



Centre of Excellence on Performance Management & Accountability

*Ontario Investment and Trade Centre
250 Yonge Street, 35th Floor, Toronto*

Thursday, June 10, 2010

8:30 a.m. Registration and breakfast

9:00 a.m. Welcome: **Wendy Feldman, Director of Research, IPAC**
Michael J. Jordan,
Partner, Advisory Services, PricewaterhouseCoopers, Toronto

Overview: *CEPMA work to date: previous themes, presentations, report, website, PM research, and Accountability study team.*

9:15 a.m. **"Evaluating Recent Intergovernmental Accountability Regimes:
What Works; What Could be Done Differently."**

**Professors Linda White, University of Toronto, Peter Graefe, McMaster University
and Julie Simmons, University of Guelph.**

Presentation of IPAC study group research on accountability in Canadian federal-provincial agreements. Do recent accountability mechanisms, such as public reporting, promote policy effectiveness, intergovernmental cooperation, and democratic legitimacy? This team's comparative reflection on accountability and governance examines the different uses of intergovernmental accountability mechanisms, drawing on the experiences of other federal systems and multilevel governance structures, and across a number of policy sectors and jurisdictions.

10:30 a.m. Break

10:45 a.m. **"10 years of Ontario's Municipal Performance Measurement Program -- developing strategic partnerships to grow a performance management culture."**

**Bohdan Wynnycky Senior Manager, Municipal Performance Partnerships Unit,
Ministry of Municipal Affairs and Housing, Ontario**

Ontario's municipalities have been collecting and publicly reporting on their service delivery annually through Ontario's Municipal Performance Measurement Program since 2000. Strategic provincial-municipal partnerships and new innovative tools such as the Municipal Information Data and Analysis System and the Ontario Municipal Knowledge Network have been implemented. Ontario's municipalities are using performance measurement to inform longer-term strategic decision making and municipal management. Bohdan will also discuss the Ontario Municipal Benchmarking Initiative.

12:00 noon Networking Lunch

1:00 p.m. **"High Performing Public Sector Organizations: Case Study Findings"**
Professor Greg Richards, University of Ottawa

The study of High Performing organizations and their use of PM&A is the focus of a research study being undertaken by the Telfer Centre, University of Ottawa. Prof Richards will discuss early findings and next steps.

2:15 p.m. Break

2:30 p.m. **"Transformational Change: Achieving Performance and Accountability through Behavioural Change"**

**Liz Buller, Senior Vice President Patient Services, William Osler Health System
Barbara Pitts, Associate Partner, PricewaterhouseCoopers**

Ms Buller and Ms Pitts will share the insights gained through using a gated review process to organizational redesign to change how we deliver frontline care. The change readiness assessment showed that key stakeholder groups were ready to act, but they were skeptical that the behavioural changes would stick. This presentation describes the journey at Osler to deliver improvements in performance through increased accountability of staff and physicians, focusing on the behavioural changes required for sustainability.

William Osler Health System has approximately 730 beds and a health care team of over 4,000 staff, 700 physicians and 900 volunteers. Osler offers acute and ancillary health care in the growing and diverse communities of Etobicoke and Brampton, for approximately 1 million people. William Osler Health System's newest facility – the 1.3 million square foot Brampton Civic Hospital – opened in October 2007.

3:30pm **“Ontario’s Health Care System Scorecard”**

Paul Pirie, Manager, Strategic Alignment Branch, MOHLTC

Sahba Eftekhary, Senior Scorecard Specialist, Strategic Alignment Branch, MOHLTC

The Ministry of Health and Long-Term Care will be introducing the Health Care System Scorecard in June 2010. The scorecard is the ministry’s authoritative tool for guiding strategic alignment and accountability in the health care system. The presentation will review objectives and outline the innovative and systematic approach used to identifying the performance indicators in the scorecard.

4:15 pm **CEPMA Wrap-up: conclusions, feedback for next meeting, next steps**

Next Meeting – Fall 2010 in Ottawa: to be discussed by CEPMA members.

4:30 pm Meeting ends