
Health Council of Canada



Conseil canadien de la santé

***Which Health System Performance
Measures Matter:
The System vs. The Public***

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Edmonton, AB



Overview of Presentation

- While we do a lot of measurement and reporting on health system performance in Canada, are we doing it effectively?
- More importantly, are we measuring and reporting on what matters to the public (as patient, taxpayer, informed citizen)?



The Health Council of Canada

- Key accountability measure in the 2003 First Ministers' Accord on Health Care Renewal
- Mission: To monitor and report to Canadians and their governments on best practices and innovation, and progress on health care renewal in Canada
- Key accord measures:
 - Timely access, quality, sustainability, health status & wellness



Measuring performance in Canada



- 14 different health care systems
- Diverse populations with diverse health needs
- Lack of overarching framework and systematic approach to performance reporting
- Health indicator ‘chaos’
- Minimal emphasis on ‘the patient’



Some federal & provincial reporting

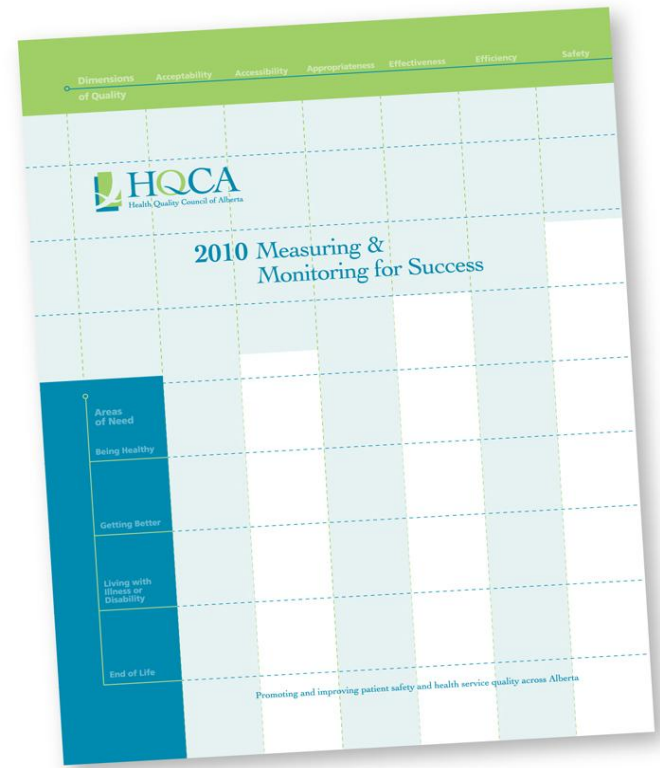
 Government of Canada / Gouvernement du Canada

HEALTHY CANADIANS

A FEDERAL REPORT ON COMPARABLE HEALTH INDICATORS



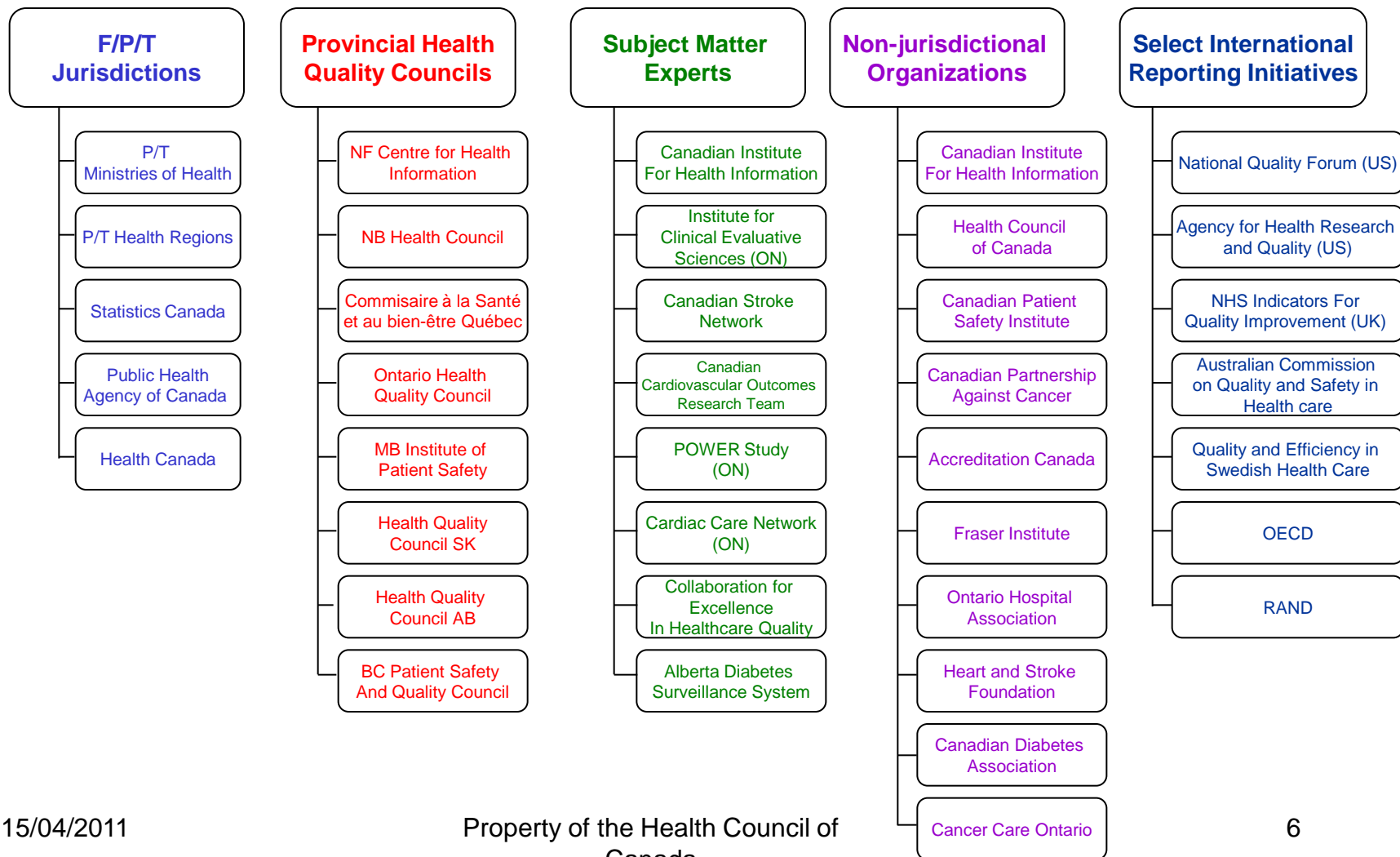
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Canada 

