



CITIZEN-CENTERED APPROACH, ENGAGEMENT, AND POPULATION HEALTH

The New Brunswick Health Council (NBHC) promotes the improvement of health service quality in the province through the following six dimensions: accessibility, appropriateness, effectiveness, efficiency, equity and safety. In addition to evaluating health service quality, the NBHC will also evaluate how the system is moving towards being more citizen-centered while targeting the needs and preferences of individuals and communities.

The NBHC uses the quality dimensions through the continuum of care (primary health, acute care, supportive/specialty and palliative / end-of-life care) to further meet its objective. For definitions of the NBHC's six quality dimensions please visit www.nbhc.ca.

When responding to the questions below, please keep in mind the role of your organization in interacting not only with citizens, but with communities and community groups as well. It is important to recognize the impact that community groups have in the health and wellness of our citizens and communities.

The following questions relate to the **citizen-centered approach, engagement, and population health**.

1. How is your organization contributing to improved individual and population health status?
2. What initiatives are in place, in your organization, to promote:
 - a. Citizen self-care
 - b. Citizen self-health management
3. How are primary care and community services being strengthened?
4. How is your organization allowing for equitable and accessible services for New Brunswickers?
5. What mechanisms do citizens have for public involvement with respect to your organization?

CARE EXPERIENCE

The New Brunswick Health Council (NBHC) will measure, monitor, and evaluate health services and the level of population satisfaction with health services and health service quality. The NBHC's definition of care experience is the placement of



the clients, patients, family and caregivers in the centre of service provision and evaluating the services provided in relation to their needs and expectations.

The NBHC uses the quality dimensions through the continuum of care (primary health, acute care, supportive/specialty and palliative / end-of-life care) to further meet its objective. For definitions of the NBHC's six quality dimensions please visit www.nbhc.ca.

When responding to questions regarding wait times, please consider that the NBHC is aware of the information contained on the Surgical Wait Times website.

The following questions pertain to **care experience**.

6. What progress is being made toward identified clinical priorities?
 - a. Specifically, please provide information on
 - i. Surgical Wait Times
 - ii. ALC (Alternate Level of Care) beds
 - b. What are your clinical priorities for 2010-2011?
7. What mechanisms are in place to ensure that the health system, through your organization, delivers safe and effective care?
8. What initiatives are in place to support an electronic health record and other health technologies for New Brunswickers?

SUSTAINABILITY

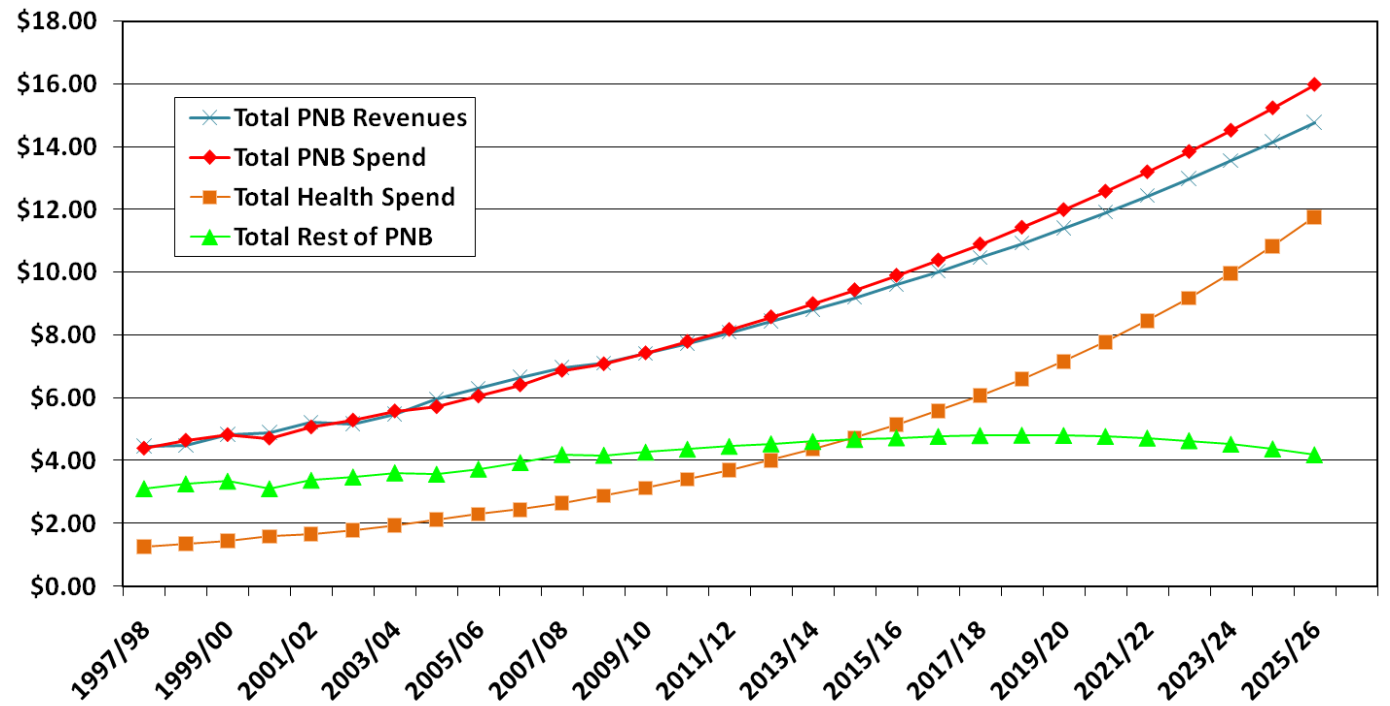
The New Brunswick Health Council (NBHC) will measure, monitor and evaluate the sustainability of health services through the continuum of care, using information on programs and services, resources, cost drivers, and demand to develop the baseline picture.

The Department of Health defines Sustainability as "*Making reasonable and informed choices for the best affordable and equitable healthcare now and in the future.*"

From the Sustainability Blueprint (*Department of Health*), that was agreed to in principle by all the partners in the health care system, sustainability is referred to as "*being Citizen-Centered, and focuses on Health Outcomes by delivering Quality and Timely Services that are Efficient and Affordable.*"



TREND - Health-Care spending will exceed 50% of total PNB spending by 2014/15.



Source: Department of Health

The following questions pertain to **sustainability**.

9. What steps are being taken to ensure the current and future financial sustainability of the health system by your organization?
10. Please describe what efficiencies, from a health-system integration point of view, are being achieved?
11. Do you have the health human resources you need for today and the future? Please elaborate.
12. How is your capital infrastructure aligned with the needs of New Brunswickers?



13. Do your organizational leaders have the necessary information to make decisions? Please explain.
14. What mechanisms are in place to ensure ongoing improvement in your organization?