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June 14, 2016

Ms. Sarah Hobbs  
Executive Director  
Planned Parenthood of Toronto  
36B Prince Arthur Avenue  
Toronto, ON M5R 1A9

**COPY**  
Lower original  
on July 21, 2016

Dear Ms. Hobbs,

**Re: 2014-17 Multi-Sector Service Accountability Agreement**

When the Toronto Central Local Health Integration Network (the "LHIN") and the Planned Parenthood of Toronto (the "HSP") entered into a service accountability agreement for a three-year term effective April 1, 2014 (the "MSAA"), the budgeted financial data, service activities and performance indicators for the second and third year of the agreement (fiscal years 2015/16 and 2016/17) were indicated as "To Be Determined (TBD)". The LHIN would now like to update the MSAA to include the required financial, service activity and performance expectations for 2016/17 fiscal year to the applicable Schedules listed in Appendix 1.

Subject to the HSP's agreement, the MSAA will be amended with effect April 1, 2016, by adding the amended Schedules that are included in Appendix 1 to this letter.

To the extent that there are any conflicts between the current MSAA and this amendment, the amendment will govern in respect of the Schedules. All other terms and conditions in the MSAA will remain the same.

Please indicate the HSP's acceptance of, and agreement to this amendment, by signing below and returning one copy of this letter to Kelly Cronin-Cowan, Administrative Assistant Performance Management within one week. If you have any questions or concerns please contact Chris Sulway, Director, Performance Management at 416-969-3230, or [chris.sulway@lhins.on.ca](mailto:chris.sulway@lhins.on.ca).

**APPENDIX 1**

Schedule B1	Total LHIN Funding
Schedule B2	Clinical Activity – Summary
Schedule E1	Core Indicators
Schedule E2a	Clinical Activity – Detail
Schedule E3a	LHIN Local Indicators and Obligations

Toronto Central LHIN appreciates your team's collaboration and hard work during this 2016/17 MSA refresh process. We look forward to our continued work together.

Sincerely,



Susan Fitzpatrick  
Chief Executive Officer  
Toronto Central LHIN

- c: Chris Meier, Chair, Planned Parenthood of Toronto
- Angela Ferrante, Board Chair, Toronto Central LHIN
- Bill Manson, Senior Director, Performance Management, Toronto Central LHIN
- Chris Sulway, Director, Performance Management, Toronto Central LHIN

encl.: Appendix 1

**AGREED TO AND ACCEPTED BY:**

**Planned Parenthood of Toronto**

By:



Sarah Hobbs  
Executive Director

I have the authority to bind Planned Parenthood of Toronto

July 19/2016.

Date

And By:



