

**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
Administrative Leads
Lead Nurse Practitioners
Ontario's Nurse Practitioner-Led Clinics

FROM:

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

RE:

2018-2019 – Annual Operating Plan Submission Package

This correspondence is intended to provide you with information related to the 2018-2019 Nurse Practitioner-Led Clinic (NPLC) 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, Ontario's NPLCs have embraced system renewal, while continuing to enhance access and integration on the front lines. As we continue on the path to improve 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 NPLCs with the opportunity to document achievements from the previous fiscal year and describe service commitments and performance improvements for the coming fiscal year.

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, NPLCs 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.

Ontario's Nurse Practitioner-Led Clinics

Opportunities for increases to NPLC operating budgets in 2018-2019 are limited. NPLCs are encouraged to base their 2018-2019 budgets on their existing allocation and to work closely with their ministry representative to address any unforeseen operational pressures using the in-year reallocation process. If the NPLC is seeking funding for any additional resources in 2018-19, the request must be justified by the submission of a detailed business case.

All NPLCs 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 the NPLC's Quality Improvement Plan (QIP) submission; however NPLCs 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 Nurse Practitioner-Led Clinic 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,

A handwritten signature in black ink, appearing to read 'Nadia Surani', with a stylized flourish extending to the right.

Nadia Surani
Manager, Interprofessional Programs Unit

Enclosure

INSTRUCTIONS

The 2018-2019 Nurse Practitioner-Led Clinic Annual Operating Plan Submission Package

The Annual Operating Plan Submission Package consists of four 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 D: 2018-2019 Human Resource Changes- Optional

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 the NPLC's accountability requirements to the ministry.

The 2017-2018 Annual Report provides NPLCs 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. The accuracy of the information provided is of utmost importance. 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 NPLC'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 NPLCs are required to submit an annual Governance and Compliance Attestation to the ministry. The attestation provides details of the NPLC'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 **5 p.m. 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, NPLCs 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.