

1900 City Park Drive, Suite 204
Ottawa, ON K1J 1A3
Tel: 613.747.6784
Toll Free: 1.866.902.5446
Fax: 613.747.6519
www.champlainlhin.on.ca

1900, promenade City Park, bureau 204
Ottawa, ON K1J 1A3
Téléphone : 613 747-6784
Sans frais : 1 866 902-5446
Télécopieur : 613 747-6519
www.rlisschamplain.on.ca

March 3, 2015

Mrs. Debbie St. John-de Wit
Executive Director
Seaway Valley Community Health Centre
353 Pitt Street West,
Cornwall, ON K6J 3R1

Dear Mrs. St. John-de Wit,

Re: 2014-17 Multi-Sector Service Accountability Agreement

When the Local Health Integration Network (the "LHIN") and the Seaway Valley Community Health Centre (the "HSP") entered into a service accountability agreement for a three-year term effective April 1, 2014 (the "MSAA"), the budgeted financial data, service activities and performance indicators for the second and third year of the agreement (fiscal years 2015/16 and 2016/17) were indicated as "To Be Determined (TBD)". The LHIN would now like to update the MSAA to include the required financial, service activity and performance expectations for 2015/16 fiscal year to Schedules B, C, D and E.

Subject to HSP's agreement, the MSAA will be amended with effect April 1, 2015, by adding the amended Schedules B, C, D and E (the "Schedules") that are included in Appendix 1 to this letter.

To the extent that there are any conflicts between the current MSAA and this amendment, the amendment will govern in respect of the Schedules. All other terms and conditions in the MSAA will remain the same.

Please indicate the HSP's acceptance of, and agreement to this amendment, by signing below and returning one copy of this letter to the accountability team at ch.accountabilityteam@lhins.on.ca by March 31, 2015. If you have any questions or concerns please contact Nathalie Lafrenière by phone 613.747.3265 or by email nathalie.lafreniere@lhins.on.ca



Ontario

Local Health Integration
Network
Réseau local d'intégration
des services de santé

Champlain LHIN
RLISS de Champlain

The LHIN appreciates your and your team's collaboration and hard work during this 2015/16 MSAA refresh process. We look forward to maintaining a strong working relationship with you.

Sincerely,



Chantale LeClerc
Chief Executive Officer
Champlain LHIN

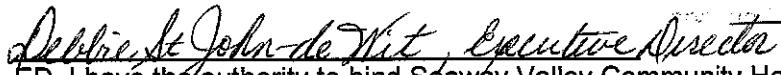
c: Maureen Taylor-Greenly, Senior Director, Health System Performance
Nathalie Lafrenière, Senior Accountability Specialist

encl.: Schedules – Schedule B, C, D and E.

AGREED TO AND ACCEPTED BY:

Seaway Valley Community Health Centre

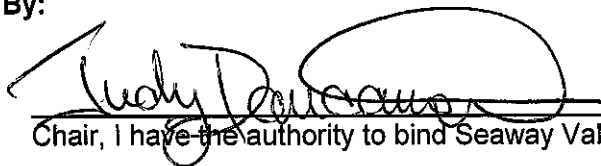
By:



ED, I have the authority to bind Seaway Valley Community Health Centre

March 5/15
Date

And By:



