

DRAFT

Appendix G

Waterloo Wellington LHIN Integrated Health Service Plan

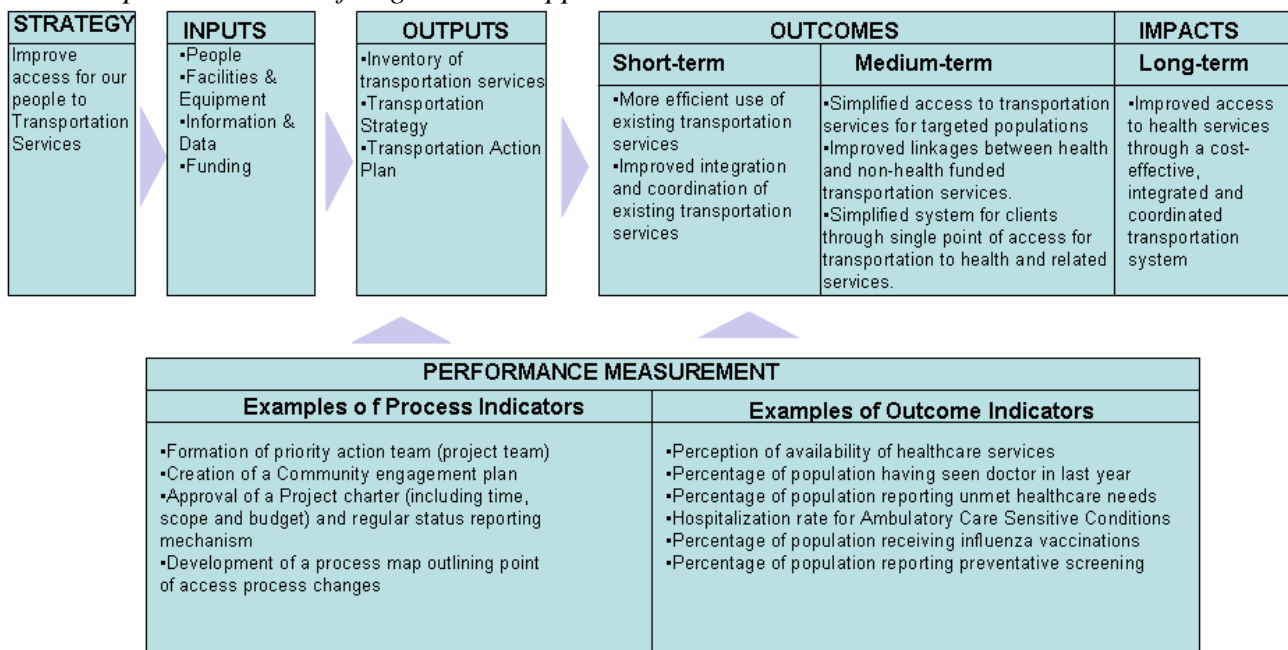
IHSP Performance Management Approach

IHSP Performance Management Approach

The WWLHIN Integrated Health Service Plan sets out initial strategies and activities for beginning to address local health system priorities (see Section 6.0 for more detail). As plans for each proposed activity are confirmed, meaningful and measurable outcomes will be developed. The linkage between activities and outcomes and the resources required to accomplish the work will be outlined using logic models. This will provide a clear understanding of the inputs that go into supporting each of the IHSP activities and how the outputs relate to target outcomes.

As depicted conceptually in the diagram below, a logic model illustrates the relationship between a given situation and the inputs, outputs and outcomes. This in turn, forms the basis for creating process and outcome performance indicators.

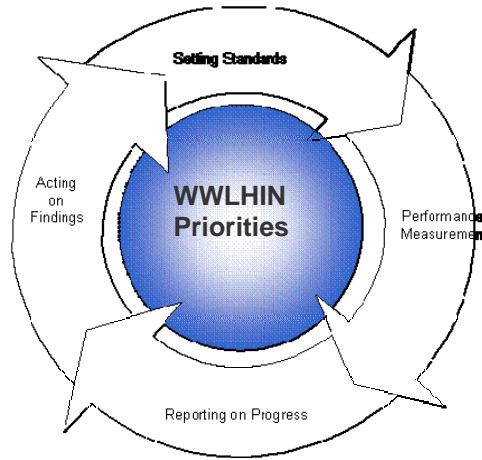
Sample Illustration of Logic Model Approach:



Note: The content above is intended as illustration only and is not necessarily the logic model to improve access for our community to transportation services.

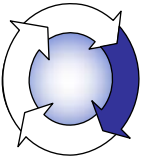
Monitoring and Influencing Performance

Once outcomes are established and validated, both process and outcome indicators can be created. Results can then be monitored and measured, reported on and next steps or additional actions decided. This is a continual performance cycle as depicted in the diagram below.



Setting Standards

Setting standards encompasses selecting indicators, setting goals and targets and communicating expectations.



Performance Measurement

As outcomes are defined for each of the strategies and activities in the IHSP, we will develop appropriate performance indicators and measures to monitor and determine success. These indicators and measures will be supported by inputs that can be collected within reasonable timeframes to provide meaningful discussions on progress and performance. Through continual environmental scanning, we will also bring forward performance information on emerging opportunities to be considered.



Reporting on Progress

The WWLHIN is committed to accountability and transparency in reporting on progress with respect to process and IHSP outcomes. This will ensure our community is both informed and engaged in helping to find optimal solutions.



Acting on our findings

By collecting and analyzing appropriate performance indicators, and assessing system impacts, we as a community, will be able to make decisions based on the best available information. Improving population health and integrating our health system is an ongoing process. As activities are modified and new ones added, the process of setting new standards, measuring performance and reporting on progress continues.