Chris Meier  
Chair

I have the authority to bind Planned Parenthood of Toronto

July 19/2016

Date

# Schedule B1: Total LHIN Funding

2014-2017

Health Service Provider: Planned Parenthood Of Toronto

LHIN Program Revenue & Expenses	Row #	Account: Financial (F) Reference OHSR Version 9.0	2014/2015 Plan Target	2015/2016 Plan Target	2016/2017 Plan Target	
<b>REVENUE</b>						
LHIN Global Base Allocation	1	F 11008	\$2,416,544	\$2,427,044	\$2,427,970	
HBAM Funding (CCAC only)	2	F 11005	\$0	\$0	\$0	
Quality-Based Procedures (CCAC only)	3	F 11004	\$0	\$0	\$0	
MOHLTC Base Allocation	4	F 11010	\$0	\$0	\$0	
MOHLTC Other funding envelopes	5	F 11014	\$0	\$0	\$0	
LHIN One Time	6	F 11008	\$0	\$0	\$0	
MOHLTC One Time	7	F 11012	\$0	\$0	\$0	
Paymaster Flow Through	8	F 11019	\$0	\$0	\$0	
Service Recipient Revenue	9	F 11050 to 11090	\$0	\$0	\$0	
<b>Subtotal Revenue LHIN/MOHLTC</b>	<b>10</b>	<b>Sum of Rows 1 to 9</b>	<b>\$2,416,544</b>	<b>\$2,427,044</b>	<b>\$2,427,970</b>	
Recoveries from External/Internal Sources	11	F 120*	\$65,541	\$62,451	\$69,460	
Donations	12	F 140*	\$0	\$0	\$0	
Other Funding Sources & Other Revenue	13	F 130* to 190*, 110*, [excl. F 11006, 11008, 11010, 11012, 11014, 11019, 11050 to 11090, 131*, 140*, 141*, 151*]	\$0	\$0	\$0	
<b>Subtotal Other Revenues</b>	<b>14</b>	<b>Sum of Rows 11 to 13</b>	<b>\$65,541</b>	<b>\$62,451</b>	<b>\$69,460</b>	
<b>TOTAL REVENUE</b>	<b>FUND TYPE 2</b>	<b>15</b>	<b>Sum of Rows 10 and 14</b>	<b>\$2,482,085</b>	<b>\$2,489,495</b>	<b>\$2,497,430</b>
<b>EXPENSES</b>						
<b>Compensation</b>						
Salaries (Worked hours + Benefit hours cost)	17	F 31010, 31030, 31090, 35010, 35030, 35090	\$992,701	\$1,024,551	\$1,047,468	
Benefit Contributions	18	F 31040 to 31085, 35040 to 35085	\$180,013	\$180,949	\$202,722	
Employee Future Benefit Compensation	19	F 305*	\$0	\$0	\$0	
Physician Compensation	20	F 390*	\$486,164	\$486,164	\$514,366	
Physician Assistant Compensation	21	F 390*	\$0	\$0	\$0	
Nurse Practitioner Compensation	22	F 380*	\$383,493	\$383,493	\$383,492	
Physiotherapist Compensation	23	F 350*	\$0	\$0	\$0	
Chiropractor Compensation	24	F 390*	\$0	\$0	\$0	
All Other Medical Staff Compensation	25	F 390*, [excl. F 39092]	\$0	\$56,104	\$0	
Seasonal Fees	26	F 39092	\$26,604	\$0	\$0	
<b>Service Costs</b>						
Med/Surgical Supplies & Drugs	27	F 460*, 465*, 560*, 565*	\$19,000	\$19,000	\$17,000	
Supplies & Sundry Expenses	28	F 4*, 5*, 6*, [excl. F 460*, 465*, 560*, 565*, 69596, 69571, 72000, 62800, 45100, 69700]	\$207,300	\$152,424	\$123,511	
Community One Time Expense	29	F 69596	\$0	\$0	\$0	
Equipment Expenses	30	F 7*, [excl. F 750*, 780*]	\$16,000	\$16,000	\$16,000	
Amortization on Major Equip, Software License & Fees	31	F 750*, 780*	\$0	\$0	\$0	
Contracted Out Expense	32	F 8*	\$108,810	\$108,810	\$125,156	
Buildings & Grounds Expenses	33	F 9*, [excl. F 950*]	\$62,000	\$62,000	\$67,715	
Building Amortization	34	F 9*	\$0	\$0	\$0	
<b>TOTAL EXPENSES</b>	<b>FUND TYPE 2</b>	<b>35</b>	<b>Sum of Rows 17 to 34</b>	<b>\$2,482,085</b>	<b>\$2,489,495</b>	<b>\$2,497,430</b>
<b>NET SURPLUS/(DEFICIT) FROM OPERATIONS</b>	<b>36</b>	<b>Row 15 minus Row 35</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	
Amortization - Grants/Donations Revenue	37	F 131*, 141* & 151*	\$0	\$0	\$0	
<b>SURPLUS/(DEFICIT) Incl. Amortization of</b>	<b>38</b>	<b>Sum of Rows 36 to 37</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	
<b>FUND TYPE 3 - OTHER</b>						
Total Revenue (Type 3)	39	F 1*	\$673,687	\$684,949	\$933,964	
Total Expenses (Type 3)	40	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$673,687	\$684,949	\$933,964	
<b>NET SURPLUS/(DEFICIT)</b>	<b>FUND TYPE 3</b>	<b>41</b>	<b>Row 39 minus Row 40</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>FUND TYPE 1 - HOSPITAL</b>						
Total Revenue (Type 1)	42	F 1*	\$0	\$0	\$0	
Total Expenses (Type 1)	43	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0	\$0	\$0	
<b>NET SURPLUS/(DEFICIT)</b>	<b>FUND TYPE 1</b>	<b>44</b>	<b>Row 42 minus Row 43</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>ALL FUND TYPES</b>						
Total Revenue (All Funds)	45	Line 15 + line 39 + line 42	\$3,155,772	\$3,174,444	\$3,431,394	
Total Expenses (All Funds)	46	Line 16 + line 40 + line 43	\$3,155,772	\$3,174,444	\$3,431,394	
<b>NET SURPLUS/(DEFICIT)</b>	<b>ALL FUND TYPES</b>	<b>47</b>	<b>Row 45 minus Row 46</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Admin Expenses Allocated to the TPBEs</b>						
Undistributed Accounting Centres	48	82*	\$0	\$0	\$0	
Plant Operations	49	72 1*			\$87,815	
Volunteer Services	50	72 1*			\$6,920	
Information Systems Support	51	72 1*			\$53,843	
General Administration	52	72 1*			\$398,903	
Admin & Support Services	53	72 1*	\$334,250	\$340,750	\$547,481	
Management Clinical Services	54	72 5 05	\$0	\$0	\$24,000	
Medical Resources	55	72 5 07	\$0	\$0	\$2,500	
<b>Total Admin &amp; Undistributed Expenses</b>	<b>56</b>	<b>Sum of Rows 48-51 (Included In Fund Type 2 expenses above)</b>		<b>\$340,750</b>	<b>\$573,981</b>	