Chair, I have the authority to bind Seaway Valley Community Health Centre

March 5/15
Date

**Schedule B1: Total LHIN Funding
2015-2016**

Health Service Provider: Seaway Valley Community Health Centre

LHIN Program Revenue & Expenses	Row #	Account: Financial (F) Reference OHRS VERSION 9.0	2015-2016 Plan Target
REVENUE			
LHIN Global Base Allocation	1	F 11006	\$2,586,103
HBAM Funding (CCAC only)	2	F 11005	\$0
Quality-Based Procedures (CCAC only)	3	F 11004	\$0
MOHLTC Base Allocation	4	F 11010	\$0
MOHLTC Other funding envelopes	5	F 11014	\$0
LHIN One Time	6	F 11008	\$0
MOHLTC One Time	7	F 11012	\$4,335
Paymaster Flow Through	8	F 11019	\$0
Service Recipient Revenue	9	F 11050 to 11090	\$10,000
Subtotal Revenue LHIN/MOHLTC	10	Sum of Rows 1 to 9	\$2,600,438
Recoveries from External/Internal Sources	11	F 120*	\$0
Donations	12	F 140*	\$0
Other Funding Sources & Other Revenue	13	F 130* to 190*, 110*, [excl. F 11006, 11008, 11010, 11012, 11014, 11019, 11050 to 11090, 131*, 140*, 141*, 151*]	\$6,000
Subtotal Other Revenues	14	Sum of Rows 11 to 13	\$6,000
TOTAL REVENUE	FUND TYPE 2	Sum of Rows 10 and 14	\$2,606,438
EXPENSES			
Compensation			
Salaries (Worked hours + Benefit hours cost)	17	F 31010, 31030, 31090, 35010, 35030, 35090	\$921,853
Benefit Contributions	18	F 31040 to 31085, 35040 to 35085	\$177,644
Employee Future Benefit Compensation	19	F 305*	\$0
Physician Compensation	20	F 390*	\$751,000
Physician Assistant Compensation	21	F 390*	\$0
Nurse Practitioner Compensation	22	F 380*	\$210,713
Physiotherapist Compensation (Row 128)	23	F 350*	\$0
Chiropractor Compensation (Row 129)	24	F 390*	\$0
All Other Medical Staff Compensation	25	F 390*, [excl. F 39092]	\$0
Sessional Fees	26	F 39092	\$0
Service Costs			
Med/Surgical Supplies & Drugs	27	F 460*, 465*, 560*, 565*	\$20,000
Supplies & Sundry Expenses	28	F 4*, 5*, 6*, [excl. F 460*, 465*, 560*, 565*, 69596, 69571, 72000, 62800, 45100, 69700]	\$226,787
Community One Time Expense	29	F 69596	\$0
Equipment Expenses	30	F 7*, [excl. F 750*, 780*]	\$20,000
Amortization on Major Equip, Software License & Fees	31	F 750*, 780*	\$0
Contracted Out Expense	32	F 8*	\$0
Buildings & Grounds Expenses	33	F 9*, [excl. F 950*]	\$278,441
Building Amortization	34	F 9*	\$0
TOTAL EXPENSES	FUND TYPE 2	Sum of Rows 17 to 34	\$2,606,438
NET SURPLUS/(DEFICIT) FROM OPERATIONS	36	Row 15 minus Row 35	\$0
Amortization - Grants/Donations Revenue	37	F 131*, 141* & 151*	\$0
SURPLUS/DEFICIT Incl. Amortization of Grants/Donations	38	Sum of Rows 36 to 37	\$0
FUND TYPE 3 - OTHER			
Total Revenue (Type 3)	39	F 1*	\$407,157
Total Expenses (Type 3)	40	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$407,157
NET SURPLUS/(DEFICIT)	FUND TYPE 3	Row 39 minus Row 40	\$0
FUND TYPE 1 - HOSPITAL			
Total Revenue (Type 1)	42	F 1*	\$0
Total Expenses (Type 1)	43	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0
NET SURPLUS/(DEFICIT)	FUND TYPE 1	Row 42 minus Row 43	\$0
ALL FUND TYPES			
Total Revenue (All Funds)	45	Line 15 + line 39 + line 42	\$3,013,595
Total Expenses (All Funds)	46	Line 16 + line 40 + line 43	\$3,013,595
NET SURPLUS/(DEFICIT)	ALL FUND TYPES	Row 45 minus Row 46	\$0
Total Admin Expenses Allocated to the TPBEs			
Undistributed Accounting Centres	48	82*	\$0
Admin & Support Services	49	72 1*	\$814,848
Management Clinical Services	50	72 5 05	\$0
Medical Resources	51	72 5 07	\$0
Total Admin & Undistributed Expenses	52	Sum of Rows 46-50 (included in Fund Type 2 expenses above)	\$814,848

Schedule B2: Clinical Activity- Summary
2015-2016

Health Service Provider: Seaway Valley Community Health Centre

Service Category 2015-2016 Budget	DRG Framework Level 3	Relative Weights (RW)	Wife/FZ, TU, JN, MICA, Cont. Out	Not Uniquely Identified Status Markers/Instructions	Hours of Care (In-House & Outpatient)	Inpatient/Resort Days	Includes/Excludes Functional Centre	Appointment Days/Physician Base	Group Sessions (if group sessions not applicable)	Meal Delivered/Consumed	Group Participants (In-house & Non-Rx)	Service Provider Interactions	Service Provider Group Interactions	Special Health Services
Primary Care- Clinics/Programs	725 10*	12.0	0	0	0	0	2,890	0	0	0	0	19,802	0	0
Health Promotion and Education	725 50	1.9	0	0	0	0	0	0	450	0	0	0	390	0

**SCHEDULE C – REPORTS
COMMUNITY HEALTH CENTRES**

Only those requirements listed below that relate to the programs and services that are funded by the LHIN will be applicable.

A list of reporting requirements and related submission dates is set out below. Unless otherwise indicated, the HSP is only required to provide information that is related to the funding that is provided under this Agreement. Reports that require full entity reporting are followed by an asterisk.

