

**Appendix A**  
**Ministry of Health Services**  
**Regional Health Authority Funding**  
**Allocation for 2004/05**

Not Responsive

Patient Satisfaction Survey

| 1,000,000 |

Not Responsive

Appendix A  
Ministry of Health Services  
Regional Health Authority Funding  
Allocation and Assumptions for 2004/05 to 2006/07

Not Responsive

Patient Satisfaction Survey

1,000,000

1,000,000

1,000,000

Not Responsive

**Appendix A**  
**Ministry of Health Services**  
**Regional Health Authority Funding**  
**Allocation and Assumptions for 2004/05 to 2006/07**

Not Responsive

Patient Satisfaction Survey		1,000,000		1,000,000		1,000,000	
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Not Responsive

## **Appendix B Details of Funding Allocation Adjustments**

### **Overview**

#### **Vancouver Coastal Health Authority**

Not Responsive

#### **PATIENT SATISFACTION SURVEY**

Base funding of \$1,000,000 is provided for Providence Health Care to administer the coordinated patient experience surveying initiative as overseen and approved by the Provincial Satisfaction Steering Committee. Please note, that further to the attached letter in *Appendix B4*, this allocation cannot be deferred to future years and must be recognized as revenue in the 2004/05 fiscal year. A revised letter will be reissued to the original addressee shortly.

Not Responsive



## Appendix B4

August 4, 2004

504107

Lena Cuthbertson  
Co-Chair  
Patient Satisfaction Steering Committee  
Providence Health Care  
749 West 33<sup>rd</sup> Ave  
Vancouver BC V5Z 2K4

Dear Ms. Cuthbertson:

This letter is to advise you that the \$1 million expenditure approved last year by the Leadership Council for coordinated surveying of patient experiences across a number of specific sectors has been annualized and the same funding is being transferred to Vancouver Coastal Health Authority for fiscal year 2004/05. A separate funding letter to Vancouver Coastal Health Authority with this funding was sent out July 28, 2004.

Similar to last year, the administration of the surveys and these funds are to be overseen by the Patient Satisfaction Steering Committee. It has been agreed by the Patient Satisfaction Steering Committee and Providence Health Care that Providence will hold a master agreement governing the terms and conditions of the survey initiative. Consequently Providence will hold the funds in a designated purposes fund to be dispersed in support of the initiative and with the approval of the Patient Satisfaction Steering Committee. The funds in this designated purposes fund should transcend the fiscal year in order to support this work on an ongoing basis.

I look forward to continued work on this initiative with you.

Sincerely,

Heather Davidson  
Executive Director

pc: Ms. Amanda Wong, Director, Accounting and Treasury, Providence Health Care  
Ms. Janet Woodruff, Chief Financial Officer, Vancouver Coastal Health Authority



503433

July 27, 2004

Ms. Janet Woodruff  
Chief Financial Officer  
Vancouver Coastal Health Authority  
1140 – 601 West Broadway  
Vancouver BC V5Z 4C2

Dear Ms. Woodruff:

Not Responsive

Not Responsive

- Patient Satisfaction Survey of \$1,000,000, as administered by Providence.

Not Responsive

Yours truly,

*original signed*

Manjit Sidhu, CA  
Executive Director  
Finance and Decision Support

Attachment

pc: Ida Goodreau, Chief Executive Officer, Vancouver Coastal Health Authority  
Glynis Soper, Director, Regional Grants & Decision Support  
Effie Henry, Executive Director, Performance Management Branch  
Jeannie McKinnon, Manager, Performance Management Branch  
Holly Jones, Financial Analyst, Regional Grants & Decision Support

**Appendix A  
Regional Health Sector  
Ministry of Health Services  
2003/04 Fiscal Year  
Funding Allocation and Other Payments/ Recoveries**

Not Responsive

Patient Satisfaction Survey - One Time Only

|

1,000,000 |

1,000,000 |

Not Responsive

Not Responsive

#### **PATIENT SATISFACTION SURVEY**

Funding of \$1,000,000 is provided on a one-time basis for Providence Health Care (PHC) to administer the coordinated patient experience surveying initiative. Funding should be dispersed from Vancouver Coastal Health Authority to PHC as follows: \$500,000 immediately and \$500,000 by January 24, 2004.

