



TO: Chair and Members of the Finance & Facilities Committee

FROM: Christopher Mackie, Medical Officer of Health

DATE: 2014 September 18

PROGRESS ON THE SHARED SERVICES REVIEW RECOMMENDATIONS

Recommendation

It is recommended that Report No. 055-14 re Progress on the Shared Services Review Recommendations be received for information.

Key Points

- Since the completion of the Shared Services Review in 2013, staff have worked to address nearly all of the operational improvement recommendations made by PricewaterhouseCoopers.
- Significant progress has been made on the highest priority “phase 1” recommendations, as well as the “phase 2” recommendations.
- Final report will come to the Board in September 2015.

Background

Board of Health members will recall that PricewaterhouseCoopers (PwC) was hired to conduct an Efficiency and Shared Services Review of MLHU’s administration in 2013. At the May 2013 meeting, PwC reported the results of this review (see [Report No. 063-13](#)). The Board then passed a resolution enabling staff to begin addressing PwC’s recommendations.

At the June 2013 and September 2013 meetings, staff reported the initial implementation plan (see [Report No. 089-13](#)) and progress-to-date on the six highest priority “phase 1” recommendations (see [Report No. 095-13](#)), respectively. This report provides a progress update on both “phase 1” and the rest of the recommendations (“phase 2”).

Progress on the Recommendations

Six of the 27 recommendations were identified as high-priority and addressed in “phase 1” as they offered greatest return on investment. The other recommendations were categorized as “phase 2.” See [Appendix A](#) for full details of progress on the recommendations. Notable progress includes:

- Finance policies revised
- Implementation of a new intranet platform to facilitate many automated processes
- Development and piloting of fee-for-service public fit-testing service
- New PBMA process implemented
- Budget processes overhauled
- Travel Clinic lease negotiated

Next Steps

Staff will continue to work to address the recommendations of the Shared Services Review. For some items that have been 'completed,' such as the PBMA process, MLHU will focus on further refinement (in the spirit of continuous quality improvement). Staff will continue to update the Board on the progress of the recommendations of the Shared Services Review.

This report was prepared by Mr. Ross Graham, (former) Manager of Strategic Projects.

A handwritten signature in black ink, appearing to read 'C. Mackie'.

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Medical Officer of Health