

## **Process and Requirements for Organizations seeking Health Service Provider Status**

### **What does it mean to be a *health service provider*?**

Health service providers are funded to provide services and programs on behalf of the Local Health Integration Network (LHIN) via transfer payments.

These “transfer payment programs and services” are a key method by which services are delivered to the public. In the case of the Aging at Home Strategy, the LHIN will provide funds to organizations based on the financial requirements identified and approved through the business planning process. Ongoing provision of financial resources is linked to service or program performance measures and outcomes as articulated in the Aging At Home contract signed with the LHIN.

Even though a health service organization will deliver the actual service or program, the LHIN is accountable for protecting the public interest in the expenditure of the money provided to do so. As such, it is the LHIN’s responsibility to ensure that the health service provider receiving public funds has the proper accountability mechanisms in place to meet the public standard for transparency, and appropriate reporting of expenditures against program and service goals and objectives.

There is a three step process to qualifying to become a health service provider. Please note, that in order to maintain such status, your organization must continue to be a validly existing legal entity with the power to fulfill its obligations under an Aging At Home contract, and must also continuously maintain the expertise necessary to provide the services or program as outlined in the business plan.

### **Step 1.**

#### **Your organization must provide the following documentation:**

*Any and all information provided in relation to this request for documentation must be true and complete at the time it is provided.*

- Proof of incorporation as a non-profit corporation. An exception can be made if your service program is sponsored by a hospital or municipal government agency.
- Proof that your organization can meet all the standard legal requirements of the *Corporations Act* for a non-profit corporation
- Proof that the organization is governed by an independent Board of Directors with the skill set appropriate to the management of your organization (i.e. corporate bylaws, list of current board members)
- References from other recognized funding organizations and/or service providers.
- A set of financial statements that have been independently audited
- Banking information and signatories

- A completed Aging At Home business plan for the next three fiscal years.
- An executive summary of the ongoing mission, mandate and strategic direction of your organization
- A letter, signed by the Board Chair indicating:
  - the organization's ability and willingness to enter into a formal service accountability agreement with the LHIN
  - a commitment to adhere to the approved operating plan and budget
  - a commitment to conduct a full financial audit annually
  - a commitment to compliance with all relevant federal, provincial and municipal laws and regulations including, but not limited to the Ontario Human Rights Code, Freedom of Information and Protection of Privacy Act (FIPPA), and the Personal Information Protection and Electronic Documents Act (PIPEDA)
  - a willingness to comply with generally accepted ethical and legal standards and practices
  - is committed to sharing the learning that results from the Aging At Home project, locally and or via a provincial network of organizations
  - will be MIS compliant to meet the LHIN and Ministry reporting requirements

## **Step 2.**

### **The LHIN reviews submitted documentation and considers making their recommendation for health service provider status to the Ministry of Health and Long Term Care (MOHLTC)**

With all the documentation provided, the applicant will demonstrate that it maintains by-laws and other legally necessary instruments to:

- Establish decision-making mechanisms for both its organization and specifically, the Aging At Home project.
- Provide for the prudent and effective management of funds
- Establish procedures to enable the successful completion of the project/program
- Establish procedures to enable the preparation and delivery of all reports required by the LHIN

Following a review of the documentation, the LHIN will forward the request for official health service provider status to the MOHLTC LHIN Liaison Branch, along with the LHIN recommendation and written confirmation that all of the criteria for the approval outlined in this protocol have been met.

### **3: MOHLTC Review and Approval**

The MOHLTC conducts a preliminary internal review of the recommendations provided by the LHIN. The Ministry will seek outstanding information or clarification with or through the LHIN as may be necessary.

Upon approval by all appropriate internal parties, the Ministry will create a draft approval letter which, along with the final package of information, is forwarded to the Minister's delegated authority for final review and approval.

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Once signed, the LHIN is contacted by the Ministry and informed that the proposal has been approved. The approval letter will be sent to the agency with a copy to the LHIN's Chief Executive Officer.