# Schedule B2: Clinical Activity-Summary

2014-2017

Health Service Provider: Planned Parenthood Of Toronto

Service Category	OHRHS Framework Level 3	Full-time equivalents (FTE)	Visits	Not Uniquely Identified Service Recipient Interactions	Hours of Care	Inpatient / Resident / Days	Individuals Served by Functional Centre	Attendance Days Face-to-Face	Group Sessions	Meal Delivered- Combined	Group Participant Attendances	Service Provider Interactions	Mental Health Sessions	Service Provider Group Interactions
Service Category 2014-2015 Budget	OHRHS Framework Level 3	Full-time equivalents (FTE)	Visits	Not Uniquely Identified Service Recipient Interactions	Hours of Care	Inpatient / Resident / Days	Individuals Served by Functional Centre	Attendance Days Face-to-Face	Group Sessions	Meal Delivered- Combined	Group Participant Attendances	Service Provider Interactions	Mental Health Sessions	Service Provider Group Interactions
Primary Care- Clinics/Programs	72 5 10*	13.80	8,729	1,529			5,001		149					
Health Promotion and Education	72 5 50	4.95	503				282							
Service Category 2015-2016 Budget	OHRHS Framework Level 3	Full-time equivalents (FTE)	Visits	Not Uniquely Identified Service Recipient Interactions	Hours of Care	Inpatient / Resident / Days	Individuals Served by Functional Centre	Attendance Days Face-to-Face	Group Sessions	Meal Delivered- Combined	Group Participant Attendances	Service Provider Interactions	Mental Health Sessions	Service Provider Group Interactions
Primary Care- Clinics/Programs	72 5 10*	13.80	8,729	86			5,001					7,756		
Health Promotion and Education	72 5 50	4.95	503	1,529			282		160					
Service Category 2016-2017 Budget	OHRHS Framework Level 3	Full-time equivalents (FTE)	Visits	Not Uniquely Identified Service Recipient Interactions	Hours of Care	Inpatient / Resident / Days	Individuals Served by Functional Centre	Attendance Days Face-to-Face	Group Sessions	Meal Delivered- Combined	Group Participant Attendances	Service Provider Interactions	Mental Health Sessions	Service Provider Group Interactions
Primary Care- Clinics/Programs	72 5 10*	13.75	9,054	727			5,167		173			9,992		
Health Promotion and Education	72 5 50	5.60	503	1,529			362				1,124	409		108

