these people.
4. To oversee the preparation of annual quality improvement plans.
5. To carry out any other responsibilities provided for in the regulations. 2010, c. 14, s. 4.

Accountability at the ESC LHIN

Since the formation of the ESC LHIN, accountability has been a core value for the organization. The ESC LHIN staff and board place a great deal of emphasis on accountability by ensuring that our actions are open and transparent. For example, the ESC LHIN:

- Holds Open Board Meetings for the public
- Strives to increase accessibility to the Open Board Meetings by offering them in a variety of locations across the region and, when possible, webcasting the meetings
- Offers an [Open Mic session](#) at the start of each Open Board Meeting where anyone is welcome to speak to the board for up to five minutes
- Posts Open Board Meeting material on the ESC LHIN website (www.eriestclairlhin.on.ca). *NOTE: the ESC LHIN Board has recently approved new posting guidelines. Look for an upcoming LHINfo Minute on the changes.*
- Forms quality-based sub-committees focused on accountability, including the Quality Council, Communications and Outreach Committee, and Quality and Safety Committee
- Ensures that health service provider boards are engaged in discussions about health care system changes by creating the Leadership Councils

Over the next year, our health service provider boards will play a pivotal role in helping to evolve our local health care system. Working with legislation such as the Excellent Care for All Act, we will continue to deliver better care, better experiences, and better value for everyone.

LEARN MORE

For more information about the Erie St. Clair LHIN, please visit: www.eriestclairlhin.on.ca

For more information please contact Shannon Sasseville, Director, Communications and Community Engagement, Erie St. Clair



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Erie St. Clair LHIN HEALTH CARE UPDATE

www.eriestclairhin.on.ca

LHIN, at 1-866-231-5446 ext. 3225 or at shannon.sasseville@lhins.on.ca

ABOUT THE ESC LHIN

The Erie St. Clair LHIN is a Ministry of Health and Long-Term Care agency that plans and pays for health care services totaling a billion dollars a year in our region alone – everything from hospitals to Meals on Wheels.

The Erie St. Clair LHIN strives to make the health care system better by understanding and responding to local needs and by getting services to work together more efficiently. That's how we'll all get better health care, while saving money and making the system sustainable for our children and grandchildren.

*Redefining accountability: An Essential Structural Change Requirement for Healthcare – September 24, 2012. TED BALL:

<http://quantumtransformationtechnologies.com/category/blog/#September%2024,%202012>

“Ted Ball has spent the past 10 years learning about organization transformation and whole system redesign in the health, education and high technology sectors. Ted's focus has been on the integration of systems thinking-based tools for strategy development, strategic alignment and strategy execution. He is a leading expert in accountability systems design, cultural transformation, transformational leadership development, and coaching.”

<http://www.leonarddomino.com/team/tedball.aspx>



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