

REPORT OF THE PRESIDENT

Written June 12th, 2002, Modified September 18th, 2002

The past year was one of membership change and internal development for OCCHA. Board members John Cowan and Sharon Crosby resigned late in 2001 and their positions were replaced in early 2002.

During the time from April 1, 2001 to March 31, 2002 there were no health unit accreditation surveys. One health unit was awarded the Seal of Excellence, for maintaining accreditation for 5 or more continuous years. Otherwise our time has been focused on a formal review of our mandate and our vision for our future. Thus in the fall, OCCHA adopted to following a new **Mission Statement**.

To promote excellence in public health programs and services.

This new mission is supported by our new **Strategic Plan**. The Strategic Plan was the culmination of consultations with the health units of the province. It is our belief that in order to provide excellent and valued service we must be in touch with the needs of our clients, and thus early in 2001 we embarked on consultation and strategic planning.

Out of our Strategic Plan the following are our four **Strategic Directions**.

1. Strengthen support from the MOHLTC, Public Health Branch for OCCHA and the accreditation process.
2. Enhance customer service and marketing of OCCHA and accreditation.
3. Explore other continuous quality improvement initiatives.
4. Nurture/strengthen partnerships to support OCCHA and its work.

We have initiated a number of activities to address these Strategic Directions. With regard to the first and the third of these,

strengthening Ministry support for our work, and exploring other continuous quality improvement initiatives, we have continued communication with the Ministry of Health and Long-Term Care regarding OCCHA's role in the Accountability Framework. In addition to this we drafted an interim report entitled "*Developing a Structure for Accountability: How OCCHA and Accreditation Can Work for Public Health*", which was released for review and feedback in May 2002.

We have sought to enhance customer service and marketing in a number of ways. On February 1 at the alpha semiannual meeting we launched our website (at www.occha.org). Our website has been designed to meet the information needs of a diverse range of users, such as members of accredited and non-accredited health units, surveyors, OCCHA board members and the general public. We created a Coordinator of Marketing and Customer Service position, which we will be filling later this year. We will also be coordinating a provincial committee on continuous quality improvement. The purpose of this committee will be to define continuous quality improvement in public health and to review and revise, as appropriate, OCCHA's standards to more fully incorporate CQI components.

OCCHA has continued to nurture and strengthen partnerships. Our activities in this regard include our continued partnership on the Ontario Public Health Benchmarking, and the Mandatory Programs Measurement Working Group.

With the arrival of four health unit surveys this spring it appears that our time of internal reflection and development has come to a close. No doubt, however, our work to fulfill our Strategic Plan will continue throughout 2002 and into the years to come.

Charles Gardner

REPORT OF THE PRINCIPLES AND STANDARDS COMMITTEE

Co-chairs: Kris Millan and Ellen Wodchis

Members: Karen Boughner; Catherine Bloskie (effective January, 2002), Sharon Crosby (retired January, 2002), Ruth Sanderson (until June, 2002), Peter Wiebe, Ellen Wodchis, Charles Gardner (ex-officio)

During the year April 1, 2001 to March 31, 2002 the Principles and Standards Committee held one meeting.

Several recommendations were brought to the Board following the January 17th, 2002 meeting for approval including:

- Changes to the criteria for rating compliance with accreditation standards and changes in survey protocols, including the expansion of the on-site survey to 3 full days (from 2¹/₂ days).
- Changes to accreditation standards to better reflect the Mandatory Programs and Services Guidelines.

- The development of annual progress report policy and template for accredited health units.

All changes to the accreditation documents and protocol will be posted on the OCCHA website.

The Principles and Standards Committee will focus its energy on further standards review during the next fiscal year.

I would like to thank all members of the Principles and Standards Committee for their work over the past year. I look forward to a productive year ahead.