Providence Health Care is responsible for a master agreement governing the terms and conditions of this survey initiative. The administration and disbursement of funds from Providence Health Care will be overseen and approved by a Patient Satisfaction Steering Committee.

Not Responsive



# REGIONAL HEALTH SECTOR FUNDING INITIATIVE 2004/05 FUNDING ISSUE DOCUMENT

**FUNDING ISSUE TITLE:** Patient Satisfaction Survey

**BRIEF DESCRIPTION:**

Second year of funding for the Patient Satisfaction Survey as approved by Leadership Council.

**EFFECTIVE DATE:**

FUNDING:	Current Year - 2004/05				2005/06 Amount	2006/07 Amount
	Retro	One Time	Base	Total Current		
Fraser				-		
Interior				-		
Nisga'a				-		
Northern				-		
Van. Coastal			1,000,000	1,000,000		
Vanc. Island				-		
PHSA				-		
<b>TOTAL</b>	\$ -	\$ -	\$ 1,000,000	\$ 1,000,000	\$ -	\$ -

\* If the current year base is not the full annual amount, please indicate the annual amount in 2005/06 & 2006/07.

**SOURCES OF FUNDING/ SPENDING PLAN REFERENCE:** (Attach approved spending plan &/ budget transfer identifying source of funds.)

, SICS Spending Plan & Budget.

**LIST OF SUPPORTING DOCUMENTS ATTACHED:**

Letter to Providence from Heather Davidson

**FUNDING LETTER NARRATIVE:** (please indicate if attachments/appendices are required)

Base Funding of \$1,000,000 is provided for Providence Health Care to administer the coordinated patient experience surveying initiative as overseen and approved by the Provincial Satisfaction Steering Committee.

**CONTACT NAME, POSITION, BRANCH, PHONE # & EMAIL (GEMS):**

Elizabeth Gronsdahl, Manager, Strategic Policy & Research, (250) 952-2252, elizabeth.gronsdahl@gems2.gov.bc.ca

**SUBMITTED BY:** Holly Jones

**APPROVAL TO FUND:**

*As per email  
July 26 attached*

**DATE APPROVED:**

**FOR USE BY REGIONAL GRANTS ONLY**

**Bi-weekly Date:**

**Lump Sum Date:**

*paid auste / at  
Preupdate letter*

☒ Acute

☐ Mental Health & Addictions

☐ Global

☐ Targeted

☐ Home & Community Care (Community)

☐ Home & Community Care (Residential)

☐ Population Health & Wellness

☐ Restricted

HTH-2013-00172

Not Responsive

#### **PATIENT SATISFACTION SURVEY**

Base funding of \$1,000,000 is provided for Providence Health Care to administer the coordinated patient experience surveying initiative as overseen and approved by the Provincial Satisfaction Steering Committee. Please note, that further to the attached letter in *Appendix B4*, this allocation cannot be deferred to future years and must be recognized as revenue in the 2004/05 fiscal year. A revised letter will be reissued to the original addressee shortly.

Not Responsive



ACT 8, 2004

230-40

510484

Lena Cuthbertson  
Co-Chair  
Patient Satisfaction Steering Committee ☒  
Providence Health Care  
749 West 33<sup>rd</sup> Ave  
Vancouver, BC V5Z 2K4

Dear Ms. Cuthbertson:

Further to our letter of August 4, 2004, the Ministry wishes to clarify that the \$1 million allocation for the Patient Satisfaction Survey Initiative cannot be deferred to future years and must be recognized as revenue in the 2004/2005 fiscal year. Please note that these funds are expected to be spent as approved by the Patient Satisfaction Steering Committee.

Sincerely,

*Original Signed By  
Elizabeth Grunsdahl*

Heather Davidson  
Executive Director

pc: Ms. Amanda Wong, Director, Accounting and Treasury, Providence Health Care  
Ms. Janet Woodruff, Chief Financial Officer, Vancouver Coastal Health Authority  
Authority  
Mr. Manjit Sidhu, Executive Director, Finance and Decision Support  
Ms. Glynis Soper, Director, Regional Grant Decision Support  
Ms. Holly Jones, Financial Analyst, Regional Grants Finance



Attachment for F.L.

