

**Carlington Community Health Centre
Multi-Sector Accountability Agreement
Compliance Report to Board of Directors**

Date: May 21st, 2024

Time Period Covered in Report: (January 1st, 2024 – March 31st, 2024)

This report is organized by the Sections outlined in the Multi-Sector Accountability Agreement (M-SAA).

Provision of Services (Section 3.1)

Carlington Community Health Centre (CCHC) continues to provide services in accordance with the terms and conditions stipulated in this section of the MSAA.

Subcontracting for the Provision of Services (Section 3.2)

In this reporting period, the Centre subcontracted for the following services:

- Waste Removal: $1,123.74 \times 1,127.66 + 1,124.99 = \$3,376.39$
- AllStar Maintenance: $7,006 \times 3 = \$21,018$ (janitorial Services)
- Sage: \$10,869.75 (Accounting support system)
- 417 Bus Line Ltd: \$8,230.75 (school bus)
- City Of Ottawa SRV: $\$5,520 + \$7,507.50 + \$2,310 = \$15,337.50$ (ride vouchers)
- Gowling WLG: \$912,48 (legal bills – both for IT issue and for Condo agreement/deal)
- ITD: $\$15,164.60 + \$3,152.70 + \$3,453.30 + \$4,528.45 + \$3,152.70 - \$10,636.15 = \$35,115.6$ (new IT company)
- KozalIT: $\$14,330.66 + \$9,550 + \$20,032.26 + \$11,911.18 = \$55,824.10$ (IT support)
- Xerox: $\$1,346.33 + \$1,855.35 = \$3,201.68$ (Printing machine)
- HVAC Maximum Heating & Cooling Inc.: \$2,076.38 (HVAC)
- Manjit Basi Coaching/Consulting: \$1,130.00 (Training)
- Alliance for Healthier Communities: \$29,243.73
- Ottawa Hospital Association: \$3,873.64
- Canadian Centre for Accreditation: \$7,132.91 (Centre accreditation)

Conflict of Interest (Section 3.3)

CCHC has not identified any actual, potential or perceived conflicts of interest in the fulfilment of its contractual obligations under the MSAA.

Digital health / Information Technology Compliance (Section 3.4)

CCHC is in compliance with technical and information management standards outlined in this section of the MSAA.

French Language Services – Designated 3.5.4:

CCHC has fulfilled its roles, responsibilities and other obligations relative to MOHLTC requirements and obligations of FLS.

CCHC applies the principles of Active Offer in the provision of services; provides services to the public in French in accordance with Ontario’s French Language Services Act; maintains its French language services capacity.

Using the template to be provided by Ontario Health East (OHE) (formerly known as the LHIN), the health service provider (HSP) will submit a Human Resources plan to Ontario Health East, by June, 2024.

Procurement of Goods and Services (Section 4.8)

CCHC has a procurement policy in place that requires the acquisition of supplies, equipment or services valued at over \$25,000 through a competitive process that ensures the best value for funds expended. Any acquisition of supplies, equipment or services would be consistent with this policy.

In this reporting period, the Centre procured the following:

- Koza IT services: IT Services for \$98,776.80 + HST (annually) and 5000 + HST (onetime fees). The services include the following:
 - IT helpdesk
 - IT Management
 - Cyber Security
 - Website Management

Planning for Future Years (Section 6.1)

There was a full CAPS submitted to Ontario Health East (OHE) by January 31, 2023, for the next three years starting in April 2023. This OHE changed their initial planning assumptions (2% increase) and we are using the old 3-year CAPS instead.

Community Engagement and Integration Activities (Section 6.2)

- (a) In this reporting period, CCHC has the following mechanisms in place for engaging families, caregivers, clients, residents, patients and other individuals who use the Centre's services, to help inform the Centre's plans, including its contribution to the establishment and implementation by the OHE of geographic sub-regions in its local health system.
- The Ontario Perception of Care survey is used to evaluate ACTT services for clients and their families on an annual basis.
 - The perinatal evaluation framework review undertaken by CHEO CRU involved client and primary obstetrical health care provider interviews to obtain qualitative information about the impact of perinatal program. The findings will be used to update the program. Among the recommendations:
 - Efforts should be made to reach primary care providers most likely to encounter clients earliest in pregnancy: family physicians, ultrasound clinics, and pharmacies should also be explored as places to promote.
 - Classes offered in other languages (ex. French).
 - Continue to expand Managing Anxiety for new Parents (MAP), and other mental health resources.
 - Add/review prenatal content to maximize health literacy around gaps identified by Primary Obstetrical HCP's.
- (b) In this reporting period, CCHC separately and in conjunction with OHE and other health service providers, identified the following opportunities to integrate the services of the local health system to provide appropriate, coordinated, effective and efficient services.
- The Assertive Community Treatment Team
 - The 5 Ottawa ACT teams, ACT step down and CMHA meet monthly to manage the waitlist for Assertive Community Treatment Team.
 - Eastern Ontario ACTT Network (EOAN) is chaired by the program director of Carlington ACTT on a biannual basis, virtually meeting with all ACT Team's management in the Eastern Region of Ontario, next meeting is in November 2023.
 - Ontario Association of ACT and FACT - Technical Advisory Committee: Program Director is a member of the Technical Advisory Committee that meets quarterly.