Kris Millan

Ontario Council on Community Health Accreditation

Statement of Financial Position
As at March 31, 2002

	2002	2001
Assets		
Cash	\$78,936	\$74,562
Short-term investments (Note 3)	73,520	71,223
Accounts receivable	8,514	-
Prepaid expenses	5,132	1,459
	166,102	147,244
Liabilities		
Accounts payable	\$11,717	\$23,857
Deferred revenue	11,000	-
Ontario Public Health Benchmarking Partnership	29,969	29,969
	52,686	53,826
Net assets	\$113,416	\$93,418
Net Assets Represented by:		
Accumulated surplus	\$113,416	\$93,418

See accompanying notes to financial statements.

Statement of Operating Funds Year Ended March 31, 2002

	2002		2001
	Budget	Actual	Actual
Revenue			
Ministry of Health and Long-Term Care Grant	\$99,000	\$99,000	\$99,000
Ministry of Health and Long-Term Care Surveyor Training Grant	-	-	6,600
Ministry of Health and Long-Term Care Strategic Planning Workshop	-	-	9,000
Accreditation maintenance fees	35,000	30,000	32,500
Interest income	2,500	2,451	1,325
	136,500	131,451	148,425
Expenditures			
Strategic Planning Workshop	-	-	6,876
Surveyor Training Workshop	-	-	5,760
Board and committee meetings	10,000	7,870	8,981
Marketing and travel	5,300	10,345	2,412
Insurance	1,600	1,349	1,365
Equipment rental	1,400	559	-
Office and computer	4,500	5,345	8,254
Photocopying and printing	1,000	2,422	827
Postage and courier	600	474	1,071
Professional development	500	470	440
Professional services	3,500	3,400	2,674
Rent and occupancy	12,700	9,639	9,639
Salaries and benefits	92,000	66,217	65,967
Telephone and facsimile	3,400	3,363	3,568
	136,500	111,453	117,834
Surplus	-	19,998	30,591
Ontario Public Health Partnership			
Surplus, beginning of year	-	93,418	62,827
Surplus, end of year	-	\$113,416	\$93,418

See accompanying notes to financial statements.

Notes to Financial Statements

1. Incorporation

The Council was incorporated under the Ontario Business Corporations Act as a non-profit organization without share capital on October 31, 1981.

2. Significant accounting policies

These financial statements are prepared on the accrual basis of accounting for revenues and expenditures.

Capital assets are recorded at cost and expensed in the year of acquisition net of any grants received for that purpose.

Revenue received prior to the completion of accreditation and other projects is deferred to the period of completion.

3. Short-term investments

Short-term investments consist of GICs bearing interest at an average rate of 1.00% per annum.

4. Income taxes

There is no liability for income taxes.

5. Statement of cash flows

No statement of cash flows has been prepared as it would not provide any meaningful information.

6. Budget

The budget figures as presented for comparison purposes are unaudited and are those approved by the Board of Directors. No audit opinion is expressed or implied.

Auditors' Report

To the Directors of the

Ontario Council on Community Health Accreditation

We have audited the statement of financial position of Ontario Council on Community Health Accreditation as at March 31, 2002 and the statement of operating funds for the year then ended. These financial statements are the responsibility of the Council's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Ontario Council on Community Health Accreditation, as at March 31, 2002 and the results of its operations for the year then ended in accordance with Canadian generally accepted accounting principles.



Mississauga, Ontario
Rouble LLP

Clarkson

REPORT OF THE MARKETING COMMITTEE

Chair: Ruth Sanderson

Members: John Cowan (until Oct 2001)

Sharon Crosby (until Jan 2002), Charles Gardner, Rob Thompson

One of OCCHA's key strategic directions identified in October 2001, was our desire to enhance customer service and marketing of OCCHA and accreditation. This set a new path for the Marketing Committee as we allocated specific resources to hire a part-time Marketing Co-ordinator to help us accomplish our tasks related to this strategic direction. Despite our best efforts to secure a suitable candidate, the position remains vacant and is an identified area of effort for the fall of 2002.

We met three times as a committee in the past year and made gains on prioritizing and accomplishing some of the specific activities identified in the strategic plan. February 1, 2002 marked our jump into the future with the launch of the OCCHA

website: www.occha.org. This website is designed to both enhance customer service by providing useful information to help health units get started in the accreditation process as well as to promote OCCHA and accreditation generally. A second strategic activity that has been accomplished is the presentation of the Seal of Excellence Award to the public health units with five or more continuous years of accreditation status at the ALPHA Annual Meeting. The development of a starter kit to facilitate preparation for an accreditation survey by new health units remains one of our key areas of energy for the future.

