

Ministry of Health

Office of the Deputy Premier
and Minister of Health

777 Bay Street, 5th Floor
Toronto ON M7A 1N3
Telephone: 416 327-4300
Facsimile: 416 326-1571
www.ontario.ca/health

Ministère de la Santé

Bureau du vice-premier ministre
et du ministre de la Santé

777, rue Bay, 5^e étage
Toronto ON M7A 1N3
Téléphone: 416 327-4300
Télécopieur: 416 326-1571
www.ontario.ca/sante



64-2019-80

Mr. Bill Hatanaka
Board Chair
Ontario Health
525 University Avenue, 5th floor
Toronto ON M5G 2L3

Dear Mr. Hatanaka:

Re: Ministry of Health – Ontario Health Accountability Agreement

The Ministry of Health (the “ministry”) has been working closely with you and Ontario Health’s leadership team on the transition of select health agencies (the “legacy agencies”) into Ontario Health. With the first wave of transfers scheduled to occur on December 2, 2019, it is important to ensure key accountability expectations related to Ontario Health’s operational, funding and health system performance are documented.

In order to support the first wave of transfers, the ministry and Ontario Health agree that existing accountability documents between the ministry and the legacy agencies are reflective of the operational, funding, and performance expectations that will be in place for Ontario Health as of December 2, 2019.

Both the ministry and Ontario Health acknowledge that in accordance with the minister’s transfer orders made under Part V of the *Connecting Care Act, 2019* (“CCA”), effective December 2, 2019, all assets, rights, liabilities and obligations of the legacy agencies will transfer to Ontario Health. Collectively, along with this letter, the following are considered the accountability agreement between the ministry and Ontario Health for the purposes of section 19 of the CCA (the “OH Accountability Agreement”):

- accountability agreement between Her Majesty the Queen in right of Ontario and Cancer Care Ontario effective April 1, 2014, as amended
- accountability agreement between Her Majesty the Queen in right of Ontario and Health Quality Ontario dated April 1, 2015, as amended
- accountability agreement between Her Majesty the Queen in right of Ontario and eHealth Ontario effective April 1, 2019

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Mr. Bill Hatanaka

- transfer payment agreement between Her Majesty the Queen in right of Ontario and HealthForceOntario Marketing and Recruitment Agency effective October 1, 2011, as amended
- the key functions and supports outlined in Appendix 1 of the Ministry-Health Shared Services Ontario Memorandum of Understanding, executed on June 12, 2017 (attached for reference).

As of December 2, 2019, Ontario Health will perform and observe, all obligations of the legacy agencies under the OH Accountability Agreement. Ontario Health will assume the reporting obligations of the legacy agencies and work with the ministry to streamline and integrate the reporting as necessary for both parties.

The ministry and Ontario Health also agree that the ministry is responsible for setting the operating allocation for Ontario Health, and Ontario Health will spend the funds in accordance with the terms and conditions provided by the ministry. During the term of this interim agreement, without the prior written approval of the ministry, Ontario Health will not reallocate any funding from (i) its operating allocation; and (ii) any allocation included in the agreements listed above.

Ontario Health must post this letter and above referenced agreements on its website, per section 19(5) of the CCA.

The OH Accountability Agreement is an interim agreement. Both the ministry and Ontario Health are committed to working together to develop a new integrated accountability agreement between the ministry and Ontario Health that is more reflective of Ontario Health's ongoing accountabilities and operations. Jointly, we will work toward a deadline of March 31, 2020 to have that new agreement in place.

Thank you for your continued leadership and contributions to supporting a smooth transition of the legacy agencies into Ontario Health.

Sincerely,

Christine Elliott
Deputy Premier and Minister of Health

Enclosure

c: Ms. Susan Fitzpatrick, Interim Chief Executive Officer, Ontario Health
Ms. Helen Angus, Deputy Minister, Ministry of Health
Ms. Melanie Fraser, Associate Deputy Minister, Health Services Division, Ministry of Health
Mr. Sean Court, Assistant Deputy Minister, Health Transformation Division, Ministry of Health

Please indicate your agreement with the terms of this letter by signing two copies of the letter and returning one signed copy by November 29, 2019 to:

Sean Court
Assistant Deputy Minister
Health Transformation Division
Ministry of Health
777 Bay Street, 7th Floor, Suit 702
Toronto Ontario M5G 2C8

Ontario Health agrees to the terms of this letter.

Mr. Bill Hatanaka
Board Chair, Ontario Health

Date

Appendix 1: HSSOntario Key Functions and Supports

Human Resources and Labour Relations

- Management of employee benefits (including provincial procurement, vendor management and transaction support);
- Selection and oversight of a Human Resources Information System (including provincial procurement and vendor management);
- Maintenance of core policies and the development and distribution of policy guidelines;
- Creation, implementation, and maintenance of common tools, templates and best practices for HR functions; and
- Leadership of LHIN compensation reviews (as necessary), including procurement and vendor management
- Coordination of labour relations and provision of support for LHIN negotiations with unions, which will include:
 - Collective bargaining
 - Coordinate support for provincial/bargaining agent specific labour relations issues on behalf of the LHINs'
 - Meeting pay equity obligations.

