Partnerships to promote public confidence through transparency: what are we afraid of?

March 2015

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Ordre des infirmières et infirmiers de l'Ontario
THE STANDARD OF CARE.

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Focus of presentation

- **Public confidence** – linked to quality and safety
- **Transparency** – changing expectations
- **Partnerships** – influence broad system change
- **Leadership** – drives culture change

Transparency: what is it?

We are now at a new stage of increasing transparency and accountability

nationalpost.com

First Nations have a right to know

CBC news

The child welfare system lacks accountability and transparency

Who is CBC protecting? Not its staff; Transparency and assurance lacking in probe

CTV

OTTAWA CITIZEN

Self-regulation a problem

THE GLOBE AND MAIL

Complaints about judges kept secret; Judicial council's plans to improve transparency fall short

HSBC

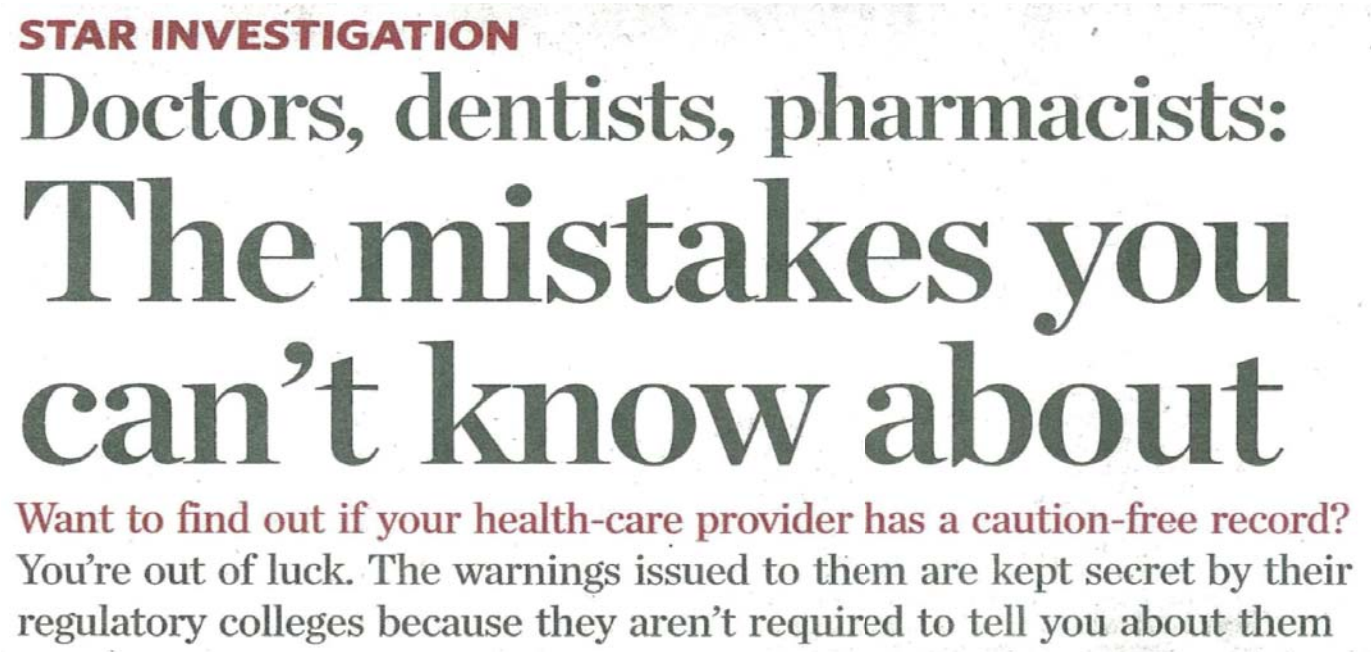
“Sleazy and shady” practices at HSBC’s Swiss private bank

Society's expectations are changing

We want to be the most open and transparent government in the country.

