EFFECTIVE GOVERNANCE
FOR QUALITY AND PATIENT SAFETY

OBJECTIVES

- Establish the importance of alignment of the entire organization (Board and the staff) around quality of care

- Establish the importance of creating an effective, positive and integrated relationship with all the healthcare organizations and healthcare providers, who are involved in the patient/client journey.

The Importance of Developing and Maintaining Relationships

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Current Reality

- Too often Boards defer the responsibility for quality to the Executive Director and/or the clinical leadership.

- The Board is legally responsible for quality. It must play the leadership role working with the Executive Director and clinical leadership.

RELATIONSHIPS WITH BOARD

- Formal, written documentation or terms of reference should be developed for the Board including its responsibility for the quality of care provided.

- The capability of the Board to function effectively and to move appropriately between fiduciary, strategic and generative modes relies on trust, candour and inquiry.

RELATIONSHIPS WITH BOARD AND ED

- Board and Executive Director need to have a clear understanding of each other's roles and responsibilities and to create a strong collaborative relationship to achieve organizational goals.

- Position descriptions for board members and staff – should be clear and outline their expectations in promoting quality and patient/client safety

- Performance expectations for Executive Director

RELATIONSHIPS WITH CLINICIANS

- Clarity around own responsibilities and roles
- Commitment to the organization's quality journey
- Performance expectations clearly specified and shared with other clinical leaders
- Commitment to engage with the board and senior leadership in the quality agenda

RELATIONSHIPS WITH BOARD AND STAKEHOLDERS

- Ministry, Local Heath Integration Network, Health Quality Ontario
- Other Service Providers
- Media / Public

Public – *Patients and Families*

Responsibilities:
•Make better choices and be more health literate

Outcomes:
•Healthier population and greater satisfaction

Providers - Accountable Organization

Responsibilities:
•Deliver best care to patients

Outcomes:
•Increased access (same/next day)
•Smoother transitions

Health Links – *Shared Accountability for Improvement*

Responsibilities:
•Ensure better care is provided within a defined funding envelope
•Lead regional quality improvement planning

Outcomes:
•Better care standards
•Efficiencies in delivery

LHINs – *Performance Manager*

Responsibilities:
•Measure & monitor performance
•Hold accountability agreements

Outcomes:
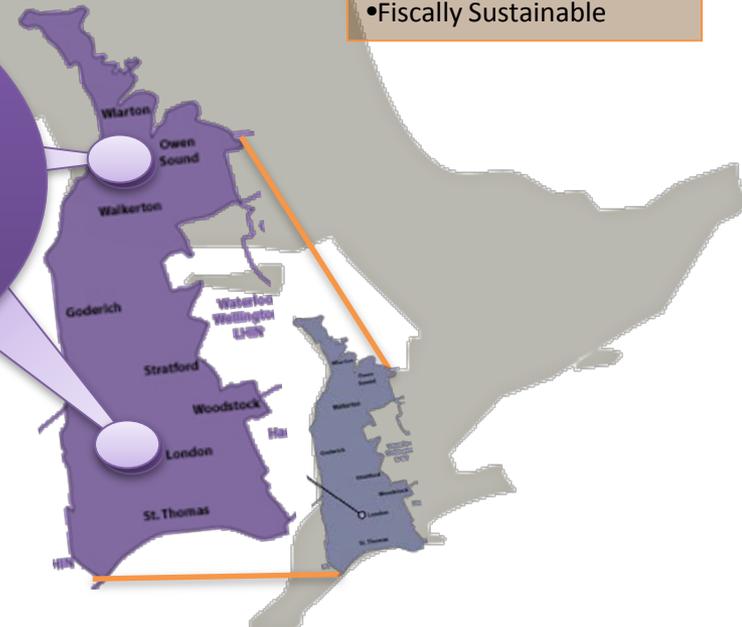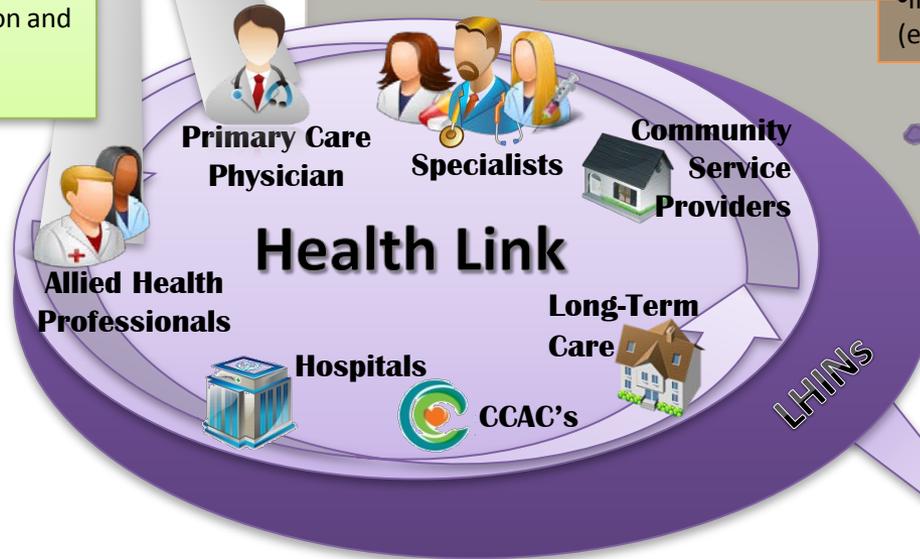•Improvements on metrics (e.g., ALC, readmissions)

MoHLTC – *Leader and Enabler*

Responsibilities:
•Set strategic direction and remove barriers

Outcomes:
•Faster Access
•Right Care/Time/Place
•Healthier Population
•Fiscally Sustainable

Health Link

Primary Care Physician

Specialists

Community Service Providers

Allied Health Professionals

Long-Term Care

Hospitals

CCAC's

LHINS

cpsi·icsp
Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients

CHSRF
CANADIAN HEALTH SERVICES RESEARCH FOUNDATION

FCRSS
FONDATION CANADIENNE DE LA RECHERCHE SUR LES SERVICES DE SANTÉ

afhto

RELATIONSHIPS WITH PATIENT/CLIENT AND FAMILY

- **Patient/Client and Family Centred Care**

www.centrefranco.org/

GOVERNANCE STANDARDS

Examples:

➢ **Accreditation Canada**

• *Standard 9*

The governing body works effectively with the CEO, senior management and clinical leadership to achieve the strategic goals and objectives and improve the organization's performance.

➢ **Canadian Centre for Accreditation**

• *Standard 7.0*

The working relationship between the members of the governing body and the chief executive supports the organization's goals and objectives.

RELATIONSHIP STORIES

- Community Engagement

THANK YOU

QUESTIONS?

CAPABILITY ASSESSMENT