

Performance Report
Public Health Funding & Accountability Agreement

Board of Health: Ottawa Public Health
Report Date (dd/mm/yyyy): 27/01/2017
Indicator: AA Rabies Indicator 3.2

Instructions

- Please enter information in all the boxes below. Please submit one report per Performance Variance.
- 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 2016, OPH tracked 333 more suspected human rabies exposure reports than in 2015, which is a 56.5% increase (i.e. 922 reports in 2016 versus 589 reports in 2015). This increase may be due to several factors, including:

- more animal bites generally;
- improved reporting and communications from the Ottawa Humane Society to OPH; as well as,
- increased communications to physicians on rabies reporting.

Further, OPH was among the group of public health units that have interpreted the Indicator to be calculated in terms of business days as opposed to calendar days. According to the 23 Ontario public health units that responded to the ASPHIO-driven environmental scan, more than a third interpreted the weekend in the calculation of the Indicator the same way i.e. calculating only the next business day as opposed to the next calendar day.

Out of the 922 reports in 2016, while OPH initiated 918 of the rabies investigations within one calendar day, 4 animal exposure investigations did not meet the performance target. However, they were initiated within 2 calendar days. Since July 2016, 100% of rabies investigations have been initiated within one calendar day.

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?*

Although four potential human to animal rabies exposures missed performance targets, each were fully investigated, risk assessed and managed within 2 calendar days as per the Ontario Public Health

Standards. The investigating public health inspectors (PHIs) determined the cases as low risk and were able to observe the animals involved at the beginning and end of the quarantine. The animals were alive and appeared to be in good health, and there was no requirement for RPEP. In conclusion, there was no health impact from the performance variance.

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 all prescribed targets, while simultaneously building capacity for increased data collection, monitoring, and reporting.

Following the environmental scan (conducted through ASPHIO) of how other Ontario public health units (24) interpret this Indicator, OPH adjusted the way that its Rabies program interpreted the performance target. Initially, exposure reports faxed over the weekend by a reporting agency (e.g., hospital) that failed to notify OPH's on-call system were "initiated" on the next business day. Since OPH's interpretation of the performance target was adjusted, business process improvements made by OPH include:

- On-call PHIs were assigned to monitor the fax machine over the weekend to initiate investigations of reports received.
- In September 2016, a fax-forwarding system (RightFax) was implemented to increase personal health information security and to allow on-call staff to monitor incoming fax reports received from their computers.
- The performance target interpretation and business process improvements have been added to OPH's Rabies Investigation, Risk Assessment and Animal Confinement and Testing Policy and Procedure.

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.*

There was no health impact from the performance variance. (Refer to section B on Impact, above)

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.

OPH requests that the Ministry address the inconsistencies in Ontario public health units' interpretations of the performance target definitions. According to the 23 Ontario public health units that responded to the ASPHIO-driven environmental scan, more than a third interpreted the weekend in the calculation of the Indicator the same way i.e. calculating only the next business day as opposed to the next calendar day.

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: Branch Manager

Telephone: 613-580-6744, ext: 23483

E-mail: Siobhan.Kearns@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):