- ACT National Discipline Specific Meetings: available for ACTT staff to meet virtually with others in the same discipline to learn from each other's experiences.
- Initiated chair a Housing Advocacy committee, Partners for Housing Solutions, for improvements in the condition of Residential Service Homes in Ottawa. Several members are from Carlington Community Health Centre's Assertive Community Treatment Team and Primary Health Care. Other representatives are from other agencies in Ottawa including, but not limited to Shepherds of Good Hope, Ottawa Public Health, and the City of Ottawa.

Reporting (Section 8.1)

During this reporting period CCHC has met all reporting obligations to OHE as identified in Schedule C of the M-SAA including:

<u>OHRIS/MIS Trial Balance</u> <u>Quarter</u>	<u>Submission Due Date</u> <u>CHC/CSS</u>	<u>Date CCHC submitted</u>
Q1	Not required	n/a
Q2	October 31, 2023	October 26, 2024
Q3	January 31, 2024	January 29, 2024
Q4	May 31, 2024	
<u>Supplementary Reporting</u> <u>Quarterly through SRI</u>	<u>Submission Due Date</u> <u>CHC/CSS</u>	<u>Date CCHC submitted</u>
Q1	Not required	n/a
Q2	November 7, 2023	November 7, 2023
Q3	February 7, 2024	February 6, 2024
Q4	June 7, 2024	
<u>Annual Reconciliation Report</u> <u>(ARR)</u>	June 30, 2024	
<u>Board Approved Audited</u> <u>Financial Statement</u> <u>2023/2024</u>	June 30, 2024	
<u>Declaration of Compliance</u>	June 30, 2024	

<u>Fiscal Year 2023-2024</u>		
<u>Quality Improvement Plan 2024-2025</u>	March 31, 2024	

Transparency (Section 8.5)

An electronic copy of the signed MSAA, quarterly compliance reports and annual declaration of compliance are posted on the Centre’s public website. A paper copy of the MSAA is posted in the main waiting/reception areas.

Governance (Section 9.3)

CCHC has in place policies and procedures for its Board of Directors, including a code of conduct.

A signed Performance Agreement is in place with the Executive Director dated October 18, 2022 that ties a portion of the ED’s compensation plan to the Executive Director’s performance plan until March 31, 2024.

Insurance (Section 10.4)

CCHC holds the required Commercial General Liability insurance for third party bodily injury, personal injury and property damage. Valid proof of insurance was submitted to the OHE-Champlain region by June 30, 2024.

Local Obligations (Schedule D3)

- **Improve Access and Flow by Reducing Alternate Level of Care**
The Health Service Provider has participated in and aligned with regional plans to support admission diversion, maximize capacity, and support patients transition to community.
- **Advance Indigenous Health Strategies and Outcomes**
The Health Service Provider has demonstrated progress on increasing and advancing indigenous cultural outcomes, access and executive training throughout the organization. This supports the goal of improving access to health services and health outcomes for indigenous people. The 2022-2023 report was submitted to OHE on June 29, 2023. The 2023-2024 Indigenous Cultural Awareness Report, using a template provided by Ontario Health East (OHE), is due by June 30, 2024.
- **Advance Equity, Inclusion, Diversity and Anti-Racism Strategies to Improve Health Outcomes**

The Health Service Provider is committed to developing and advancing an organizational health equity plan. This period, the Health Service Provider has implemented an Equity, Diversity and Inclusion committee with the goals to increase understanding and awareness of health equity through educational/continuous learning. The 2023-2024 Equity, Inclusion and Diversity and Anti-Racism (EIDAR) Report is due to Ontario Health by June 30, 2024.

Performance Indicators (Schedule D2b)

M-SAA Goal/Reference	Performance Standard	Q1	Q2	Q3	Q4
Cervical Cancer Screening (PAP Tests)	Target 72.0% Performance standard >58%	75%	75%	76.66%	77%
Colorectal Screening Rate	Target 70% Performance standard 56-84%	81%	81%	78.90%	80%
Inter-professional Diabetes Care Rate	Target 90% Performance standard 72-100%	90%	95%	94.89%	95%
Panel Size (Access to Primary Care)	Target: 66.0% Performance standard: 52.8-79.2%	83%	84%	85.8%	86.96%

Monitoring Indicators (Schedule D2b):

Influenza Vaccination Rate (monitoring indicator)	Target 30% Performance standard 24-36%	34%	34%	43.23%	47%
Breast Cancer Screening Rate (monitoring indicator)	Target 75% Performance standard 60-90%	75%	77%	77.35%	82%

This report has been prepared by the Executive Director.

I certify this a true and accurate report on the compliance items covered under our Multi-Sector Accountability Agreement.



Yacouba Traoré
Executive Director