OHRS/MIS Trial Balance Submission (through OHFS)	
2014-15	Due Dates (Must pass 3c Edits)
2014-15 Q1	<i>Not required 2014-15</i>
2014-15 Q2	October 31, 2014
2014-15 Q3	January 31, 2015
2014-15 Q4	May 30, 2015
2015-16	Due Dates (Must pass 3c Edits)
2015-16 Q1	<i>Not required 2015-16</i>
2015-16 Q2	October 31, 2015
2015-16 Q3	January 31, 2016
2015-16 Q4	May 31, 2016
2016-17	Due Dates (Must pass 3c Edits)
2016-17 Q1	<i>Not required 2016-17</i>
2016-17 Q2	October 31, 2016
2016-17 Q3	January 31, 2017
2016-17 Q4	May 31, 2017

Supplementary Reporting - Quarterly Report (through SRI)	
2014-2015	Due five (5) business days following Trial Balance Submission Due Date
2014-15 Q2	November 7, 2014
2014-15 Q3	February 7, 2015
2014-15 Q4	June 7, 2015 – Supplementary Reporting Due
2015-2016	Due five (5) business days following Trial Balance Submission Due Date
2015-16 Q2	November 7, 2015
2015-16 Q3	February 7, 2016
2015-16 Q4	June 7, 2016 – Supplementary Reporting Due
2016-2017	Due five (5) business days following Trial Balance Submission Due Date
2016-17 Q2	November 7, 2016
2016-17 Q3	February 7, 2017
2016-17 Q4	June 7, 2017– Supplementary Reporting Due

**SCHEDULE C – REPORTS
COMMUNITY HEALTH CENTRES**

Annual Reconciliation Report (ARR) through SRI and paper copy submission*	
(All HSPs must submit both paper copy ARR submission, duly signed, to the Ministry and the respective LHIN where funding is provided; soft copy to be provided through SRI)	
Fiscal Year	Due Date
2014-15 ARR	June 30, 2015
2015-16 ARR	June 30, 2016
2016-17 ARR	June 30, 2017

Board Approved Audited Financial Statements *	
Fiscal Year	Due Date
2014-15	June 30, 2015
2015-16	June 30, 2016
2016-17	June 30, 2017

Declaration of Compliance	
Fiscal Year	Due Date
2013-14	June 30, 2014
2014-15	June 30, 2015
2015-16	June 30, 2016
2016-17	June 30, 2017

Community Health Centres – Other Reporting Requirements	
Requirement	Due Date
French language service report through SRI	2014-15 - April 30, 2015
	2015-16 - April 30, 2016
	2016-17 April 30, 2017

**SCHEDULE D – DIRECTIVES, GUIDELINES AND POLICIES
COMMUNITY HEALTH CENTRES**

Only those requirements listed below that relate to the programs and services that are funded by the LHIN will be applicable.

• Community Financial Policy, 2015
• Community Health Centre – Requirements November 2013
• Ontario Healthcare Reporting Standards – OHRS/MIS - most current version available to applicable year
• Model of Health and Wellbeing - May 2013
• Community Health Centre Guidelines November 2013 (see Note #1)
• Guideline for Community Health Service Providers Audits and Reviews, August 2012

Note #1: Community Health Centre Guidelines

A “Community Health Centre Guidelines” document has been completed by representatives from Community Health Centres, LHINs, AOHC and the MOHLTC. The purpose of the guide is to provide critical information to CHCs and LHINs in the areas of:

- Historical information
- Best practice
- Administrative guidance

The guide is intended to be a “living” document to be updated during the life of the current agreement at a mutually agreeable schedule to all parties to ensure that it remains current and a valuable reference document for the CHC sector and LHINs. ***It must be noted that the document is considered a guide only for informational purposes and is not a contractual requirement.***

