

**MIDDLESEX-LONDON BOARD OF HEALTH**

**REPORT NO. 05-25QGC**

**TO:** Chair and Members of the Quality and Governance Committee  
**FROM:** Emily Williams, Chief Executive Officer  
Dr. Alexander Summers, Medical Officer of Health  
**DATE:** 2025 February 20

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**Q4 2024 ORGANIZATIONAL PERFORMANCE REPORTING**

**Recommendation**

*It is recommended that the Quality and Governance Committee recommend to the Board of Health to receive Report No. 05-25QGC re: “Q4 2024 Organizational Performance Reporting” for information.*

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**Report Highlights**

- A core process of MLHU’s Management Operating System is the Organizational Performance Management system, which includes quarterly performance reporting to the Board of Health.
- A summary report is affixed as [Appendix A](#).
- Background on the MLHU’s Organizational Performance Management (OPM) system is affixed as [Appendix B](#).

**Background**

Background on the MLHU’s Organizational Performance Management (OPM) system is affixed as [Appendix B](#).

**Q4 2024 Organizational Performance Report to the Board of Health**

A summary report of MLHU’s Q4 2024 organizational performance can be found in [Appendix A](#).

As previously reported in Q3, the work of the Health Unit in Q4 continues to be impacted by increased demand for services across all divisions. Highlights of Q4 include:

- Significant changes to the comprehensive school health interventions;
- Ongoing community mobilization efforts to address the toxic drug crisis and homelessness crisis within Middlesex-London;
- Completion of the Continuity of Operations Plan on an expedited schedule; and
- Continued development and implementation of the Management Operating System, including the re-initiation of the intervention and indicator development process.

**Next Steps**

Quarterly organizational performance reporting information will continue to be provided to the Board of Health.

This report was written by the Chief Executive Officer and Medical Officer of Health.



**Emily Williams, BScN, RN, MBA, CHE**  
Chief Executive Officer



**Alexander Summers, MD, MPH, CCFP, FRCPC**  
Medical Officer of Health

**This report refers to the following principle(s) set out in Policy G-490, Appendix A:**

- The organization requirements in the Public Health Accountability Framework outlined in the [Ontario Public Health Standards: Requirements for Programs, Services and Accountability](#).
- The following goal or direction from the [Middlesex-London Health Unit's Strategic Plan](#):
  - Our public health programs are effective, grounded in evidence and equity
  - We make effective decisions, and we do what we say we are going to do

**This topic has been reviewed to be in alignment with goals under the Middlesex-London Health Unit's [Anti-Black Racism Plan](#) and [Taking Action for Reconciliation](#), specifically the broad sets of recommendations related to governance and accountability in both plans.**