I would like to thank all the members of the Marketing Committee for their contributions over the past year and congratulate the staff at OCCHA for making our web page dreams a reality.

Ruth Sanderson

REPORT OF THE EXECUTIVE DIRECTOR

The primary focus of the OCCHA Board of Directors during the past year has been addressing the areas of priority identified through our strategic planning by developing implementation plans for each of our four strategic directions. These strategic directions were identified through focus groups, provincial surveys on OCCHA and accreditation and feedback from surveyors and community partners. One of the purposes of the strategic planning was to identify and address the barriers that exist to participation in the accreditation process. The results of our focus groups and survey indicated that need to strengthen support from the MOHLTC for both OCCHA and accreditation and to enhance customer service were crucial to OCCHA's continued growth.

To facilitate health unit participation in the accreditation process, particularly for first-time health units, OCCHA will be developing starter kits, identifying and publishing best practices and common issues related to the accreditation standards, coordinating a provincial committee on continuous quality improvement and continuing our review and revision of the program standards (Sections III and IV) particularly as they relate to the Mandatory Health Programs and Services Guidelines. The results of these efforts will be posted on our web site: www.occha.org which was launched in February and which will be continuously updated. The development of annual health unit progress reports, which will facilitate preparation for re-accreditation surveys, has already been completed and will be sent to each accredited health unit.

Revision of the program standards to more clearly reflect the Mandatory Health Programs and Services Guidelines is part of OCCHA's effort to, not only meet the needs of health units, but to strengthen MOHLTC support for accreditation. However, as both

an accountability and continuous quality tool, it is equally important that OCCHA's role in the accountability framework be clearly identified. To this end, the OCCHA Board of Directors has developed a discussion paper entitled, "Developing a Structure for Accountability: How OCCHA and Accreditation Can Work for Public Health." This paper has been submitted to the MOHLTC for review and discussion and will be available to our member organizations and on our web site. This paper, which was developed in response to health unit and member organization feedback through our strategic planning, is intended to facilitate discussion of how OCCHA and the accreditation process can better assist health units in demonstrating accountability, not only to the MOHLTC and municipal funding bodies, but to the general public. The results of discussion generated by this paper will be used to improve the accreditation process. We look forward to your responses and the continued development of this paper.

I would like to thank the public health units, our member organizations, surveyors and the MOHLTC for assisting the OCCHA Board of Directors in their attempts to develop a credible, relevant and comprehensive process. I would also like to thank the members of the OCCHA Board of Directors for the time, effort and commitment given to the improving of both OCCHA and the accreditation process.

I look forward to the ongoing work in implementing our strategic initiatives.

Sincerely,
Meighan Finlay



Annual Report

2001-2002

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Association

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Health Dentistry

Mission Statement

The Ontario Council on Community Health Accreditation promotes excellence in public health programs and services.

The accreditation award symbolizes excellence to the public, local public health agencies, other community agencies, professional associations, and local, regional and provincial governments.


O.C.C.H.A.'s accreditation process is confidential, voluntary, peer generated and peer reviewed.

O.C.C.H.A. is an independant agency directed by a Board whose members are appointed by professional associations involved in public health.



Accredited Health Units

-  District of Algoma Health Unit
-  Brant County Health Unit
-  Haldimand-Norfolk Health Unit
-  City of Hamilton Social and Public Health Services Department (Public Health Programs)
-  Kingston, Frontenac and Lennox & Addington Health Unit
-  Leeds, Grenville and Lanark District Health Unit
-  Middlesex-London Health Unit
-  Regional Niagara Public Health Services Department
-  City of Ottawa Public Health Branch
-  Perth District Health Unit
-  Simcoe County District Health Unit
-  Sudbury and District Health Unit
-  Wellington-Dufferin-Guelph Health Unit

 The OCCHA Seal of Excellence Award has been presented to the Health Units who have been accredited for 5 or more continuous years.