


Waterloo Wellington LHIN




Update on the Operational Review of Cambridge Memorial Hospital

Town Hall Meeting
Stewart Sutley, Senior Director, Performance and Accountability
June 30, 2009

Overview

1. LHIN Context for Investing in Health Services
 2. Health Service Providers
 3. Service Accountability Agreements with Hospitals
 4. Cambridge Memorial Hospital's Service Accountability Agreement
 5. Operational Review Process and Team
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LHIN Context for Investing in Health Services

- Legal requirement
 - Service accountability agreements
 - Accountable delivery of health services and programs
 - Health service providers
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WWLHIN Health Service Providers

- Hospitals
- Community Care Access Centre
- Community Health Centres
- Long-Term Care Homes
- Community Support Services agencies
- Community Mental Health and Addictions agencies
- 79 health service providers in WWLHIN

Service Accountability Agreements with Hospitals

- 8 hospitals, including Cambridge Memorial Hospital
- Agreement runs from April 1, 2008 to March 31, 2010



Service Accountability Agreements with Hospitals

- Common rules and expectations about:
 - hospital services and programs
 - performance management and improvement
 - reporting
 - planning
 - funding
 - issue resolution

Service Accountability Agreements with Hospitals


- Room for unique features
 - Specific patient service targets
 - Other provisions



Cambridge Memorial Hospital Service Accountability Agreement

- **July 2008**: Agreement signed by Hospital
- Unique features linked together:
 - Patient care delivery targets in 2008/09 and 2009/10
 - Hospital deficit of up to \$1.5 Million through March 31, 2009
 - Hospital Improvement Plan to achieve balanced position by March 31, 2010; Plan due to the WWLHIN by end of 2008

Cambridge Memorial Hospital Service Accountability Agreement

- **November 2008**: Projected deficit in 2008/09 greater than \$1.5 Million
 - **December 2008**: Improvement Plan not submitted to WWLHIN for review
 - **Early January 2009**: Hospital requested additional funding for projected 2008/09 deficit of \$3.5 Million
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Operational Review Process

- **February 2009**: WWLHIN announces Operational Review
- **Early March 2009**:
 - WWLHIN names Review Team members
 - Hospital nominates member of Review Team and requests changes to Terms of Reference
- **March-May 2009**: Review Team conducts its work

Operational Review Team

- The Operational Review Team is made up of four people:
 - **Vickie Kaminski**, President and Chief Executive Officer, Eastern Health, Newfoundland (former President and Chief Executive Officer of Sudbury Regional Hospital)
 - **Sue Matthews**, Vice President Patient Services and Chief Nursing Executive, Niagara Health System (CMH nominee)
 - **Paul Temple**, Principal, Front End Solutions, Waterloo
 - **Ken Tremblay**, President and Chief Executive Officer, Chatham-Kent Health Alliance

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