



TO: Chair and Members of the Board of Health

FROM: Christopher Mackie, Medical Officer of Health

DATE: 2015 April 16

PROGRESS ON THE SHARED SERVICES REVIEW RECOMMENDATIONS

Recommendation

It is recommended that Report No. 028-15 re Progress on the Shared Services Review Recommendations be received for information.

Key Points

- PricewaterhouseCoopers completed a Shared Services Review of the Middlesex-London Health Unit in 2013 and made 27 recommendations for the organization to explore.
- To date, all of the recommendations have been addressed with some resulting in significant efficiencies being realized.

Background

The Board of Health will recall that PricewaterhouseCoopers (PwC) was hired to conduct an Efficiency and Shared Services Review of MLHU's administration in 2013. The results of this review were presented to the Board of Health at the May 2013 meeting (see [Report No. 063-13](#)). At this meeting, the Board passed the following resolution:

1. *That Health Unit staff meet with PwC to discuss the next steps and report back to the Board of Health in September; and further*
2. *That the Board of Health supports staff identifying opportunities to move forward, and beginning implementation of the PwC recommendations in the interim, including using PwC as consultants where appropriate.*

The Board of Health has been updated at regular intervals on the implementation of the recommendations, and progress to date. This was done in June 2013 – Implementation Plan (see Report No. 089-13), September 2013 – Phase 1 Priority Progress (see [Report No. 095-13](#)), and September 2014 - Phase 2 Priority Progress (see [Report No. 055-14](#)).

Progress on the Recommendations

PwC made 27 recommendations grouped into Phase 1 (high priority) and Phase 2 (other recommendations). To date, all of the activities set forth in the recommendations have been completed and some have resulted in significant efficiencies throughout the organizations. For full details on the progress see [Appendix A](#). Major accomplishments to date include:

- Integration and alignment of planning and budget activities;
- Streamlined paper-based processes;
- Exploration of revenue-generation and cost-sharing opportunities;

- Updated financial policies; and
- Enhancement of internal collaboration and external partnerships.

Next Steps

The PwC Shared Services Review provided a clear signal for staff to identify efficiencies and improve processes and practices. In the future, staff will continue to refine items that were addressed during the Shared Services Review through continuous quality improvement and identify additional areas for operational improvement.

This report was prepared by Mr. Jordan Banninga, Manager of Strategic Projects

A handwritten signature in black ink, appearing to read 'C. Mackie', is positioned above the printed name and title.

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Medical Officer of Health