

<b>Performance Report</b> <b>Public Health Funding &amp; Accountability Agreement</b>
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**Board of Health:** Ottawa Public Health

**Report Date:** 31/Mar/2015

**Indicator:** % of tobacco retailers inspected once per year for compliance with display, handling and promotion sections of the SFOA (Indicator 1.7)

### Instructions

This report template should be used when the Ministry of Health and Long-Term Care (the "ministry") has identified a Performance Variance\* and requests a Performance Report (see section 5.5 of the Public Health Funding & Accountability Agreement (PHFAA)).

Please enter information in the all boxes below. Please submit one report per Performance Variance. Please send the completed report to [PHUIndicators@ontario.ca](mailto:PHUIndicators@ontario.ca). If you have any questions about completing this report, please send an email to [PHUIndicators@ontario.ca](mailto:PHUIndicators@ontario.ca).

\*Performance Variance as defined in section 1.2 (Definitions) of the PHFAA means the inability to achieve a Performance Target as set out in Schedule "D", as identified by the Province.

In the following boxes, please provide the details requested about the issue(s) contributing to the Performance Variance:

#### **A. Cause**

*Provide a brief explanation of the cause of the issue:*

- *What factors or events prevented achievement of the Performance Target?*

In 2014 OPH achieved greater than 93% of the 100% target for indicator 1.7.

Contributing factors included the following

1) When generating the list of tobacco vendors requiring a Display/Promotion inspection, the 35 "restricted premises" were not included in the list due to confusing descriptors in TIS. Therefore, these premises were not inspected. Issue resolved with iPHIS tech support.

2) One inspection was not completed due to safety concerns.

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**B. Impact**

*Provide a brief explanation of the impact or anticipated impact of not achieving the performance target:*

- How has the issue(s) affected program or service delivery?*

1) The majority of the tobacco vendors in Ottawa (506 of 542) did receive a Display/Promotion inspection. The few premises that did not receive a Display/Promotion inspection are low-volume sellers (apartment building tuck-shops, bars/restaurants/nightclubs).

**C. Plans for Resolution to Address the Performance Variance**

*Provide a brief explanation of the board of health's plans to improve performance:*

- What steps has the board of health **taken** or **is taking** to address the issue(s) that have led to the performance variance?*
- Please describe any process changes, organizational changes, planning changes, and/or monitoring changes that the board of health is **planning** to implement to resolve the issue(s).*
- Please outline the expected completion dates of the steps the board of health is taking to improve performance.*
- What is the expected date that all steps will be completed?*
- Please describe the monitoring schedule to ensure that planned changes are having the intended results.*

1) iPHIS was contacted about the issue and this was resolved. iPHIS was to share the descriptor layout for Display/Promotion with the business team to see if the redundant check boxes can be changed to avoid confusion in the future.

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**D. Plans for Resolution to Address Impacts of the Performance Variance**

*Provide a brief explanation of the board of health's plans to address the impacts of the performance variance:*

- *What steps has the board of health **taken** or **is taking** to address the impacts of the performance variance?*
- *Please describe any process changes, organizational changes, planning changes, and/or monitoring changes that the board of health is **planning** to implement to resolve the issue(s).*
- *Please outline the expected completion dates of the steps the board of health is taking to resolve the issue(s).*
- *What is the expected date that all steps will be completed?*
- *Please describe the monitoring schedule to ensure that planned changes are having the intended results.*

1) Have increased oversight of this program through regular monthly reports to senior management, monthly program metrics reports and monthly meetings with program staff.

2) Issue resolved with iPHIS as of January, 2015.

**Ministry Support**

*Please identify any provincial level supports which you feel would help the board of health to resolve the issue(s) or improve performance.*

*Please note that the purpose of this section is not to identify the need for additional funding. Funding approval is based on the annual Program-Based Grants approval process.*

Follow-up with SFOA business team to see if redundant check boxes in the descriptor layout for premises requiring inspections report have been changed.

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**Contact Information for Ministry Follow-Up**

*Please provide contact information for someone that the ministry can follow-up with for any questions about the Performance Report.*

**Contact:**

Name: Hilda Chow

Title: Program Manager

Telephone: 613-580-6744 ext. 26272

E-mail: hilda.chow@ottawa.ca

The Medical Officer of Health is required to review and approve the completed Performance Report.

Approved by (Name):

Signature:   
Medical Officer of Health

Date (dd/mm/yyyy):