

Management Response and Action Plan  
 Audit of the Public Service Health Program  
 December 2012

Recommendations	Management Response and Planned Management Action	Deliverables	Expected Completion Date	Responsibility
<p><b>Recommendation 1</b></p> <p><i>It is recommended that the Senior Director General, Regions and Programs Bureau develop a program risk profile.</i></p>	<p>Management agrees with this recommendation.</p> <p>The Public Service Health Program (PSHP) will develop a comprehensive risk profile for the program. The findings and recommendations of the risk profile report will be used as part of PSHP's regular operational planning.</p>	<p>Develop a comprehensive risk profile and related recommendations, for the PSHP</p>	<p>March 2014</p>	<p>Executive Director, Specialized Health Services</p>
<p><b>Recommendation 2</b></p> <p><i>It is recommended that the Senior Director General, Regions and Programs Bureau, document regional processes and standardize as appropriate.</i></p>	<p>Management agrees with this recommendation.</p> <p>The PSHP will complete the Business Process Modeling and Costing Framework project currently underway to map out national operational/service delivery processes common to all regions.</p> <p>The project will also document and catalogue regional variations, which are primarily administrative in nature.</p>	<p>Completion of the Business Process Modeling and Costing Framework</p>	<p>December 2012</p>	<p>Executive Director, Specialized Health Services</p>

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<p><b>Recommendation 3</b></p> <p><i>It is recommended that the Senior Director General, Regions and Programs Bureau develop a business case for an integrated solution/information system to support PSHP's business processes.</i></p>	<p>Management agrees with this recommendation.</p> <p>Via a submission to the Health Canada, Investment Plan, PSHP will seek approval for the development of an Integrated Occupational Health Information System that will support its business processes.</p>	<p>High-Level Business Requirements and Business Case Document</p>	<p>December 2012</p>	<p>Executive Director, Specialized Health Services</p>
<p><b>Recommendation 4</b></p> <p><i>It is recommended that the Senior Director General, Regions and Programs Bureau work in collaboration with the Chief Financial Officer to better document contracting activities in order to align with Health Canada's contracting practices.</i></p>	<p>Management agrees with this recommendation.</p> <p>The PSHP will liaise with Health Canada's Materiel and Assets Management Directorate to develop a national approach and guidelines for securing medical services.</p>	<p>National approach and guidelines for securing medical services</p>	<p>March 2013</p>	<p>Executive Director, Specialized Health Services</p>

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<p><b>Recommendation 5</b></p> <p><i>It is recommended that the Senior Director General Regions and Programs Bureau review invoiced rates during the account verification process to ensure alignment pre-determined acceptable rates.</i></p>	<p>Management agrees with this recommendation.</p> <p>The PSHP will develop a national account verification process that will include invoice comparisons with pre-determined fees for medical service providers.</p>	<p>National account verification process</p>	<p>December 2013</p>	<p>Executive Director, Specialized Health Services</p>
<p><b>Recommendation 6</b></p> <p><i>It is recommended that the Senior Director General, Regions and Programs Bureau, update the program's Personal Information Bank descriptions and complete a Privacy Impact Assessment for the Public Service Health Program, including an assessment of conflicting regulations.</i></p>	<p>Management agrees with this recommendation.</p> <p>The PSHP will proceed with reviewing and updating its Personal Information Banks as appropriate. (focus on clean-up of duplication and identification of gaps)</p>	<p>National review of existing Personal Information Bank descriptions</p>	<p>March 2013</p>	<p>Executive Director, Specialized Health Services</p>

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	<p>The program will complete a Privacy Impact Assessment of the Program, including an assessment of conflicting regulations. It is anticipated that the results from this assessment will lay part of the groundwork for a new integrated occupational health information management system for the PSHP.</p>	<p>Completed Privacy Impact Assessment</p>	<p>September 30, 2013</p>	<p>Executive Director, Specialized Health Services</p>

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<p><b>Recommendation 7</b></p> <p><i>It is recommended that the Senior Director General, Regions and Programs Bureau finalize the performance measurement strategy framework, including service standards and client satisfaction surveys.</i></p>	<p>Management agrees with this recommendation.</p> <p>The PSHP will finalize and implement its Performance Measurement Strategy Framework including the corresponding service standards and client satisfaction measures.</p> <p>It is important to note, however, that although PSHP can develop and implement robust performance measures (including service standards), without the implementation of an integrated occupational health information system to track and analyze this information, PHSP will remain unable to report against the majority of these key measures.</p>	<p>Implementation of the Performance Measurement Strategy Framework, service standards and client satisfaction surveys</p>	<p>March 2013</p>	<p>Executive Director, Specialized Health Services</p>