Premier Kathleen Wynne, September 2014

Growing media spotlight on health regulators…



STAR INVESTIGATION

Doctors, dentists, pharmacists: The mistakes you can't know about

Want to find out if your health-care provider has a caution-free record? You're out of luck. The warnings issued to them are kept secret by their regulatory colleges because they aren't required to tell you about them

…as well as increasing pressure from the government

Matthews urged to order cautions be made public

- Deb Matthews, 2013

Employer interest…

Friday, March 20, 2015
2:41 PM EDT

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Hospitals want to know about all complaints against MDs, nurses

If patients complain about health professionals to regulatory colleges, hospitals want to be informed, the Ontario Hospital Association says.

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By: Theresa Boyle Health, Published on Tue Jul 29 2014

Hospitals should be automatically informed when health professionals working there have been the subject of complaints to their respective regulatory bodies, the Ontario Hospital Association says.

the explorer's epic attempt to save his crew.
WORLD WEEKLY
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boardroom, but from the grassroots, B1

SATURDAY STAR

SATURDAY, FEBRUARY 28, 2015

WEATHER HIGH -6 C | SUNNY | MAP S8

> STAR INVESTIGATION

Quiet deals shelter problem doctors

Agreements to restrict practice or resign
MDs avoid probes and disciplinary hear

THERESA BOYLE
HEALTH REPORTER

Ontario's medical watchdog has made "backroom deals" with more than 200 doctors considered "high risk" to the public to quietly resign or

ing surgeries, injuring mothe
bies during childbirth, sexua
patients, and abusing and
prescribing narcotics.
The deals, struck over the pa

The lack of transparency translates into a

NDP presses for transparency of medical watchdog

Health critic urges more disclosure of quiet deals

ulator to deal with complaints
concerning
SATURDAY, FEBRUARY 28, 2015 TORONTO STAR | A25

>> NEWS

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says
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a vital role" in the college. The province appoints public members to sit on the college's governing council and many of its committees.
But Glouberman points out that those individuals are trained by the

> DOCTORS AND DISCIPLINE

Public register provides no explanations

>DOCTOR RESTRICTIONS

UNDERTAKINGS from A1

Licence restrictions on obstetrician-gynecologist hidden from the public

St. Thomas MD has agreed not to do surgery outside a remediation program

THERESA BOYLE

"The default in our health system should be disclosure," he said in a written statement when asked about whether there should be more transparency around undertakings.

Ontario Health Minister Eric Hoskins

Ontario Health Minister Hoskins

“Our default is we disclose and reveal and share and are transparent.”

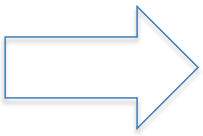
“The default in our health system should be disclosure, not discretion.”

- Minister Hoskins, February 2015

QCIPA: reflects changing landscape

THEN

Encourage discussions of critical incidents without fear of reprisal



NOW

- Tell families how a critical incident occurred
- Request an independent investigation by an ombudsman

Opportunities for nurse leaders

- Systemic changes provide opportunities for nurse leaders to lead cultural change

Transparency at the point of care	Interprofessional care	Patient advocacy

The leadership challenge

All progress takes place outside the comfort zone.

- Michael John Bobak

Discussion question:

What are **YOU** afraid of?