August 4, 2004

504107

Lena Cuthbertson  
Co-Chair  
Patient Satisfaction Steering Committee  
Providence Health Care  
749 West 33<sup>rd</sup> Ave  
Vancouver BC V5Z 2K4

Dear Ms. Cuthbertson:

This letter is to advise you that the \$1 million expenditure approved last year by the Leadership Council for coordinated surveying of patient experiences across a number of specific sectors has been annualized and the same funding is being transferred to Vancouver Coastal Health Authority for fiscal year 2004/05. A separate funding letter to Vancouver Coastal Health Authority with this funding was sent out July 28, 2004.

Similar to last year, the administration of the surveys and these funds are to be overseen by the Patient Satisfaction Steering Committee. It has been agreed by the Patient Satisfaction Steering Committee and Providence Health Care that Providence will hold a master agreement governing the terms and conditions of the survey initiative. Consequently Providence will hold the funds in a designated purposes fund to be dispersed in support of the initiative and with the approval of the Patient Satisfaction Steering Committee. The funds in this designated purposes fund should transcend the fiscal year in order to support this work on an ongoing basis.

I look forward to continued work on this initiative with you.

Sincerely,

Heather Davidson  
Executive Director

pc: Ms. Amanda Wong, Director, Accounting and Treasury, Providence Health Care  
Ms. Janet Woodruff, Chief Financial Officer, Vancouver Coastal Health Authority

Ministry of Health Services

Strategic Policy, Legislation  
and Intergovernmental Relations  
Strategic Policy and Research

5-1, 1515 Blanshard Street  
Victoria BC V8W 3C8

Telephone: (250) 952-1552  
Facsimile: (250) 952-2247

HTH-2013-00172  
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# 2004/05 HEALTH SECTOR FUNDING

ISSUE: Patient Satisfaction Survey

FUNDING LETTER: #1 / Preupdate #1

## HEALTH AUTHORITY:

- ☐ Fraser
- ☐ Interior
- ☐ Nisga'a
- ☐ Northern
- ☒ Vancouver Coastal
- ☐ Vancouver Island
- ☐ Provincial Health Services

## CURRENT YEAR AMOUNT

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ 1,000,000

\$ \_\_\_\_\_

\$ \_\_\_\_\_

## SECTORS:

- ☒ Acute
- ☐ Home & Community Care (Community)
- ☐ Home & Community Care (Residential)
- ☐ Mental Health & Addictions
- ☐ Public & Preventive Health

☐ GLOBAL

☒ TARGETED

Current Year Total \$ 1,000,000

## FUNDING AMOUNT & TYPE:

☒ ONGOING

☐ ONE-TIME

EFFECTIVE DATE \_\_\_\_\_

☐ RETRO \$ \_\_\_\_\_

ANNUAL \_\_\_\_\_

2005/06 ☐ Same as annual or  
\$ \_\_\_\_\_

## PAYMENT SCHEDULING:

Lump Sum Date: \_\_\_\_\_

Regularly Scheduled Catch up Date: \_\_\_\_\_

Other: \_\_\_\_\_

Issue Contact: Liz Grossdahl  
Heather Davidson

Financial Contact: Glynis Soper

Checklist	Initials	Date	Notes
Spending Plan Approved	<u>HJ</u>		<u>DRL, SICS.</u>
Funding Issue Document Complete			
Relevant Background Documents attached	<u>HJ</u>		<u>letter from H. Davidson</u>
Budget Allocation Completed	<u>N/A</u>		
Narrative Approved			

**REGIONAL HEALTH SECTOR FUNDING LETTER  
2003/04 FUNDING ISSUE DOCUMENT**

**FUNDING ISSUE TITLE:** Patient Satisfaction Survey Transfer

**BRIEF DESCRIPTION:**

On February 11th, 2003 Leadership Council approved \$1 000 000 for the co-ordination of patient satisfaction surveying. These funds are to be taken from the top of the funding allocations to the Health Authorities. Providence Health Care will hold the master contract for this work, consequently the funds must now flow to Providence Health Care.

**EFFECTIVE DATE:**

FUNDING:	Current Year - 2003/04				2004/05 Amount	2005/06 Amount
	Retro	One Time	Base	Total Current		
Fraser				-		
Interior				-		
Nisga'a				-		
Northern				-		
Van. Coastal			1,000,000	1,000,000	1,000,000	1,000,000
Vanc. Island				-		
PHSA				-		
<b>TOTAL</b>	\$ -	\$ -	\$ 1,000,000	\$ 1,000,000	\$ 1,000,000	\$ 1,000,000

\* If the current year base is not the full annual amount, please indicate the annual amount in 2004/05 & 2005/06.

