Toward A Patient Quality Charter

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Canadian Medical Association
What is a Charter?

- The grant of authority or rights, stating that the granter formally recognizes the prerogative of the recipient to exercise the rights specified.
CMA’s 2002 submission to the Romanow Commission

<table>
<thead>
<tr>
<th>Patients / Citizens</th>
<th>Rights</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td>• Access to timely, quality care</td>
<td>• Responsible use of services</td>
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<td>• Recourse to alternatives if public system fails to meet guarantee</td>
<td>• Financial contribution via taxes and patient cost-sharing</td>
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<td>• Choice of health care provider</td>
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<td>• Security and confidentiality of personal health information</td>
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Canada’s physicians support the development of a Patient Charter

2009 General Council motion:

“The Canadian Medical Association will engage patients/the public in the development of a Patient Quality Charter that sets out a vision for quality care that includes national standards for patient-focused optimal outcomes.”
Australian Charter of Healthcare Rights

- Seven charter rights to which patients, consumers, carers and families are entitled:
  - Access
  - Safety
  - Respect
  - Communication
  - Participation
  - Privacy
  - Right to comment on care and have concerns addressed
Canadian Arthritis Bill of Rights

Rights
- Timely and accurate diagnosis
- Timely access to specialty care
- Information about arthritis and about their arthritis care
- Informed consent regarding treatment decisions
- Access to medications and other treatments
- Participate fully in society (including self-care, leisure and work pursuits)
- Research
- Representation
Canada’s Patient Quality Charter: Rights

Dimensions may include

- Dignity and Respect
- Access to quality care
- Safety
- Privacy of information
- Availability of treatments
- Communication
- Health service planning
- Ability to complain
Canada’s Patient Quality Charter: Responsibilities

- Recognize that you can make a significant contribution to your own and family’s health and well being, and take some personal responsibility for it.
- Provide accurate information about your health condition and status.
- Keep appointments or cancel within a reasonable time.
- Follow the course of treatment to which you have agreed.
- Participate in important public health programs such as vaccination.
- Treat those involved in your care with respect.
Increasing Focus on Quality in Canada

- Commissioner Tony Dagnone’s (Saskatchewan’s Patient First Review)
  - Recommendation #9: “That the Ministry of Health, in collaboration with health regions, the Cancer Agency, provider organizations, and patient and family advisors, develop and implement a Charter of Patient Rights and Responsibilities.”
An Alberta Patient Charter: Recommendations

- Having the right to be fully informed (about treatment and services)
- Being treated with respect and dignity
- Having access to appropriate health care services and related supports
- Having all patients’ circumstances taken into account in plans for their care or wellness
- Having access to publicly funded health services based on need
- Ensuring an equitable allocation of resources
- Being ensured of privacy of information
- Having timely and reasonable access to information
- Having the right to complain and receive a timely response to their concerns
An Alberta Patient Charter: Responsibilities

- The responsibilities of the patient can include elements such as:
  - Learning how to better access health services
  - Using services appropriately and wisely
  - Following an agreed-upon care plan
  - Making healthy choices
  - Asking questions, following instructions, understanding their care plan and requesting information
BC’s Residents Bill of Rights

Rights of adult persons in care

1. An adult person in care has the right to a care plan developed
2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity,
3. An adult person in care has the right to participate in his or her own care and to freely express his or her views,
4. An adult person in care has the right to transparency and accountability,
UK: National Health Service Constitution 1991-2009

- **1991**: 1st UK Patient Charter
  - Guaranteed hospital admission for treatment by a specific date, within two years
- **1995**: The Patient’s Charter & You
  - 18 month guarantee for all hospital admissions
- **2000**: National Service Frameworks developed
  - e.g., Cardiovascular disease, Mental health
- **2004**: 18 week pathway for GP referral to treatment by 2008
- **2009**: NHS constitution and the 18 week pathway is legally binding
Canadian Patient Quality Charter

So What?

- The simple development of a Charter is NOT the goal.
- Must have supporting mechanisms to ensure accountability.
  - development of metrics to measure and report on elements of the charter (in targeted populations and over time)
  - development of incentive programs for patients, providers and administrators to facilitate improvement
Patient Quality Charter: Next Steps

- Consult with public
- Convene stakeholder roundtable.