The College's commitment to transparency

CNO organizational mission & vision

Mission:
Regulating nursing in the public interest

Vision:
Leading in regulatory excellence

The Advisory Group for Regulatory Excellence (AGRE) chaired by CNO

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THE COLLEGE OF PHYSICIANS AND SURGEONS OF ONTARIO

Royal College of Dental Surgeons of Ontario
Ensuring Continued Trust

COLLEGE OF Optometrists OF ONTARIO

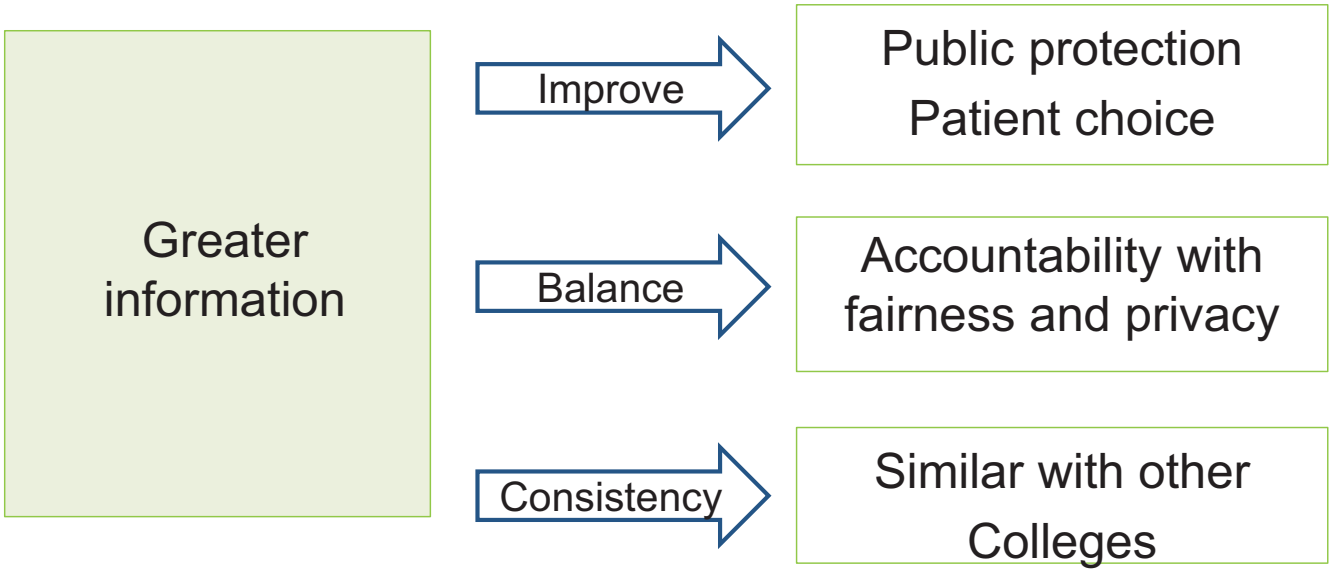
COLLEGE OF PHYSIOTHERAPISTS of ONTARIO