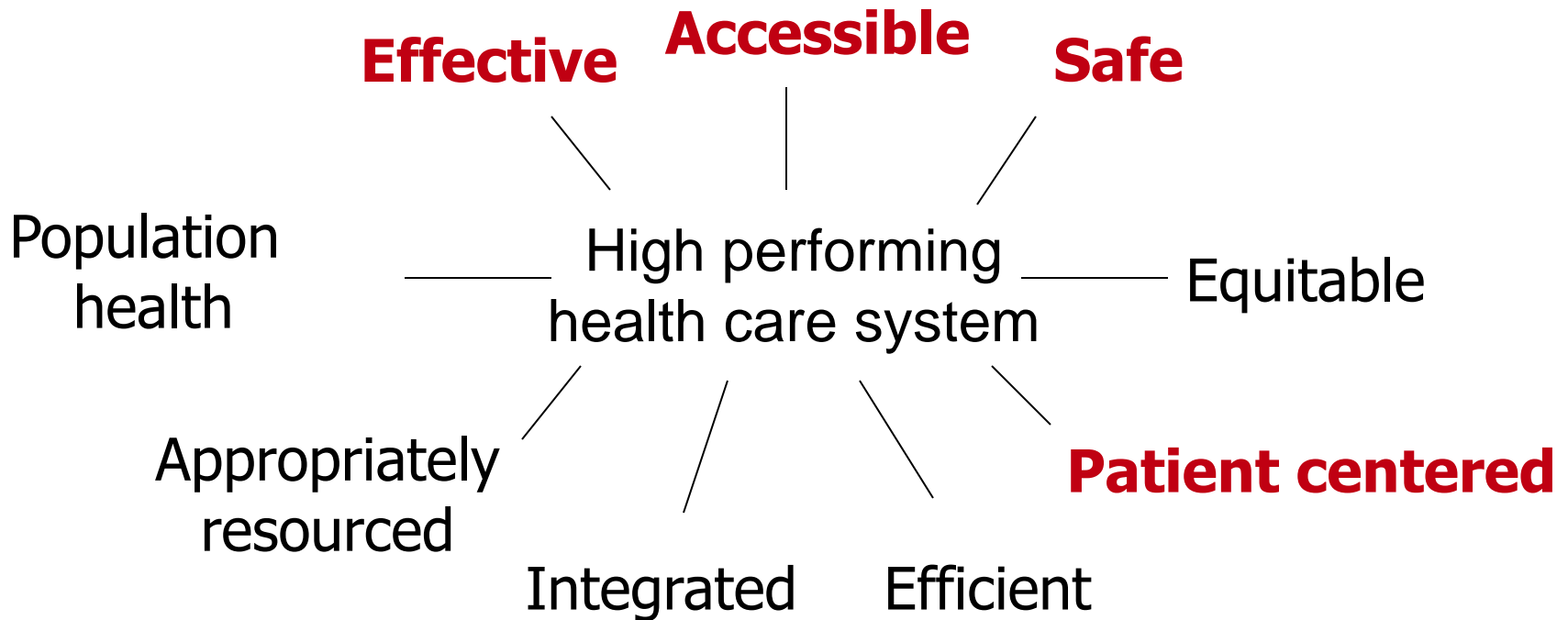


2011 Indicator Chaos





Which measures matter to the public?



*Ontario Health Quality Council, 2007 Annual Report, p. 11.