**Schedule E2a: Clinical Activity- Detail
2015-2016**

Health Service Provider: Seaway Valley Community Health Centre

OHRS Description & Functional Centre		2015-2016	
		Target	Performance Standard
<small>These values are provided for information purposes only. They are not Accountability Indicators.</small>			
Administration and Support Services 72 1*			
Full-time equivalents (FTE)	72 1*	4.39	n/a
Total Cost for Functional Centre	72 1*	\$814,848	n/a
Clinics/Programs - General Clinic 72 5 10 20			
Full-time equivalents (FTE)	72 5 10 20	10.12	n/a
Individuals Served by Functional Centre	72 5 10 20	2,400	2160 - 2640
Total Cost for Functional Centre	72 5 10 20	\$1,457,590	n/a
Service Provider Interactions	72 5 10 20	19,000	18050 - 19950
Clinics/Programs - Therapy Clinic - Nutrition 72 5 10 40 45			
Full-time equivalents (FTE)	72 5 10 40 45	0.93	n/a
Individuals Served by Functional Centre	72 5 10 40 45	170	136 - 204
Total Cost for Functional Centre	72 5 10 40 45	\$76,237	n/a
Service Provider Interactions	72 5 10 40 45	440	352 - 528
Clinics/Programs - Therapy Clinic - Counselling 72 5 10 40 60			
Full-time equivalents (FTE)	72 5 10 40 60	0.93	n/a
Individuals Served by Functional Centre	72 5 10 40 60	110	88 - 132
Total Cost for Functional Centre	72 5 10 40 60	\$95,962	n/a
Service Provider Interactions	72 5 10 40 60	362	290 - 434
Health Prom/Educ. & Com. Dev.- Chronic Disease Education, Awareness and Prevention- General 72 5 50 35 10			
Full-time equivalents (FTE)	72 5 50 35 10	1.86	n/a
Group Sessions	72 5 50 35 10	450	360 - 540
Total Cost for Functional Centre	72 5 50 35 10	\$161,786	n/a
Service Provider Group Interactions	72 5 50 35 10	390	312 - 468
ACTIVITY SUMMARY			
Total Full-Time Equivalents for all F/C		18.23	n/a
Total Individuals Served by Functional Centre for all F/C		2,680	2412 - 2948
Total Group Sessions for all F/C		450	360 - 540
Total Service Provider Interactions for all F/C		19,802	18812 - 20792
Total Service Provider Group Interactions for all F/C		390	312 - 468
Total Cost for All F/C		\$2,606,423	n/a

Schedule E1: Core Indicators
2015-2016
Health Service Provider: Seaway Valley Community Health Centre

Performance Indicators	2015-2016 Target	Performance Standard
*Balanced Budget - Fund Type 2	\$0	>=0
Proportion of Budget Spent on Administration	31.3%	25 - 37.5%
**Percentage Total Margin	0.00%	>= 0%
Percentage of Alternate Level of Care (ALC) days (closed cases)	13.5%	<14.85%
Variance Forecast to Actual Expenditures	0	< 5%
Variance Forecast to Actual Units of Service	0	< 5%
Service Activity by Functional Centre	Refer to Schedule E2a	-
Number of Individuals Served	Refer to Schedule E2a	-
Explanatory Indicators		
Cost per Unit Service (by Functional Centre)		
Cost per Individual Served (by Program/Service/Functional Centre)		
Client Experience		
Budget Spent on Administration- AS General Administration 72 1 10		
Budget Spent on Administration- AS Information Systems Support 72 1 25		
Budget Spent on Administration- AS Volunteer Services 72 1 40		
Budget Spent on Administration- AS Plant Operation 72 1 55		
* Balanced Budget Fund Type 2: HSP's are required to submit a balanced budget		
** No negative variance is accepted for Total Margin		

Schedule E2b: CHC Sector Specific Indicators

2015-2016

Health Service Provider: Seaway Valley Community Health Centre

Performance Indicators	2015-2016 Target	Performance Standard
Cervical Cancer Screening Rate (PAP tests)	67.0%	> 54.0%
Colorectal Screening Rate	65.0%	52 - 78%
Inter-professional Diabetes Care Rate	90.0%	72 - 100%
Influenza Vaccination Rate	30.0%	24 - 36%
Breast Cancer Screening Rate	60.0%	48 - 72%
Periodic Health Exam Rate (Applicable to 2014-15 only)	N/A	-
Vacancy Rate (For NPs and Physicians- Replaced in 2015-16 with Retention Rate)	N/A	-
Retention Rate (For NPs and Physicians)	100.0%	>= 80%
Access to Primary Care	100.0%	95 - 100%
Explanatory Indicators		
Emergency visits best managed elsewhere		
Client Satisfaction – Access		
Number of Registered Clients		
Number of New Patients		
Non-Insured Clients		

**Schedule E3b Local: CHC Local Indicators
2015-2016**

Health Service Provider: Seaway Valley Community Health Centre

Self-Management Programs for Chronic Diseases: All Health Service Providers that offer chronic disease self-management programs will register these with the Living Healthy Champlain Program.

Ottawa Model of Smoking Cessation: CHCs participating in the Ottawa Model of Smoking Cessation will collect baseline and post-implementation performance metrics and submit these to the University of Ottawa Heart Institute (UOHI) according to individual agreements between the CHC and the UOHI.

**Schedule E3 FLS Local: : Non-Identified Organizations
2015-2016**

Health Service Provider: Seaway Valley Community Health Centre

The Health Service Provider (HSP) will provide a brief report to the LHIN by April 30, 2016 that outlines how the HSP addresses the needs of its local Francophone community, using a template to be provided by the LHIN.