Ontario College of Pharmacists
Putting patients first since 1871

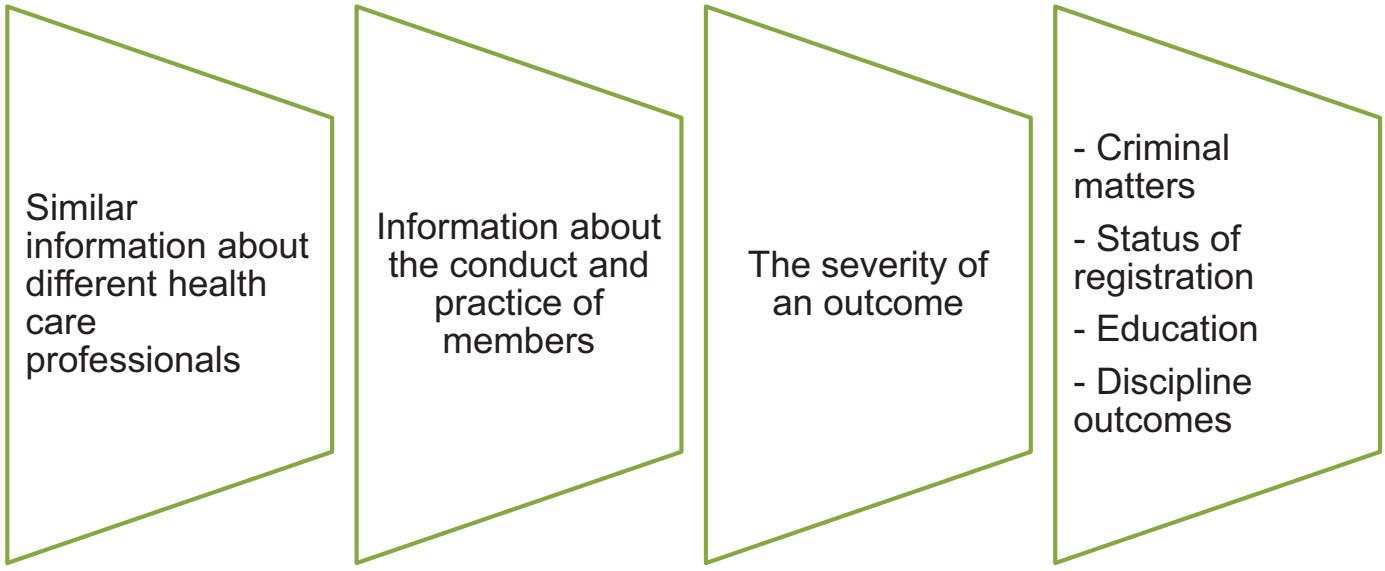
Transparency Project

- Comparison of current practices and registers
- Analysis of legislative framework
- Jurisdictional review of transparency practices
- Recommendations of AGRE
- Analysis of regulatory data
- Development of transparency principles
- Literature review re: transparency and accountability

Transparency Principles



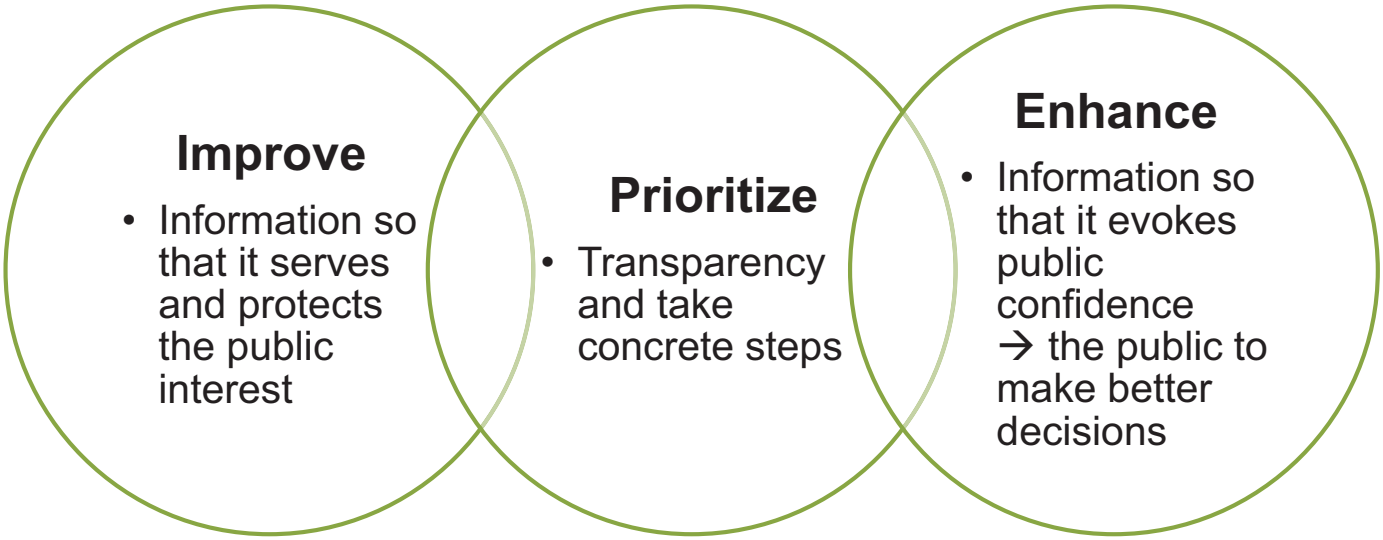
Pollara Survey: public wants to know more



