



NEWS RELEASE

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Reshaping Performance Agreements Vital for a Transparent and Accountable Health Care System

VICTORIA — BC Auditor General Wayne Strelieff reported today on his review of the performance agreements between the ministry of health services and health authorities. Strelieff believes that clear performance agreements can contribute to effective delivery of the \$6 billion of public money spent by health authorities in delivering health services to BC people.

Although Strelieff concludes the current agreements need far greater focus and clarity, he recognizes that putting them in place represents a significant step towards a more accountable and transparent health system.

“I believe the agreements should become the key accountability document between the ministry and health authorities. Currently, there are too many sources of expectations for health authorities. One umbrella document is needed so that priorities, short term and long term, are agreed to and can be acted on.” Performance agreements can be particularly useful in a system as complex to manage as health care. If used well, they can succeed in driving real improvement in the delivery of effective services.

In his report, Strelieff assesses the new agreements from three perspectives: governance, accountability, and performance measurement and reporting. His recommendations focus on the importance of:

- establishing a common view of what the agreements are trying to achieve,
- setting out responsibilities and authorities clearly,
- identifying clear and prioritized objectives,
- using a balanced set of measures and targets that address all important dimensions of performance, and
- agreeing on realistic incentives and consequences.

In preparing the report, Strelieff states he witnessed a strong commitment from both the ministry and health authorities to turn the current performance agreements into effective accountability documents. ‘I welcome and support the ministry’s intention to use my report as “a valuable reference point” in remodeling next year’s set of agreements.’ The report contains twenty recommendations.

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2003/2004 Report #1: A Review of Performance Agreements Between the Ministry of Health Services and the Health Authorities

[Download complete report in .PDF format](#) (size 413 KB)

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