

# **The Client is Speaking: Are We Engaged?**

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Presentation to the Quality Healthcare Network Symposium – April 26, 2006

## Agenda

- Background:
  - Role and mandate of the Ontario Health Quality Council
- The Client is speaking – What is the client telling us?
  - Some insights from OHQC
- Are we engaged?
  - OHQC's plans for engagement

## **About the Ontario Health Quality Council**

- Created under the Commitment to the Future of Medicare Act, 2004
- Report to the Minister of Health and Long-Term Care and the public
- The 11 Members of the Council were first announced by the Minister on September 12, 2005
- Broad range of leadership skills and health expertise and come from communities across the province
- One cross-appointment to Canada Health Council
- Four staff (growing to six)

## **Mandate**

- Deliver a yearly report to the people of Ontario on access to publicly funded health services, health human resources, population health status and health system outcomes
- To support continuous quality improvement

## **Vision**

- A trusted, independent voice dedicated to improving the health and healthcare of all Ontarians.

## **2006 First Yearly Report**

### *Intent:*

- Accountability to Ontarians
- Help all to understand, ask questions and make views known
- Stimulus for improvement

# The Client is speaking –

*One framework=*

Attributes of a high-performing  
health system

*Ontarians want their health system to be:*

- Safe
- Effective
- Patient-centred
- Accessible
- Efficient
- Equitable
- Integrated
- Appropriately resourced
- Focused on population health

**Are we engaged?**

- Report dissemination
- Community outreach
- Evaluation

## **Community Outreach**

- 2 Community events per month in communities across Ontario
- Community Health Leaders' Reception and Town Hall
- Schedule
  - Ottawa (May)
  - London (June)
  - Thunder Bay (July)
  - Fall and onward (TBA – will be posted on website)

## **Community Outreach – Town Halls**

- Open to anyone, including health system providers, users and taxpayers
- Objectives:
  - To increase awareness of the OHQC and its work
  - To promote an active role for all in shaping the future of Ontario's health system
  - To provide language (i.e. attributes) and ideas to take a more active role
  - To invite / receive feedback on the attributes
  - To invite / receive feedback on the Council's work in general

## Evaluation

- Overall – to what extent has OHQC:
  - Improved accountability to Ontarians
  - Helped all to understand, ask questions and make views known
  - Stimulated actual improvement
- Outreach strategy:
  - Meet objectives
  - Identify opportunities to improve
  - Review feedback received
  - Participation level
  - Appropriate use of resources

# Questions or Comments?

*Thank you*

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