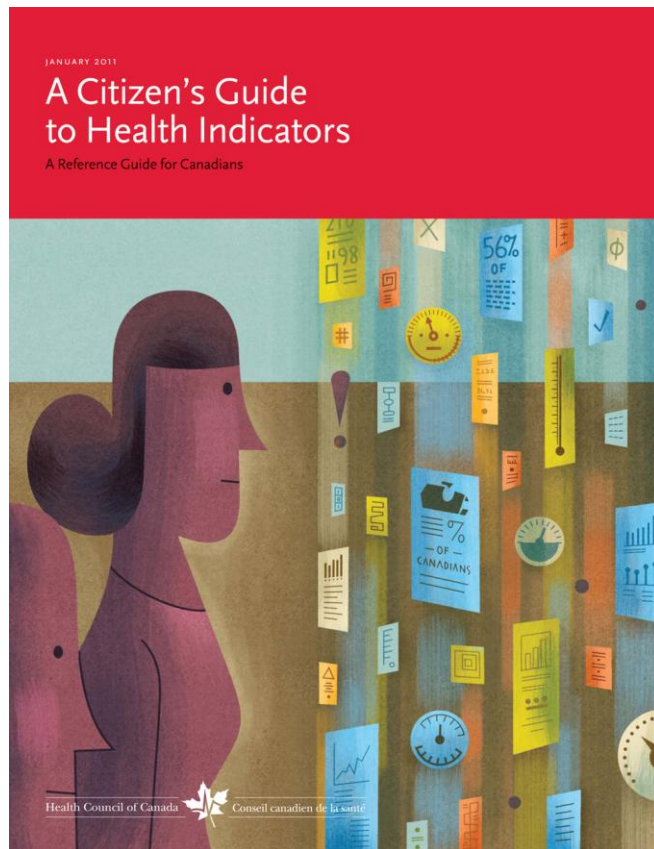


What the Canadian public is saying





A Citizens' Guide to Health Indicators



- To build health literacy -- the ability to access, understand and use information for health decision-making purposes
- Designed to share understanding of the importance and use of health indicators



Some questions on our agenda

- Where is the patient in system thinking and design?
- How does the system better engage patients, and how will we know if we are successful?
- Will we be better able to report on best practices and progress in health care renewal in a way that makes sense to the public?





Levels of patient engagement

Diverse and can occur at various levels in the health care system

PERSONAL CARE

Patient and health care provider



Individual patient/family and their provider/care team discussing decisions regarding treatment and ongoing care

PROGRAM OF CARE

Patient as part of a planning group



Groups of patients with a common interest involved in planning for the organization and delivery of specific health services, such as regional cancer services

SYSTEM OF CARE

Citizen as part of an engagement strategy



Citizens providing input into planning or evaluating a broad range of health services or policy, for example through a survey of a public forum



Building an engagement indicator at the personal care level?

- How often are you involved to the extent that you want to be in decisions related to your care?
- How often do you have enough time with your physician?
- How often do you have the opportunity to ask questions about your recommended treatment?



Conclusion

- To bridge the gap between the system and the public perspectives, we must do better individually and collectively in health system reporting by focusing on:
 - Relevance
 - Comparability
 - What matters to the public



Let's talk

The screenshot shows the Health Council of Canada website with the following content:

- Header:** Health Council of Canada / Conseil canadien de la santé | TAKING THE PULSE
- Navigation:** HOME, ABOUT US, ONLINE LIBRARY, NEWS and EVENTS, HEALTH CARE LINKS, CONTACT US, FRANÇAIS
- OUR VISION:** An informed and healthy Canadian public, confident in the effectiveness, sustainability and capacity of the Canadian health care system to promote their health and meet their health care needs.
- Home Page:** Includes a search bar and social media icons (YouTube, Digg, Twitter, Facebook, LinkedIn).
- Featured Article 1:** Released January 31st: **A Citizen's Guide to Health Indicators**. For individuals with an interest in health care and how to use health information, this resource provides an introduction to health indicators, what they are, where they come from, and how they can influence health care decisions and policies. Includes a "Download Report" link and a "Guest Blog" by Dr. Brian Goldman and Village on a Diet's Dr. Ali Zentner Webinar.
- Featured Article 2:** Released December 15th: **Stepping It Up: Moving the Focus from Health Care in Canada to a Healthier Canada**. Unless governments change their approach to addressing the needs of poorer and socially disadvantaged Canadians, we are destined to continue to spend large amount of dollars on our health care system. Includes a "Download Report" link.
- Featured Article 3:** Released November 19th: **How Do Canadians Rate the Health Care System?** Canadians visiting emergency departments for care, instead of seeing primary health care providers. Health Council of Canada releases 2010 Commonwealth Fund International Health Policy Survey results. The bulletin indicates that although, Canadians feel strongly about their health care system, they recognize the need for key improvements to the system. Over half of Canadians surveyed feel that fundamental changes are required to make the system work better. Includes a "Download Report" link.
- Find out what others are saying about...:** Health System Performance, Health of Canadians, Aboriginal Health, Primary Health Care, Pharmaceuticals.
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- Are there any questions?
- Please visit our website: www.healthcouncilcanada.ca
- Thank you. Merci.