

A health service provider will have made a substantial policy decision in advancing integration and will have justified it in accordance with the LHIN's integration objectives. Against this background, it is the health service provider Board's responsibility to ensure that the integration goals have been met and, where they fall short, to take appropriate action.

This section discusses the essentials in ensuring that integration goals are met through performance monitoring.

Processes and Key Performance Indicators to Measure the Success of the Voluntary Integration Initiative

Measuring the success of a voluntary integration initiative begins with the development of the initiative. If the initiative is to succeed it should be consistent with the purpose of the Act to improve the health of Ontarians through:

- improving access to allow people to move more easily through the health system,
- improving the match between services provided and the multiple needs of patients/clients, and
- making the health system more sustainable and accountable and promoting service innovation by enabling effective and efficient use of system resources and capacity.

The success of the integration must be guided by its established goals. These goals should form the basis for the development of key performance indicators to be monitored upon completion of the integration.

When developing the voluntary integration initiative, the participants must agree on their strategic objectives in bringing it forward to the LHIN and how it will advance the objectives of the LHIN and the integrated health service plan. At this time, questions must be asked that will ensure an appropriate performance measurement plan is subsequently put in place. The questions could include:

- What are the key success factors and how do we measure them?
- What is known about the performance of the service before the integration?
- Can the existing performance information be used as a base line in assessing improvement in the integrated service?
- What are the performance expectations of the integrated service and what measures can be put in place to track progress against them?

Key performance indicators can address such basics as the impact of the program from the perspective of the resources applied, productivity improvement, quality enhancement and greater ease of public access and satisfaction.