# Schedule E1: Core Indicators

2014-2017

Health Service Provider: Planned Parenthood Of Toronto

Performance Indicators		2014/2015 Target	Performance Standard	2015/2016 Target	Performance Standard	2016/2017 Target	Performance Standard
*Balanced Budget - Fund Type 2		0.00%	>=0	0.00%	>=0	0.00%	>=0
Proportion of Budget Spent on Administration		13.50%	13.5% - 16.2%	13.69%	13.7% - 16.4%	21.92%	21.9% - 26.3%
**Percentage Total Margin		0.00%	>=0%	0.00%	>=0%	0.00%	>=0%
Percentage of Alternate Level of Care (ALC) days (closed cases)						9.46%	<=10.41%
Variance Forecast to Actual Expenditures		0.00%	<5%	0.00%	<5%	0.00%	<5%
Variance Forecast to Actual Units of Service		0.00%	<5%	0.00%	<5%	0.00%	<5%
Service Activity by Functional Centre		Refer to Schedule E2a	-	Refer to Schedule E2a	-	Refer to Schedule E2a	-
Number of Individuals Served		Refer to Schedule E2a	-	Refer to Schedule E2a	-	Refer to Schedule E2a	-
Alternate Level of Care (ALC) Rate						12.70%	<=13.97%
<b>Explanatory Indicators</b>							
Cost per Unit Service (by Functional Centre)							
Cost per Individual Served (by Program/Service/Functional Centre)							
Client Experience							
Budget Spent on Administration - AS General Administration 72 1 10							
Budget Spent on Administration - AS Information System Support 72 1 25							
Budget Spent on Administration - AS Volunteer Services 72 1 40							
Budget Spent on Administration - AS Plant Operation 72 1 55							

\* Balance Budget Fund Type 2: HSP's are required to submit a balanced budget

\*\* No negative variance is accepted for Total Margin



# Schedule E2a: Clinical Activity-Detail

2014-2017

Health Service Provider: Planned Parenthood Of Toronto

OHRs Description & Functional Centre	2014-2015		2015-2016		2016-2017	
	Target	Performance Standard	Target	Performance Standard	Target	Performance Standard
<small><sup>†</sup>These values are provided for information purposes only. They are not Accountability Indicators.</small>						
<b>Diagnostic and Therapeutic Services 72.4* (Community Health Centres)</b>						
<b>LAB Pre/Post Analysis 72.4.10.21</b>						
<sup>†</sup> Total Cost for Functional Centre	72.4.10.21	\$24,250	n/a	\$29,500	n/a	
<b>Primary Care - Clinics/Programs 72.5.10*</b>						
<b>Clinics/Programs - General Clinic 72.5.10.20</b>						
<sup>†</sup> Full-time equivalents (FTE)	72.5.10.20	11.00	n/a	11.00	n/a	10.10
Visits	72.5.10.20	7,756	7,368 - 8,144	7,756	7,368 - 8,144	7,756
Not Uniquely Identified Service Recipient Interactions	72.5.10.20		85	68 - 102		709
Individuals Served by Functional Centre	72.5.10.20	4,697	4,227 - 5,167	4,697	4,227 - 5,167	4,697
<sup>†</sup> Total Cost for Functional Centre	72.5.10.20	\$1,544,669	n/a	\$1,549,919	n/a	\$1,233,323
Service Provider Interactions	72.5.10.20		7,756	7,368 - 8,144		8,408
<b>Clinics/Programs - Therapy Clinic 72.5.10.40</b>						
<sup>†</sup> Full-time equivalents (FTE)	72.5.10.40	2.15	n/a			
Visits	72.5.10.40	870	740 - 1,001			
Individuals Served by Functional Centre	72.5.10.40	203	162 - 244			
<sup>†</sup> Total Cost for Functional Centre	72.5.10.40	\$210,672	n/a			
<b>Clinics/Programs - Therapy Clinic - Counselling</b>						
<sup>†</sup> Full-time equivalents (FTE)	72.5.10.40.60	2.15	n/a	2.15	n/a	2.15
Visits	72.5.10.40.60		870	740 - 1,001		870
Individuals Served by Functional Centre	72.5.10.40.60		203	162 - 244		203
<sup>†</sup> Total Cost for Functional Centre	72.5.10.40.60		\$210,672	n/a		\$173,382
Service Provider Interactions	72.5.10.40.60					1,121
<b>Clinics/Programs - CHC Other Clinic 72.5.10.55</b>						
<sup>†</sup> Full-time equivalents (FTE)	72.5.10.55	0.65	n/a	0.65	n/a	1.50

**OHRS Description & Functional Centre**

<sup>1</sup>These values are provided for informational purposes only. They are not Accountability Indicators.

