Appraising the Performance of Québec’s Health and Social Services System: The Commissioner’s Approach

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Outline

1. The Commissioner’s mission and duties
2. How the Commissioner works
3. What we’ve accomplished: publications and website
4. The impacts of our work
5. Outlook for the future: 2012–2017 goals
1. The Commissioner’s mission and duties
The Commissioner’s mission

To provide perspective for public debate and governmental decision-making regarding health and welfare
The Commissioner’s mission

Ø Independent position created in 2006 to perform the following duties:

ü Appraise the health and social services system

ü Compare the performance of our system with that of other provinces and countries

ü Hold debates on ethical issues – get citizens involved

ü Form a deliberative body made up of citizens and experts (Consultation Forum)

ü Let citizens air their concerns
The Commissioner’s mission

Ø Focus areas:

- Quality
- Accessibility
- Funding
- Health and welfare determinants
- Ethics
- Drugs
- Technology
The Commissioner’s duties

Ø Appraise

ü A comprehensive, integrative view of:

§ System outcomes

§ Resources

§ How the system addresses individual needs

Ø Consult

ü Take into account the concerns, experiences, and knowledge of citizens, experts, and system stakeholders
The Commissioner’s duties

Ø Inform

ü Inform the minister, National Assembly, and citizens about the performance of the health and social services system and the ethical issues associated with health and welfare

Ø Recommend

ü Propose changes to the minister to enhance overall system performance, outlining the challenges and consequences of proposed changes
The Commissioner’s powers

Ø Consult experts
Ø Conduct studies, investigations, and surveys and hold consultations and public hearings
Ø Form working committees, consider requests, and solicit opinions
Ø Request collaboration from the minister and the agencies reporting to the minister
2. How the Commissioner works
THREE SOURCES OF KNOWLEDGE FOR PERFORMANCE APPRAISAL

- Consultation Forum
- Decision-maker panel
- Experts seminar

Adapted from Rudolph Klein, 2003
Expert consultations

Ø Document objective facts and outcomes
Ø Build a consensus on the focus areas and priorities for action
Ø **What are the best options** for enhancing the performance of the health and social services system?
Decision-maker consultations

Ø Take into account clinical and administrative realities

Ø Discuss the feasibility of the priorities for action

Ø **What can be done** to enhance the performance of the health and social services system?
Citizen consultations

Ø What is acceptable given our Québec values?
Ø Many consultations are held, but the Consultation Forum is the most important
CONSULTATION FORUM

Ø Innovative deliberative body fostering real dialogue between citizens and experts

Ø Put forth a new vision of the issues based on collective experience and knowledge

Ø Go beyond individual views and perspectives (not a focus group or survey)

Ø Broaden the Commissioner’s analytic perspective
THE HEALTH AND WELFARE COMMISSIONER’S FRAMEWORK FOR PERFORMANCE APPRAISAL
PERFORMANCE ANALYSIS BY LEVELS

THREE LEVELS OF ANALYSIS

Performance appraisal

International
Positioning Québec compared to OECD countries and those participating in Commonwealth Fund surveys

Interprovincial
Positioning Québec compared to the other provinces

Interregional
Positioning Québec’s regions

Performance analysis functions

Adaptation
Production
Sustainability and development
Goal attainment
RECOMMENDATIONS BASED ON KNOWLEDGE INTEGRATION

Proposals for actions based on the consultation process with clinicians, experts and decision makers

Scientific evidence from evaluative research in Québec and around the world

Demonstration and Potential Benefits

Articles on topic of issues

Recommendations to improve the performance of the health and social services system

Issues and Implications

Concerns raised during deliberations of the Commissioner’s Consultation Forum and consultations with patients and family members

Quantitative indicators from databases and surveys

Relevancy and Feasibility

Extent and Nature of Problems
3. What we’ve accomplished: publications and website
Achievements of the Health and Welfare Commissioner
May 2008
Policy paper titled, “Improving our health and social services system: A new performance appraisal approach”

September 2010
Results of the 2009 Commonwealth Fund International Health Policy Survey (physician views and experiences)

May 2011
Results of the 2010 Commonwealth Fund International Health Policy Survey (care experience)

November 2009
Results of the 2008 Commonwealth Fund International Health Policy Survey (care experience)

November 2011
Publication of the 1st Info-Performance newsletter

January 2012
Results of the 2011 Commonwealth Fund International Health Policy Survey (care experience)
ACHIEVEMENTS: ETHICS

January 2009
Consultation on the ethics of prenatal screening for Down syndrome

January 2010
Consultation on the ethics of prenatal screening for Down syndrome

December 2009
Opinion on rights and responsibilities

December 2010
Opinion on rights and responsibilities

May 2008
Exploring health and welfare issues

March 2012
The importance of public debate and the conditions for healthy debate
2012–2017 STRATEGIC PLAN

Ø Take the lead in appraising the performance of the health and social services system by adding the ethical dimension to inform the decision-making process

Ø Optimize the way we appraise performance and share our work
Conclusion

Ø Comprehensive, integrated performance appraisal
Ø A variety of information sources
Ø Separate yet complementary role within the government
Ø The impacts of the Commissioner’s work
Ø The Commissioner’s initiatives: partnerships to achieve greater transparency about system outcomes and enhanced public welfare in Québec
THANK YOU FOR YOUR ATTENTION!

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