

March 24, 2022

MEMORANDUM TO: Board Chairs
Executive Directors
Ontario's Family Health Teams

FROM: Darlene Wong
A/Manager, Interprofessional Programs Unit
Ministry of Health

RE: **2022-2023 – Annual Operating Plan Submission Package**

This correspondence is intended to provide you with information related to the 2022-2023 Family Health Team (FHT) Annual Operating Plan Submission Package.

Over the past two years, as we have battled the COVID-19 pandemic, our health care system and health care providers have faced tremendous challenges. Throughout this time, you - Ontario's Family Health Teams - have risen to the challenges while having to deal repeatedly with unpredictable situations and difficult circumstances.

You and your local health partners have gone above and beyond to help manage the impact of COVID-19 by leading and participating in COVID-19 assessment centres, testing, and vaccination efforts, and continuing to ensure that high quality primary care is delivered to your communities.

Your organizations, your front-line staff and leadership have shown extraordinary resilience and dedication.

On behalf of the Ministry of Health, a heartfelt “thank you” for all you have done and are continuing to do to protect the health and well-being of your communities.

The recent challenges posed by the COVID-19 pandemic have demonstrated the benefits of close collaboration and partnerships across sectors to better enable the delivery of safe, efficient care.

As we begin to hope that the worst of the pandemic is behind us, we look forward to continuing to work together to build a more connected health care system and to strengthen local health services. We applaud and encourage FHTs' continued participation in the implementation of Ontario Health Teams as interprofessional primary care is fundamental to the success of the health system integration efforts.

At the same time, the Ontario government's commitment to fiscal discipline while protecting and modernizing government programs remains steadfast. Once again, the priorities we are working towards are set in a context of a transfer payment system that is efficient, transparent, accountable, and evidence-based.

The Annual Operating Plan Submission process provides FHTs with the opportunity to document achievements from the previous fiscal year and describe service commitments and performance improvements for the coming fiscal year.

As in previous years, the 2022-2023 Annual Operating Plan Submission continues to focus on **integrated service delivery through partnerships and collaboration**, **increasing patient access**, and **quality improvement**. FHTs are being asked to describe their activities in alignment with these themes, including but not limited to:

- ***Enhancing integrated service delivery*** with health care providers, community and local partners in person-centred planning, care coordination and program/service delivery.
- ***Increasing patient access*** through reducing the number of unattached patients, providing community outreach and house calls, and offering timely appointments.
- ***Improved quality*** through on-going measurement, redesign and enhancement – both with clinical programs and with organizational features such as governance and accountability.

New this year is the adoption of a new format for submitting the Annual Operating Plan Submission package. In order to make the collection and tracking of the data easier and more efficient, we are requesting that FHTs complete the main Annual Plan documents (Part A, Annual Report; Part B, Service Plan; and Part C, Governance and Compliance Attestation) using **MS Forms**.

We are providing these Annual Plan documents in pdf format for reference only, to enable FHTs to review and prepare their Forms responses in advance. The submission of your responses in Forms must be done in one session as saving changes and retuning to the Forms is not possible.

Additional details regarding the submission and links to Parts A, B, and C in **MS Forms** are included in the attached Instructions for the 2022-2023 Family Health Team Annual Operating Plan Submission Package.

The completed submission is due to the ministry on or before May 27, 2022.
Please don't hesitate to contact your assigned ministry representative with any questions or feedback throughout this process.

Thank you for your ongoing commitment to improving primary health care in your community.

A handwritten signature in blue ink, appearing to read "Darlene Wong", is placed above a horizontal line.

Darlene Wong

Enclosure

INSTRUCTIONS

The 2022-2023 Family Health Team Annual Operating Plan Submission Package

The Annual Operating Plan Submission Package consists of three parts:

- Part A: 2021-2022 Annual Report – Mandatory
- Part B: 2022-2023 Service Plan – Mandatory
- Part C: 2022-2023 Governance and Compliance Attestation – Mandatory

Part A & Part B: 2021-2022 Annual Report and 2022-2023 Service Plan - Mandatory

The 2021-2022 Annual Report and 2022-2023 Service Plan are part of your FHT's accountability requirements to the ministry.

The 2021-2022 Annual Report provides FHTs with an opportunity to highlight the progress they have made in delivering on their strategic and operational objectives as well as efforts to further provincial priorities in the areas of access, integration/collaboration, and quality improvement. The ministry may undertake verification activities through site visits and other means to ensure accuracy of information.

The 2022-2023 Service Plan forms the basis of the FHT's program and service commitments in the 2022-2023 fiscal year. In addition to new or enhanced service and program commitments, the ministry also expects alignment with provincial priorities in the areas of access, integration/collaboration and quality improvement as well as others that may address the unique needs of the community or patient population being served.

Part C: Governance and Compliance Attestation – Mandatory

All FHTs are required to submit a Governance and Compliance Attestation to the ministry annually. The attestation provides details of the FHT's governance structures and the degree of compliance with the terms of the funding agreement with the ministry. Where requested, supporting documentation must be submitted, and additional supporting documents are also encouraged.

Timelines and Submission Instructions

The complete Annual Operating Plan submission is due to the ministry no later than **5 p.m. on Friday, May 27, 2022.**

Your complete submission must include:

- A completed submission via MS Forms of the 2021-2022 Annual Report and 2022-2023 Service Plan ([AOP Part A](#) and [AOP Part B](#))
- A completed submission via MS Forms of the [22-23 FHT Governance and Compliance Attestation](#)
- An electronic copy, in **Excel format**, of the completed 2022-2023 Schedule A, Appendix 3 – Programs and Services.
- An electronic copy, **in pdf format**, of the completed Board Approval Acknowledgement form confirming that the Board Chair or designate has approved the content submitted via MS Forms, as well as any accompanying documents.

Note: The Board Approval Acknowledgement form and the completed Schedule A, Appendix 3 – Programs and Services must be submitted via email to your Senior Program Consultant.

If you have any questions or require additional information, please contact your assigned ministry representative.