	2014-2015		2015-2016		2016-2017	
	Target	Performance Standard	Target	Performance Standard	Target	Performance Standard
Visits	103	82 - 124	103	82 - 124	428	342 - 514
Not Uniquely Identified Service Recipient Interactions			1	1 - 1	18	14 - 22
Individuals Served by Functional Centre	101	81 - 121	101	81 - 121	267	214 - 320
<sup>1</sup> Total Cost for Functional Centre	\$87,638	n/a	\$87,638	n/a	\$115,644	n/a
Service Provider Interactions					463	370 - 556

**Health Promotion and Education 72 5 50**

**COM Health Prom/Educ. & Com.Dev. – Community Engagement and Capacity Building 72 5 50 14**

<sup>1</sup> Full-time equivalents (FTE)	72 5 50 14				0.80	n/a
<sup>1</sup> Total Cost for Functional Centre	72 5 50 14				\$51,667	n/a

**Health Prom/Educ. & Com. Dev – Personal Health and Wellness 72 5 50 45**

<sup>1</sup> Full-time equivalents (FTE)	72 5 50 45	3.85	n/a	3.85	n/a	3.70	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 50 45	1,529	1,376 - 1,682	1,529	1,376 - 1,682	1,529	1,376 - 1,682
Individuals Served by Functional Centre	72 5 50 45					80	64 - 96
Group Sessions	72 5 50 45	149	119 - 179	149	119 - 179	162	130 - 194
<sup>1</sup> Total Cost for Functional Centre	72 5 50 45	\$222,839	n/a	\$219,749	n/a	\$272,678	n/a
Group Participant Attendances	72 5 50 45					978	831 - 1,125
Service Provider Group Interactions	72 5 50 45					107	86 - 128

**CHC Client Support Services 72 5 85**

<sup>1</sup> Full-time equivalents (FTE)	72 5 85	1.10	n/a	1.10	n/a	1.10	n/a
Visits	72 5 85	503	428 - 578	503	428 - 578	503	428 - 578
Individuals Served by Functional Centre	72 5 85	282	226 - 338	282	226 - 338	282	226 - 338
Group Sessions	72 5 85			11	9 - 13	11	9 - 13
<sup>1</sup> Total Cost for Functional Centre	72 5 85	\$57,767	n/a	\$57,767	n/a	\$76,755	n/a
Group Participant Attendances	72 5 85					146	117 - 175
Service Provider Interactions	72 5 85					409	327 - 491
Service Provider Group Interactions	72 5 85					1	1 - 1

**Total Administration Expenses**

**Administration and Support Services 72 1\***



**OHRS Description & Functional Centre**

<sup>†</sup>These values are provided for information purposes only. They are not Accountability Indicators.

		2014-2015		2015-2016		2016-2017		
		Target	Performance Standard	Target	Performance Standard	Target	Performance Standard	
<sup>†</sup> Full-time equivalents (FTE)	72.1*	3.90	n/a	3.90	n/a	3.05	n/a	
<sup>†</sup> Total Cost for Functional Centre	72.1*	\$334,250	n/a	\$334,250	n/a	\$547,481	n/a	
<b>COM Clinical Management 72 5 05</b>								
<sup>†</sup> Total Cost for Functional Centre	72.5 05					\$24,000	n/a	
<b>COM Medical Resources 72 5 07</b>								
<sup>†</sup> Total Cost for Functional Centre	72.5 07					\$2,500	n/a	
<b>Undistributed Accounting Centres 82*</b>								
<sup>†</sup> Full-time equivalents (FTE)	82*					0.50	n/a	
<b>Total Full-Time Equivalents for All F/C</b>								
		22.65		22.65		22.90		
<b>Total Cost for All F/C</b>		\$2,482,085		\$2,489,495		\$2,497,430		

# Schedule E2b: CHC Sector Specific Indicators

2014-2017

Health Service Provider: Planned Parenthood Of Toronto

Performance Indicators	2014-2015	Performance Standard	2015-2016	Performance Standard	2016-2017	Performance Standard
	Target		Target		Target	
Cervical Cancer Screening Rate (PAP Tests)	72%	> 58%	75%	> 60%	80%	> 64%
Colorectal Cancer Screening Rate	0%	0% - 0%	0%	0% - 0%	0%	0% - 0%
Inter-professional Diabetes Care Rate	0%	0% - 0%	0%	0% - 0%	0%	0% - 0%
Influenza Vaccination Rate	20%	16% - 24%	20%	16% - 24%	0%	0% - 0%
Breast Cancer Screening Rate	0%	0% - 0%	0%	0% - 0%	0%	0% - 0%
Periodic Health Exam Rate (Applicable to 2014-15 only)	32%	26% - 38%	N/A	-	N/A	-
Vacancy Rate (For NPs and Physicians - Replaced in 2015-16 with Retention Rate)	0%	<=0%	N/A	-	N/A	-
Access to Primary Care	100%	95% - 100%	100%	95% - 100%	100%	95% - 100%
Retention Rate (For NPs and Physicians)	N/A	-	100%	> 80%	100%	> 80%
<b>Explanatory Indicators</b>						
Exam rooms per primary care provider						
Specialized Care						
Number of Registered Clients						

## Schedule E3a: LHIN Local Indicators and Obligations

2016-2017

Health Service Provider: Planned Parenthood of Toronto

### TC LHIN Tables:

Participate in applicable initiatives endorsed by the Sector and Cross-Sector Tables, and approved by TC LHIN.