**SOURCES OF FUNDING/ SPENDING PLAN REFERENCE:** (Attach approved spending plan &/ budget transfer identifying source of funds.)

Budget Reallocation (PPL) is attached as appendix 1

**LIST OF SUPPORTING DOCUMENTS ATTACHED:**

Spending plan and budget transfer (Appendix 1), Letter to Providence Health Care (Appendix 2)

**FUNDING LETTER NARRATIVE:** (please indicate if attachments/appendices are required)

*funds to flow thru VCHA*

As per letter of August 28, 2003 to Providence Health Care (Appendix 1), these funds are being provided to Providence Health Care in order to administer the co-ordinated patient experience surveying initiative. The \$1,000,000.00 committed to this initiative are to be disbursed as follows: \$500,000.00 with this letter and \$500,000 by January 23, 2004.

*One-time funding of \$1,000,000 is provided to Providence Health Care in order to administer...*

**CONTACT NAME, POSITION, BRANCH, PHONE # & EMAIL (GEMS):**

Dave Boychuk, Senior Policy Analyst, Strategic Policy & Research, 250-952-2252, david.boychuk@gems8.gov.bc.ca

**SUBMITTED BY:** Dave Boychuk

**APPROVAL TO FUND:** *M. Sedlin*

**DATE APPROVED:**

**FOR USE BY REGIONAL COMMITMENTS ONLY**

**Bi-weekly Date:**

☐ Acute  
☐ Acute (PHSA)  
☐ Mental Health & Addictions  
☐ Home & Community Care (Community)  
☐ Home & Community Care (Residential)  
☐ Public & Preventive Health

**Lump Sum Date:**

☐ Global  
☐ Targeted

HTH-2013-00172

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Not Responsive

#### **PATIENT SATISFACTION SURVEY**

Funding of \$1,000,000 is provided on a one-time basis for Providence Health Care (PHC) to administer the coordinated patient experience surveying initiative. Funding should be dispersed from Vancouver Coastal Health Authority to PHC as follows: \$500,000 immediately and \$500,000 by January 24, 2004.

Providence Health Care is responsible for a master agreement governing the terms and conditions of this survey initiative. The administration and disbursement of funds from Providence Health Care will be overseen and approved by a Patient Satisfaction Steering Committee.

Not Responsive

August 27, 2003

459050

Ms. Lena Cuthbertson  
Leader  
Quality Management  
Providence Health Care  
749 West 33<sup>rd</sup> Ave  
Vancouver BC V5Z 2K4

Dear Ms. Cuthbertson:

As you are aware, on February 11, 2003, Leadership Council approved \$1 million for coordinated patient experience surveying across a number of specific health care sectors. These funds were withheld from the 2003/04 funding allocation provided to health authorities by the Ministry of Health Services.

The administration of the surveys is to be overseen by a Patient Satisfaction Steering Committee. It has also been agreed that Providence Health Care will hold a master agreement governing the terms and conditions of the survey initiative. These funds should only be disbursed with the approval of the Patient Satisfaction Steering Committee.

A payment schedule is attached. I look forward to further work on this initiative with you.

Sincerely,

Original signed by

Heather Davidson  
Director

Bpc: Judy Stiles  
Manager, Capital Finance



**Payment Schedule**

Funds for this initiative will be transferred to Providence Health Care via the Vancouver Coastal Health Authority.

**\$500,000.00** to be disbursed on or before **September 30, 2003** via the September Regional Health Sector Funding Letter

**\$500,000.00** to be disbursed on or before **January 30, 2004** via the January Regional Health Sector Funding Letter, unless sooner required per the direction of the Patient Satisfaction Steering Committee.

