

**Ministry of Health  
and Long-Term Care**

**Ministère de la Santé  
et des Soins de longue durée**



Primary Health Care Branch  
Health System Accountability, Performance  
& French Language Services Division

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**MEMORANDUM TO:** Board Chairs  
Executive Directors  
Ontario's Family Health Teams

**FROM:** **Nadia Surani**  
Manager, Interprofessional Programs Unit  
Ministry of Health and Long-Term Care

**RE:** 2018-2019 – Annual Operating Plan Submission Package

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This correspondence is intended to provide you with information related to the 2018-2019 Family Health Team (FHT) Annual Operating Plan Submission Package, which is due on **May 31, 2018**.

Building on a solid foundation of delivering quality, innovative and patient-centred programs and services in more than 200 communities, Ontario's FHTs have embraced system renewal, while continuing to enhance access and integration on the front lines. As we continue on the path to improving access to interprofessional team based primary care, we look forward to your continued support and involvement in this process.

The Annual Operating Plan Submission Package provides FHTs with the opportunity to document achievements from the previous fiscal year and describe service commitments and performance improvements for the coming fiscal year. The service plan will form Schedule A of the new FHT agreement.

The 2018-2019 Annual Operating Plan Submission Package continues to focus on **integrated service delivery through sub-regional partnerships and collaboration, increasing patient access**, as well as **quality improvement**, in order to foster advancements in these areas. As in previous years, FHTs are being asked to describe their activities in alignment with these themes, including but not limited to:

- **Enhancing integrated service delivery** with health care providers, community partners and LHINs in person-centered planning, care coordination and program/service delivery.
- **Increasing patient access** through reducing the number of unattached patients, providing community outreach and house calls, and offering timely appointments.
- **Improved quality** through on-going measurement, redesign and enhancement – both with clinical programs and with organizational features such as governance and accountability.

Opportunities for increases to FHT operating budgets in 2018-2019 are limited. You are encouraged to base your 2018-2019 budgets on your existing allocation and to work closely with your ministry representative to address any unforeseen operational pressures using the in-year reallocation process. If you are seeking funding for any additional resources in 2018-2019, the request must be justified by the submission of a detailed business case.

A **new development for 2018-2019** is the move to **budget flexibility** for all FHTs. Building on the success of the Accountability Reform Initiative (ARI) and in recognition of the continued growth and organizational maturity of Ontario's FHTs, beginning April 1, 2018, the budgeting and reporting features of ARI will be implemented in all FHTs. The move to semi-global budgets will allow FHTs to make best use of their approved resources to meet local objectives and contribute to provincial priorities. Details regarding the features and requirements associated with flexible budgeting are included in the updated FHT Expenditure Guidelines (**Appendix A**).

All FHTs are required to submit an annual governance and compliance attestation (Part C) demonstrating sound governance structures and compliance with the terms of the funding agreement with the ministry. The submission documents do not capture information that will be reported through your Quality Improvement Plan (QIP) submission; however, FHTs are encouraged to provide a copy of their QIP to their ministry representative once it has been submitted to Health Quality Ontario.

Additional details related to the submission are included in the attached Instructions for the 2018-2019 Family Health Team Annual Operating Plan Submission Package. **The deadline for submission is 5 p.m. on May 31, 2018.** Please don't hesitate to contact your assigned ministry representative with any questions or feedback throughout this process.

Thank you for your ongoing commitment to improving primary health care in your community.

Sincerely,



Nadia Surani  
Manager, Interprofessional Programs Unit

Enclosure

## **INSTRUCTIONS**

### **The 2018-2019 Family Health Team Annual Operating Plan Submission Package**

The Annual Operating Plan Submission Package consists of three parts:

Part A: 2017-2018 Annual Report – Mandatory

Part B: 2018-2019 Service Plan – Mandatory

Part C: 2018-2019 Governance and Compliance Attestation – Mandatory

#### **Part A & Part B: 2017-2018 Annual Report and 2018-2019 Service Plan - Mandatory**

The 2017-2018 Annual Report and 2018-2019 Service Plan are part of your FHT's accountability requirements to the ministry.

The 2017-2018 Annual Report provides FHTs with an opportunity to highlight the progress they have made in delivering on their strategic and operational objectives as well as efforts to further provincial priorities in the areas of access, integration/collaboration and quality improvement. As in previous years, data submitted by FHTs in their annual reports will be analyzed, aggregated and shared with all FHTs to support continued improvements. The accuracy of the information provided is of utmost importance in this regard. The ministry may undertake verification activities through site visits and other means to ensure accuracy of information.

The 2018-2019 Service Plan forms the basis of the FHT's program and service commitments in the 2018-2019 fiscal year. In addition to new or enhanced service and program commitments, the ministry also expects alignment with provincial priorities in the areas of access, integration/collaboration and quality improvement as well as others that may address the unique needs of the community or patient population being served.

#### **Part C: Governance and Compliance Attestation – Mandatory**

All FHTs are required to submit an annual Governance and Compliance Attestation to the ministry. The attestation provides details of the FHT's governance structures and the degree of compliance with the terms of the funding agreement with the ministry. Where requested, supporting documentation must be submitted, and additional supporting documents are also encouraged.

#### **Timelines and Submission Instructions**

The submission must be e-mailed to your Senior Program Consultant no later than **May 31, 2018**. All submissions must be received by this date with confirmation that the Board Chair or designate has approved the submission. Please plan accordingly.

Your complete submission must include:

- An electronic copy of the 2017-2018 Annual Report and 2018-2019 Service Plan (mandatory), signed by the Board Chair;
- An electronic copy of the 2018-2019 Governance and Compliance Attestation (mandatory), signed by the Board Chair;
- An e-mail accompanying the files with confirmation that the Board Chair or designate has approved the submission in circumstances where the Board Chair or designate has not signed the Annual Report and Service Plan.

Additionally, FHTs are encouraged to share a copy of their QIP submission with their Senior Program Consultant.

If you have any questions or require additional information, please contact your Senior Program Consultant.