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BACKGROUND

WHAT IS THE OHQC?

The Ontario Health Quality Council (OHQC) is an independent agency mandated to support quality improvement in the Ontario healthcare system. The Council is funded by the Government of Ontario through the Ministry of Health and Long-Term Care. The Council reports directly to Ontarians on access to publicly funded health services, human resources in health care, consumer and population health status, and outcomes of the health system.

We highlight the good work that's done within the health system, we encourage others to learn from it and change for the better and we promote and support quality improvement programs at every level of care. It's also our job to draw attention to areas that need to be improved. Our goal is to provide Ontarians, government and professional bodies with relevant, evidence-based information to help them make better decisions about healthcare.

From speaking to people across the province, we have found that Ontarians want a system that is accessible, effective, safe, patient-centered, equitable, efficient, appropriately resourced, integrated and focused on population health. We call these the *nine attributes of a high-performing health system* and use them to help assess and report on the quality of the publicly funded healthcare system.

The OHQC is mandated to release a yearly report on the quality of the health system in Ontario. The OHQC was created in September 2005 and released its first report in March 2006. The 2010 report is our fifth report.

WHO IS ON THE OHQC?

Council membership varies from nine to twelve appointed members from across the province with a diverse range of experience and expertise, including hospital governance, medicine, academic and research work, business, public and health policy, and aboriginal and community leadership.

The eleven current Council members are:

Lyn McLeod, Chair, is also the Ontario government representative on the Health Council of Canada. She served in elected political office, locally and provincially, for 33 years. First elected to the Ontario Legislature in 1987, Mrs. McLeod has served as Minister of Colleges and Universities, Minister of Natural Resources and Minister of Energy as well as serving on the policy and priorities board of Cabinet.

Victoria Grant, Vice-Chair, of Stouffville, is assistant negotiator of the Temagami First Nation Negotiations Unit. She has served as Coordinator of the Noojimawin Health Authority, and is a member of the advisory committee of the Indigenous Health Research Development Program at McMaster University and the University of Toronto.

Dr. Arlene S. Bierman of Toronto, Chair, Performance Measurement Advisory Board, is a general internist, geriatrician, and health services researcher, and is Associate Professor of Health Policy, Evaluation, and Management, Nursing, and Medicine at the University of Toronto.

Shaun Devine of Waterloo, Chair, Management and Resources Committee, is Assistant Vice-President and Senior Counsel at Sun Life Financial. He is also active in his community's family physician recruitment efforts and as a member of the Research Ethics Board for hospitals in Waterloo.

Faith Donald of Toronto is an Associate Professor in the School of Nursing, Ryerson University and is Affiliate Faculty with the CHSRF/CIHR Chair Program in Advanced Practice Nursing, McMaster University. She works on a locum basis as a nurse practitioner in a community health centre in Toronto. Dr. Donald earned a Graduate Diploma in Health Services and Policy Research and completed a two-year Postdoctoral Award from the Canadian Health Services Research Foundation. She has research experience in primary health care, long-term care, and oncology.

Bob Gardner of Toronto is Director of Healthcare Reform and Public Policy at the Wellesley Institute, an independent non-profit research and policy think tank. He has been an academic, public-sector executive and consultant, and has many years experience in HIV/AIDS, reproductive health and other community groups. He researches, writes and speaks widely on health equity policy, and works with governments, LHINs, service provider networks and community partners to develop effective strategies and action plans to enhance health equity. In 2008 he developed a comprehensive health equity strategic framework for the Toronto Central LHIN.

André Hurtubise of New Liskeard, is Assistant Professor at the Northern Ontario School of Medicine, and a medical advisor to several Long Term Care Facilities. He is a member of the Ontario Secondary Stroke Prevention Working Group, and the Ontario Long Term Care Physician Association Board of Directors, and was named Northern Region Family Physician of the Year in 2004.

Dr. Andy Molino of Ottawa, is a certified Psychologist and a founding and Senior Partner with the CCI Leadership Institute. His consultancy practice focuses primarily on Executive and Organizational Transformation, including management consulting, coaching, and training executive coaches. His coaching clients include senior executives in public and private sectors, including physician/administrators.

Dr. Janice Owen of Ilderton, is a family physician and co-founder of WomensHealth of London, specializing in delivering primary care women's health services to over 27,000 women in London and surrounding area. She also is a Regional Medical Director for the Ontario Telemedicine Network servicing the west region.

Gilbert Sharpe of Toronto is a partner in Fasken Martineau's Health Law Group and a former long-time Director of the Legal Branch of the Ontario Ministry of Health and Long-Term Care. He has been involved in health care policy development since 1975, with the Ministry of Health and with numerous ministries and agencies of the Ontario government as well as federal departments, and on behalf of clients since leaving government. He holds several professorships (Faculty of Health Sciences, McMaster University; Faculty of Medicine, University of Toronto) and is President of the Canadian Institute of Law and Medicine and Editor-in-Chief of Health Law in Canada.

Laura Talbot-Allan of Kingston, Chair Audit and Resources Committee, is president of the TalbotAllan Consulting Group, providing professional governance services, strategic risk management advice, and external relations guidance. She is also a member of the Boards and Committees of the: Desjardin Financial Security Life Assurance Co; Canadian Accounting Standards Oversight Council; Canadian Partnership Against Cancer; Canadian Food Inspection Agency; and Fellows FCMA Council of Quebec.

The work of the Council is supported by a team led by CEO Dr. Ben Chan. Dr. Chan is a leading figure in quality measurement and quality improvement in Canada. He was previously CEO of the Health Quality Council in Saskatchewan and was named Canada's Outstanding Young Health Executive of the Year in 2006. Dr. Chan has practiced across Ontario as a general practitioner and emergency department physician.

How we completed this report:

The OHQC routinely monitors indicators and data sources used throughout Ontario, Canada and internationally, and works with its Performance Measurement Advisory Board to select indicators for this report. Data is drawn from sources that include Ministry of Health and Long-term Care (MOHLTC) databases, Census Canada, international surveys from the Commonwealth Fund and many others. The Institute for Clinical Evaluative Sciences (ICES) helped us conduct many of the data analyses. Researchers, clinical experts and healthcare executives reviewed our findings for accuracy and validity.

For more information about the Ontario Health Quality Council, please visit www.ohqc.ca or call 416-323-6868, or toll free at 1-866-623-6868.