IT, Data Management, and Oversight of Provincial Patient Care Technology Platforms

- Management of Essential Home & Community Care Delivery Platforms (e.g. CHRIS, HPG)
 - Product management for in-house and 3rd party systems
 - Product development which includes; software and application development, testing, end user training/education, support and maintenance
 - Application Hosting
 - Vendor management for 3rd party systems and applications
- Health System Integration
 - Establishing partnerships with health partners and the implementation of systems to exchange patient care information
- Project Management
 - Portfolio management of all HSSOntario provided services and applications
 - Provision of structured, end-to-end project management services to ensure predictable, timely and successful development and implementation of new/enhanced technology solutions
- Business Intelligence and Decision Support
 - Development and management of business intelligence solutions to create a centralized single point of access to home and community care data.
 - Provide data and analysis to inform program development and evaluation as well as quality improvement initiatives.
 - Develop and maintain partnerships with health data/research entities such as Health Quality Ontario, Institute for Clinical Evaluative Sciences, Canadian Institute for Health Information, to support development of best practices, development and enhancement of performance metrics, etc.
 - Disseminate data to health system partners to support reporting and analysis related to the home care sector.
 - Create and make available provincial comparative reports for the home care sector.

- Privacy Protection and Security Services
 - Ensures the safety of all HSSOntario supported applications, services, systems and data and systems
 - Manages operational defense-in-depth security policies, procedures and devices
 - Conducts threat and risk assessments
 - Approves changes to production application, data or network infrastructure as it relates to provincial systems
 - First point of contact for any privacy issues, breaches, concerns, comments or questions regarding software or infrastructure products that HSSOntario recommends, delivers or procures
- Unified Communications
 - Providing communication tools and enabling integration of real-time, enterprise, communication services such as email, instant messaging (chat), voice (including IP telephony), audio, web and video identity management
- Management of Wide Area Network (WAN)
 - Includes the management, implementation and monitoring of all software and hardware
- Purchasing, Product Management and Hosting of 3rd Party Back-Office Applications
 - Includes the design, development, and release management and/or support of 3rd party systems supporting the operations of LHINs and HSSOntario (e.g. Quadrant Workforce and Financials, Microsoft Exchange, SharePoint, CRM)
- Procurement and Management of IT Outsourced Contracts for Back-Office Supports
- Management and Oversight of LHIN Websites
- Provision of Input on the Development of Service Accountability Agreements

Home and Community Care Program Support and Implementation

- Advising on and supporting the development and implementation of Government and LHIN-initiated provincial policies and programs
- Providing operational leadership to support streamlined and integrated home, community, acute and primary care delivery, which includes:
 - Delivering innovative, evidence-based clinical program design
 - Development and implementation of operational guidelines
 - Leading and supporting effective change management and operationalization of clinical best practices and standards. Informing enhancements to provincial technology platforms to support the evolving needs of the home and community care sector
- Overseeing the continued implementation of CCAC Client Experience Evaluation Survey
- Developing and providing province-wide education/training on technology enhancements (e.g., SharePoint, CHRIS updates) and software as well as new programs, services, and provincial policies (e.g. AODA, WDHP)

Logistics

- Providing logistics supports
- Providing support for councils, committees, projects, initiatives, and ad hoc meetings

Finance and Administration

- Support for the sharing of expenses and transactions that require resource-sharing (e.g., shared payroll system investment, shared accounting support)
- Insurance procurement and common vendor management

- Leading and delivering support on financial audits; procurement, vendor management for a common auditor
- Payroll system/financial management application management, including procurement, vendor management, transaction support for common systems
- Supporting LHIN access and privacy issues including FIPPA requests related to home and community care

Procurement

- Leading multi-LHIN procurements of vendor supports and services (e.g., IT hardware/software, consultancy support, payroll services, etc.)
- Providing essential educational supports during home and community care service providers' transition to the provincial vendor of record list
- Management of the pre-qualification process for the procurement of home and community services and medical supplies and equipment to support the delivery of home and community care services across the 14 LHINs
- Provide central Service Provider Organization contract management support to the LHINs

Communications and Public Relations

- Drafting and executing a pan-LHIN communications strategy, in collaboration with LHIN CEOs and LHIN communications teams
- Providing issues management and communications services to the LHINs, to ensure that all LHINs are speaking with "one-voice" on provincial issues
- Supporting LHIN-level communications activities by providing relevant data (upon request)

Quality Improvement Initiatives and Performance Management and Accountability

- Providing support on multi-LHIN quality and performance improvement initiatives (in collaboration with Health Quality Ontario [HQO] and others)
- Providing leadership and support on multi-LHIN working groups
- Providing comprehensive project management services for the development and roll-out of Service Accountability Agreements

Legal Services

- Providing back-office and administrative support for Legal Services Branch (Ministry of the Attorney General)