

Performance Report Public Health Funding & Accountability Agreement

Board of Health:	Ottawa Public Health
Report Date:	01 February 2016
Indicator:	% of Class A pools inspected while in operation

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. If you have any questions about completing this report, please send an email to 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 2015 all year-round Class A pools were inspected each quarter (38/38). OPH inspected all seasonal Class A pools once, however, eight seasonal Class A pools did not receive a second inspection (6/14). In seven of those instances Public Health Inspectors (PHIs) attempted to conduct the second inspection however the facility had closed earlier than in previous years.

The 2015 operating period for seasonal Class A pools was unusually short as a result of poor weather - seven weeks compared to the usual 14 weeks. The unpredictable nature of an already short summer season results in staff scheduling issues, already complex due to seasonal challenges. Further, as in other years, the growth in special event inspections, health hazard investigations, outbreak management, and emergency response contributed to increased seasonal demand for public health inspections.

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<p>B. Impact</p>

<p><i>Provide a brief explanation of the impact or anticipated impact of not achieving the performance target:</i></p>
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|---|
| <ul style="list-style-type: none">• <i>How has the issue(s) affected program or service delivery?</i> |
|---|

<p>OPH inspected all 14 seasonal Class A pools at least once and no critical infractions were identified. The second inspection offers additional verification that pools are operating in compliance with prescribed regulations. In addition, it provides an opportunity for the PHI to provide further education to the operator.</p>
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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.*

OPH continues to work towards meeting the prescribed targets for inspections, while simultaneously building capacity for increased data collection, monitoring, and reporting. The following changes to internal processes are proposed to resolve this issue:

A new standard report was developed (Feb 2016) to report seasonal and year-round pools separately. These reports will be run bi-weekly during the time that the summer seasonal pools are open i.e. June 25 to August 21, 2016, to identify pools still requiring inspections (first and second inspections). Further, an additional staff member will be identified and trained on the various databases and reporting requirements by March 31, 2016.

At the beginning of each season the City of Ottawa's Parks and Recreation department will be consulted as to the expected time that seasonal pools will be open. At the first inspection of seasonal pools the inspector will confirm the expected closure date and schedule the second inspection accordingly.

The environmental health PHFAA indicators will be reviewed with all inspectors to ensure they understand the scheduling implications for the seasonal pool indicator (Technical Document - the definition of the indicator and the frequency of the inspections). This will be repeated in May 2016 just before the opening of the seasonal pools.

Staffing will be aligned with operational requirements taking into account the need to continuously assess environmental health risks across the spectrum of inspections and the seasonality of some factors e.g. seasonal pool season of only 7 weeks.

The above quality assurance steps will be re-assessed and modified as needed by the third week in July 2016

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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.*

All changes outlined above will occur by May 2016 which will contribute to improved performance in 2016.

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.

There are two issues where Ministry support could improve performance. First, reviewing the technical document for seasonal Class A pools to explore 'short season' dynamics and consider including minimum timeframes between inspections.

Second, providing a centralized information management system with greater functionality for data collection/analysis, program management, administration, and communications. This system would support PHIs to fulfill obligations contained within the standards, protocols and the PHFAA , and would mitigate associated scheduling complexities i.e. inspection frequencies, seasonal pressures, outbreak management, and emergency response.

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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: Siobhan Kearns

Title: Manager, Environment and Health Protection and Outbreak Management,
Senior Public Health Inspector

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

Approved by (Name): Dr. Isra Levy

Signature:
Medical Officer of Health

Date (dd/mm/yyyy): 8 April 2016