

## HEALTH SYSTEM INDICATOR INITIATIVE

### Communiqué #4

November 2010

#### ***Health System Indicator Initiative***

The Health System Indicator Initiative is a LHIN-led initiative that brings health system partners together to create awareness and alignment in our collective pursuit to establish a coordinated, system-based approach to indicator identification, development, maintenance, and reporting.

### INTRODUCTION

This communiqué is the fourth in a series distributed to health system partners including health service providers, Ministry of Health and Long-Term Care, Ontario Health Quality Council, Canadian Institute for Health Information, Institute for Clinical Evaluative Sciences, Cancer Care Ontario, and Local Health Integration Networks regarding progress and outcomes from the LHINs' Health System Indicator Steering Committee (HSISC).

### LHIN INDICATOR FRAMEWORK

The LHIN Indicator Framework was developed as a tool for LHINs to identify indicators to monitor the performance of the health care system and the health service providers (HSPs) delivering services. A tactical and operational tool, the goal of the framework is to allow LHINs and HSPs to work together to identify and monitor indicators that support the achievement of provincial and local priorities. The framework focuses on the components of and enablers to the delivery of quality health care services (across the continuum of care) to the people of Ontario. Designed to support organizational and system performance measurement, the framework encourages health care providers to work together in support of improved outcomes and experiences. The draft framework and accompanying guide were shared with health service provider partners for their input and feedback.

## SERVICE ACCOUNTABILITY AGREEMENT INDICATORS

A key task for the HSISC was to identify a list of recommended indicators by November 2010 to be included in the upcoming new Hospital Service Accountability Agreement (H-SAA) and Multi-Sector Accountability Agreement (M-SAA). A Technical Working Group (TWG) consisting of representation from various system partners was therefore established and has been working diligently over the past few months on the indicator selection process. In consultation with hospital and community sector representatives, the TWG developed indicator selection criteria and identified a draft list of M-SAA and H-SAA indicators for the upcoming agreements, in alignment with the new LHIN Indicator Framework. In order to streamline indicators, the TWG also developed common indicator classifications:

- Accountability - indicator has been recommended to be included as a measure of accountability in the agreement;
- Explanatory - complementary indicator that provides context to accountability indicators;
- Developmental - indicators requiring further validation that would be good outcome measures of (system) performance, and are supported by the LHINs and sector for developmental work over the course of the agreements.

Technical specifications for all accountability and explanatory indicators are currently being collated, in alignment with the ministry Resource for Indicator Standards (RIS).

Throughout this process, the HSISC has maintained a strong focus on recommending indicators that will enable system partners to measure and understand the achievement of milestones and outcomes in establishing a more coordinated, system-based approach to care. With some minor edits and suggestions, the HSISC approved the list of indicators proposed by the TWG. The recommended indicators will now be presented to the M-SAA Steering Committee and H-SAA Steering Committee for final approval and inclusion in the upcoming agreement schedules.

## ENGAGEMENT OF HEALTH SERVICE PROVIDERS

A Health Service Provider Engagement Plan was developed by the HSISC to establish a planned approach to engaging HSPs in the identification and development of indicators. Additional opportunities for consultation with HSPs and sector representatives are being continually identified, tracked and monitored, to ensure broad collaboration throughout the process. As outlined in the Engagement Plan, a Sector Strategy Consultation Team and Technical Consultation Team were established to facilitate the engagement of HSPs in the indicator selection process. Individual LHINs will further engage HSPs at the local level during the agreement consultation, negotiation and implementation phases.

### Sector Strategy Consultation Team

This team consists of cross-sectoral health leaders, with a mandate to work with HSISC to review the listing of indicators proposed by the TWG from a strategic lens. In addition, the sector strategy consultation team finalized the sector engagement strategy as well as the process for the selection of proposed indicators to be utilized by the TWG.

## Technical Consultation Team

Hospital and community sector consultation teams, consisting of sector representation with technical content knowledge, reviewed the draft listing of indicators developed by the TWG and provided their feedback focusing on indicator usage and data quality. Consultation teams were encouraged to further engage individuals from their specific sectors to solicit additional feedback. These consultation teams were critical in identifying key indicators (existing and new) and determining the feasibility of reporting those indicators. Further collaboration resulted from the discussions of these consultation teams as the different sectors agreed to work together in the development and implementation of system level indicators that span across all sectors.

## NEXT STEPS

The HSISC will present final indicator recommendations to the M-SAA and H-SAA Steering Committees. In an effort to continue the engagement of HSPs, the final list of recommended indicators will be shared with the sectors that were involved in the indicator selection process. The TWG will be finalizing the indicator technical specifications and providing contextual information for each of the finalized indicators to facilitate their use by LHINs and HSPs. The TWG will also be refreshing its membership and establishing work plans in collaboration with the sectors for the developmental indicators over the next few months.

The next meeting of the HSISC will be held on November 25<sup>th</sup>, 2010. A key area of focus will be on reviewing indicator initiatives within OHQC, the ministry and other partners that the HSISC can leverage for its upcoming work.

This completes the first phase of HSISC's mandate. The HSISC extends its gratitude to all the stakeholders that were involved in finalizing the list of indicators.

Further updates on the progress of this initiative will be provided in upcoming communiqués. Communiqués will be circulated broadly using established communication channels through LHINC.

### For further information, please contact:

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#### **LHIN Collaborative (LHINC)**

LHINC is a provincial advisory structure. LHINC engages health service providers, their Associations and the LHINs collectively on system-wide health issues related to the LHINs' mandate.