### TC LHIN's Strategic Plan:

Support the implementation of TC LHIN's 2015-2018 Strategic Plan. In addition to the multiple initiatives underway related to Strategic Plan 2015-2018, TC LHIN looks to its Health Service Providers (HSPs) for a commitment to the specific initiatives outlined below.

Participate in the following TC LHIN specific initiatives related to:

- Planning and implementation of the primary care strategy including complex patients.
- Implementation of a regional palliative care program.

Continue to actively support TC LHIN Health Equity initiatives through:

- Support approaches to service planning and delivery that: a) improve existing health disparities and, b) actively seek new opportunities to reduce health disparities.
- For Community Health Centres only: Collect and submit demographic/equity data with the goal of covering more than 75% of new clients and existing clients accessing the system by March 2017. The expectation is that this data is linked to clinical outcomes and is made available for clinical application by health care professionals.
- Apply the Health Equity Impact Assessment (HEIA) tool and its supplement(s) in program and service planning.
- Collect Health Card information on clients receiving LHIN funded services. Record the number of clients receiving LHIN funded services that do not have a Health Card.

Participate in the Quality Table initiatives, including compliance with reporting requirements and participation in sector specific and cross-sector quality improvement efforts. As a subset of the work to support the Quality Table, it is required that the following activities related to the measurement of patient experience be conducted:

- Measure patient, client, resident, and family experience at a minimum annually.
- Measure patient experience in a comparable manner to peers, as applicable.
- Report on patient experience results to clients and/or to the public.

Participation in the Indigenous and Francophone Cultural Competency Initiatives.

Participation in French Language Service (FLS) planning:

- For identified HSPs that provide services in French, develop a FLS plan and demonstrate yearly progress towards meeting designation criteria.

## Schedule E3a: LHIN Local Indicators and Obligations

2016-2017

- HSPs that are not identified for the provision of FLS, the expectation is to identify their French-speaking clients. This information is to be used by the HSP to help with the establishment of an environment where people's linguistic backgrounds are collected, linked with existing health services data and utilized in health services and health system planning to ensure services are culturally and linguistically sensitive.

Adopt Digital Health and Information Management initiatives that encompass both provincial and local level priorities as identified by TC LHIN. This specifically includes, where applicable:

- Submission of data to Integrated Decision Support tool (IDS) and/or Community Business Intelligence (CBI).

Participate in initiatives to increase emergency preparedness and response levels at your organization, within your sector and the system overall, including those guided by the TC LHIN Emergency Management Implementation Committee.

All health service providers will provide an annual attestation that an internal patient and/or client complaints policy and procedure is in place, and followed. The attestation will be submitted at Q4 consistent with the time of reports contained in Schedule C – Reports.

### **Ministry/LHIN Accountability Agreement Performance (MLAA):**

TC LHIN is developing a system-wide plan to improve performance on its MLAA indicators including embedding performance targets in the Service Accountability Agreements. In addition, HSPs will contribute to the achievement of the TC LHIN MLAA Performance Indicators related to ALC and ED performance through the following specific initiatives:

All HSPs approved to deliver Case Management services will commit to collecting the following information with the intention of establishing a baseline in 2016/17 against which future reports and indicators will be measured:

- Record the number of client visits to hospital emergency departments, and admission to hospital.
- Record the number of repeat client visits and re-admissions to hospital that occur within 30 days of a previous visit or admission.
- Provide a report at Q4 consistent with the timing of reports contained in Schedule C - Reports.

All Community Support Services HSPs will register their moderate and high needs clients receiving LHIN funded services, using the RAI Tool or Health Links criteria, to the Community Agency Notification. Services include eADP, Attendant Outreach programs, Supportive Housing services, Assisted Living Services for High Risk Seniors and Right Place of Care program.