Conclusion: ***"Consumers just want to feel safe. That's the bottom line."***

POLLARA

Minister Hoskins emphasizes the transparency theme



Transparency in client care

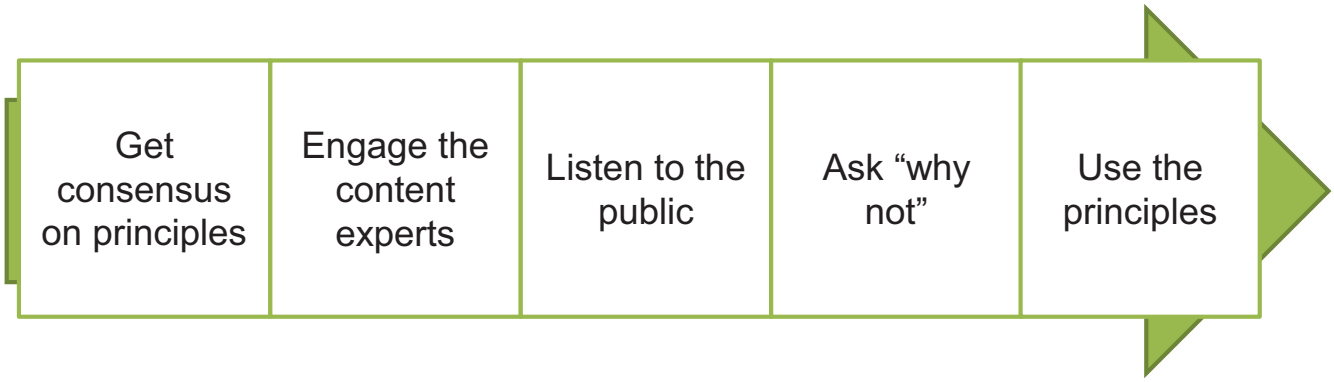
Questions to guide transparency discussions

- What information do we provide to patients?
- What information don't we provide?
- Why not?
- How do we know what information patients' need?
- How do we make decisions about what information to share?
- How can we improve consistency?

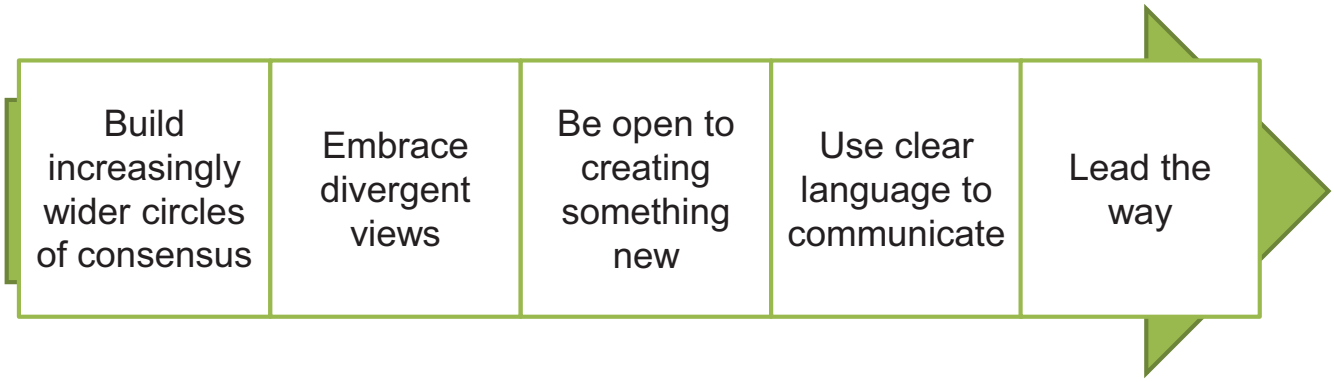
Discussion question:

What opportunities exist to promote greater sharing of information with patients and families?

Lessons learned (1)



Lessons learned (2)



Leadership inspiration

Good leaders are problem solvers. Exceptional leaders are great questioners.

- Greg Bustin

Thank you

Questions?

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