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## BACKGROUND

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### WHAT IS THE OHQC?

The Ontario Health Quality Council is an independent agency 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 healthcare, consumer and population health status, outcomes of the health system. The Council also has a mandate to support quality improvement in the healthcare 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 the healthcare system.

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 performance of the health system in Ontario. The OHQC was created in September 2005 and released its first report in March 2006. The 2009 report is our fourth report.

### WHO IS ON THE OHQC?

The Council is made up of nine to twelve appointed members from across the province who have 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 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** of Stouffville, Vice-Chair, owns and operates a consultation business, Nii Wi Wog Ina Mon, that specializes in mediation, facilitation and education, focusing on building bridges between Aboriginal communities, service organizations and government agencies.

**Dr. Arlene S. Bierman** of Toronto, Chair, OHQC's Performance Measurement Advisory Board, is a general internist, geriatrician, and health services researcher. She is the inaugural holder of the OHQC Chair in Women's Health, Associate Professor of Nursing, Health Policy, Evaluation, and

Management, and Medicine at the University of Toronto and Senior Scientist in the Li Ka Shing Knowledge Institute, St. Michael's Hospital.

**Shaun Devine** of Waterloo, 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 Region.

**Paul Genest** of Ottawa, Chair, Communications Committee, is President and CEO of the Council of Ontario Universities. He is a former assistant vice-president of Public Affairs and e-Services with Bell Canada and Director of Policy and Research to the Prime Minister.

**Dr. 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.

**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 Women's Health of London, specializing in delivering primary care women's health services to over 29,000 women in London and surrounding area. She is also an Adjunct Professor in the Department of Family Medicine at the Schulich School of Medicine and Dentistry, serves as a Medical Director for the Ontario Telemedicine Network, and is a member of the Board of Directors for the Canadian Society of Telehealth.

**Laura Talbot-Allan** of Kingston, Chair Audit and Resources Committee, is president of the TalbotAllan Consulting Group, and previously held senior executive roles with University of Waterloo and Federal government. She is also Chair of the Board of the Deposit Insurance Corporation of Ontario and a member of the Boards and Committees of the: Desjardin Financial Security Life Insurance Co; Canadian Accounting Standards Oversight Council; Canadian Partnership Against Cancer; Canadian Food Inspection Agency; and SMAC Pension Committee.

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.

## **WHERE DO WE GET OUR DATA?**

We collect data from a variety of sources, including surveys by the government and independent organizations such as the Commonwealth Fund, among others. Then we work with expert researchers at the Institute for Clinical Evaluative Sciences to analyze the data.

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**For more information about the Ontario Health Quality Council, please visit [www.ohqc.ca](http://www.ohqc.ca) or call 416-323-6868, or toll free at 1-866-623-6868.**