



The Hon. John McDermid – Opening Remarks

G2G & SENIOR LEADERSHIP FORUM Improving Health System Quality at the Local Level

Thursday, October 2, 2014



Ontario

Local Health Integration
Network
Réseau local d'intégration
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WELCOME REMARKS
The Hon. John McDermid, P.C.
Vice-Chair, Central West LHIN Board of Directors
Chair, Central West LHIN Board of Directors Quality Committee

Good afternoon everyone!

I hope you've been enjoying your lunch, and that you have been taking the time to network or reacquaint with colleagues and friends.

My name is John McDermid and as Vice Chair of the Central West LHIN Board of Directors and Chair of the Quality Committee, it is my sincere pleasure to welcome all of you to this G2G and Senior Leadership Forum.

Many of our LHIN Board Members including Board Chair, Maria Britto are here today and so too are the community volunteers that sit on the LHIN's Quality Committee - Cynthia Majewski and Bernie Souche .

The Central West LHIN's Leadership Team - including Scott McLeod, CEO... David Colgan, Senior Director Health System Integration... and Brock Hovey, Senior Director Health System performance - has also joined us today.

Folks, would you please stand? Thank you!!

Collectively we would like to thank all of you for taking the time to be here today.

As governors and health care leaders, these Forums provide us with the opportunity to come together in an important exchange of ideas and information... to learn about how we can keep getting better by working more collaboratively.

Last week the Central West LHIN had the pleasure of hosting the Minister of Health and Long-Term Care for a visit. A critical thinker, family doctor and Epidemiologist by background, Minister Hoskins emphasized the importance he places on high-quality, evidence-based, patient-centred care. Today's forum, with its focus on quality, works to ensure we place continued focus on similar outcomes.

To date, Health Service Providers from across the Central West LHIN have made significant improvements through respective quality initiatives.

The Central West CCAC, Bramalea and Rexdale Community Health Centres, Headwaters Health Care Centre and William Osler Health System all completed and submitted Quality Improvement Plans to Health Quality Ontario earlier this year.



Meanwhile, community support and mental health and addiction service providers have initiated a similar process starting this year.... and Long-Term Care Homes will be completing and submitting similar plans starting in April of 2015.

Also important, for LHIN-funded agencies, is the process of accreditation. Showcasing areas of excellence, this process also uncovers gaps relative to quality standards of care.

We recognize that a majority of Central West LHIN Health Service Providers are either in the process of becoming ... or have already become ... accredited.

Notably, sixteen non-accredited community-based service providers are now in the process of undertaking their first accreditation process.

Collectively the work that been completed by Health Service Providers across the LHIN is something you should all be very proud of and congratulated for.

Today, we will explore how we can build upon this solid foundation of work, to further collaborate, establish and achieve system level improvements.

Quality improvement is best achieved and sustained through collaboration across the entire system ... working in partnership with each other. And, it is so vitally important that what we undertake at the local level is aligned with undertakings at the provincial level.

This is why I am so pleased Dr. Joshua Tepper, President and CEO of Health Quality Ontario, is able to join us today ... to bring us the provincial message on improving quality through partnership.

Following Dr. Teppers presentation we will turn our sights on high-quality health care at the local level, where Brenda Fraser, Director Quality for the Central West LHIN will take us through the LHN's Quality journey to date, including its Quality Framework and proposed system level aims.

Throughout the course of the summer, the LHIN met with a host of Health Service Providers to solicit feedback on these aims. We look forward to sharing highlights of these findings with you today. And, as we move toward this portion of our afternoon together please keep in mind the following question that was noted in the pre-circulated materials emailed to you last week ...

- Do these aims represent important areas of health system improvement for the Central West LHIN... and are there any additional aims that need to be considered?

Information gleaned from both Dr. Tepper and Brenda's presentations will be used to subsequently inform the interactive roundtable discussions and feedback portion of the afternoon.

As you hear from both Dr. Tepper and Brenda please be mindful of these additional discussion questions:

- How can we work together to align and leverage our current and future work to achieve system level aims...
- Where do opportunities for a greater "systems" approach exist ... and ...



- What recommendations do you have for the LHIN that would support the achievement of these system level aims including capability and capacity building?

By the end of the afternoon together we will have...

- Gained valuable insight into the role of the Central West LHIN and local Health Service Providers within the provincial quality agenda ...
- Shared the Central West LHIN's quality journey including system level aims ...
- Shared initial Health Service Provider feedback regarding the Central West LHIN quality agenda, and sought additional feedback to support the further achievement of system level aims ...
- And, stimulated ongoing collaboration, alignment and knowledge exchange in pursuit of sustainable, high-quality, evidence-based and patient-centred care.

It is now my pleasure to introduce our keynote speaker for this afternoon Dr. Joshua Tepper, President and CEO of Health Quality Ontario.

An arm's length agency of the provincial government, Health Quality Ontario works in partnership with Ontario's health care system to support a better experience of care, better outcomes for Ontarians and better value for money.

Prior to his role with Health Quality Ontario Dr. Tepper was the inaugural Vice President of Education at Sunnybrook Health Sciences Centre. As Vice President, he was responsible for Sunnybrook's educational strategy and programming for learners, physicians and staff, patients and their families and the community.

Prior to joining Sunnybrook, Dr. Tepper was Assistant Deputy Minister (ADM) in the Health Human Resources Strategy Division of the Ministry of Health and Long-Term Care. As ADM he led the HealthForce Ontario health human resources strategy to ensure Ontarians have access to the right number and mix of qualified health care providers, now and in the future.

Dr. Tepper has also been active on a national scale as the senior medical officer for Health Canada, an adjunct scientist at the Institute for Clinical Evaluative Sciences (ICES), and a research consultant for the Canadian Institute of Health Information (CIHI).

Dr. Tepper has always remained in active practice serving marginalized populations and taking on clinical leadership roles. He has served as the Medical Director for the Inner City Health Associates and President of the Inner City Family Health Team. He was also previously the Vice-President of the Society of Rural Physicians.

Dr. Tepper holds a degree in Public Policy from Duke University, a Masters of Public Health from Harvard, and recently completed his executive Masters of Business Administration at the Richard Ivey School of Business.

Dr. Tepper.... Welcome!