



TO: Chair and Members of the Board of Health

FROM: Bryna Warshawsky, Acting Medical Officer of Health

DATE: 2012 December 13

UPDATE ON THE SHARED SERVICES REVIEW – DECEMBER 2012

Recommendation

It is recommended that Report No. 140-12 re “Update on the Shared Services Review – December 2012” be received for information.

Key Points

- A first meeting was held with the consultants from PricewaterhouseCoopers on November 23, 2012. A second meeting is planned for December 10, 2012 and will involve representatives of the firm who have performed reviews regarding shared services for other organizations.
- A [Vox Pop](#) outlining the Health Unit’s funding and accountability mechanisms was published in the London Free Press on November 24, 2012. A series of [Questions & Answers](#) about the shared services review was also published on the Health Unit’s web site.

Meeting with PricewaterhouseCoopers

On November 23, 2012, Health Unit staff members had their first meeting with the consultants from PricewaterhouseCoopers. The Acting Medical Officer of Health, along with Mr. John Millson, Director, Finance and Operations, and Mr. Rick Shantz, Director, Information Technology, met with Mr. Scott Gilfillan, Senior Manager, Audit and Assurance Group, and Mr. Chirag Shah, Partner, Audit and Assurance Group. Ms. Louise Tyler, Director of Human Resources was on vacation and so was unable to attend the meeting.

At this meeting, the reasons for and the context of the review were outlined by Health Unit staff. The representatives from PricewaterhouseCoopers described their general approach to reviews of this nature. They also indicated that they would like to involve colleagues from their Toronto office who have done similar reviews with regard to sharing of services. A second meeting, which will involve the PricewaterhouseCoopers staff from Toronto, is scheduled for December 10, 2012.

Once the draft project plan (with timelines and costs) is received from PricewaterhouseCoopers, it will be reviewed with staff members from the City of London and Middlesex County. Following this, the project plan will be brought to the Board of Health for approval, as requested at the November 15, 2012 Board of Health meeting.

Response to the Media Regarding the Shared Services Review

There was considerable media attention both before and after the November 15, 2012 Board of Health meeting. This resulted in the need to clarify that the review being requested by the Board of Health was a review of the possibility of sharing administrative services with the City of London and/or Middlesex County. It was not a request for an audit, since a full financial audit of the Health Unit is conducted annually

by the auditing firm KPMG LLP. The Health Unit is also fully accredited by the Ontario Council on Community Health Accreditation (OCCHA).

The Acting Medical Officer of Health, along with Mr. Dan Flaherty, Manager, Communications, and the members of the Directors' Committee developed a Vox Pop for publication in the London Free Press. The Vox Pop explained the Health Unit's funding and the current budget situation and outlined the Health Unit's accountability mechanisms. The Vox Pop also provided clarity regarding the review that is being undertaken to assess the possibility of sharing services with the City of London and/or Middlesex County. A series of [Questions & Answers](#) were also developed to provide additional information about the shared services review which are posted on the Health Unit's website.

The [Vox Pop](#) was published on Saturday November 24, 2012 both in the newspaper and on-line at under the title, "Health unit operates on full accountability", a title chosen by the London Free Press. The on-line version has a survey for the public asking if they have noticed the quality and level of public health services improve over the last 8 years. As of November 27, 2012, there were 135 responses to the survey which were as follows:

- 74% "definitely";
- 1% "slightly"; and
- 25% "not at all".

Meetings with Health Unit staff members to explain the shared services review also took place on November 21 and November 28, 2012.

Conclusion

Planning is proceeding to develop a project plan, which will include timelines and costs, for a shared services review. These will be presented to the Board of Health for approval once complete. Initiatives to clarify for the public and staff members the intent of the shared services review and the Health Unit's accountability mechanisms have been undertaken.



Bryna Warshawsky, MDCM, CCFP, FRCPC
Acting Medical Officer of Health