# 2003/04 HEALTH SECTOR FUNDING

ISSUE: Patient Satisfaction Survey

FUNDING LETTER:

HEALTH AUTHORITY:

CURRENT YEAR AMOUNT

SECTORS:

☐ Fraser

\$

☐ Acute Global

☐ Interior

\$

☐ Acute PHSA

☐ Nisga'a

\$

☐ Acute Non-Global

☐ Northern

\$

☐ Home & Community Care (Community)

☒ Vancouver Coastal

\$ 1,000,000

☐ Home & Community Care (Residential)

☐ Vancouver Island

\$

☐ Mental Health & Addictions

☐ Provincial Health Services

\$

☐ Public & Preventive Health

Current Year Total \$ 1,000,000

FUNDING AMOUNT & TYPE:

☐ ONGOING

EFFECTIVE DATE

ANNUAL

☒ ONE-TIME

☐ RETRO \$

2004/05

☐ Same as annual or

\$

PAYMENT SCHEDULING:

Lump Sum Date:

Regularly Scheduled Catch up Date:

Other:

Oct 3 \$509,000  
Nov 500,000

Issue Contact: D. Boychuk

Financial Contact: G. Soper

Checklist	Initials	Date	Notes
Spending Plan Approved			
Funding Issue Document Complete	<u>dh</u>	<u>9/16/03</u>	
Relevant Background Documents attached	<u>H</u>		<u>with to Providence</u>
Budget Allocation Completed	<u>dh</u>	<u>9/16/03</u>	
Narrative Approved			

Not Responsive

#### **PATIENT SATISFACTION SURVEY**

Funding of \$1,000,000 is provided on a one-time basis for Providence Health Care (PHC) to administer the coordinated patient experience surveying initiative. Funding should be dispersed from Vancouver Coastal Health Authority to PHC as follows: \$500,000 immediately and \$500,000 by January 24, 2004.

Providence Health Care is responsible for a master agreement governing the terms and conditions of this survey initiative. The administration and disbursement of funds from Providence Health Care will be overseen and approved by a Patient Satisfaction Steering Committee.

Not Responsive

PROGRAM: RHSF - Deputy Minister

Prepared By: Nancy Passfield  
(Budget Analyst's Name)

**FTEs** \_\_\_\_\_ **N/A**

**Reverse One time Transfer for the Patient Satisfaction Survey and reprocess as base**

(PLEASE CHECK ONE)

### One Time Transfer:

**Base Transfer:**

✓

**Annualized Amount:**

1,000,000

**AUTHORIZATION OF TRANSFER:**

**FROM:**

**TO:**

*Not Applicable*

ADM or equivalent authority,  
receiving sub-vote/program

ADM or equivalent authority,  
transferring sub-vote/program

Date \_\_\_\_\_

Date \_\_\_\_\_

**Budget Manager, transferring sub-vote/pgm.**

**Budget Manager, receiving sub-vote/pgm.**

Date \_\_\_\_\_

Date \_\_\_\_\_

**PROGRAM:** RHSF - Deputy Minister

Prepared By: Nancy Passfield  
(Budget Analyst's Name)

FTEs \_\_\_\_\_ N/A

**Reverse One time Transfer for the Patient Satisfaction Survey.**

0.00

## Date \_\_\_\_\_

# 2003/04 HEALTH SECTOR FUNDING

ISSUE: Patient Satisfaction Survey

FUNDING LETTER: #3

**HEALTH AUTHORITY:**

**CURRENT YEAR AMOUNT**

**SECTORS:**

- ☐ Fraser \$ \_\_\_\_\_
- ☐ Interior \$ \_\_\_\_\_
- ☐ Nisga'a \$ \_\_\_\_\_
- ☐ Northern \$ \_\_\_\_\_
- ☒ Vancouver Coastal \$ 6 \_\_\_\_\_
- ☐ Vancouver Island \$ \_\_\_\_\_
- ☐ Provincial Health Services \$ \_\_\_\_\_

- ☐ Acute Global
- ☐ Acute PHSA
- ☐ Acute Non-Global
- ☐ Home & Community Care (Community)
- ☐ Home & Community Care (Residential)
- ☐ Mental Health & Addictions
- ☐ Public & Preventive Health

Current Year Total \$ 0

**FUNDING AMOUNT & TYPE:**

Update #2 1M 14 → Base in Update #3

☒ ONGOING

EFFECTIVE DATE April 1/03

ANNUAL \_\_\_\_\_

☐ ONE-TIME

☐ RETRO \$ \_\_\_\_\_

2004/05 ☐ Same as annual or

\$ \_\_\_\_\_

**PAYMENT SCHEDULING:**

Lump Sum Date: N/A

Regularly Scheduled Catch up Date: \_\_\_\_\_

Other: \_\_\_\_\_

Issue Contact: Dave Boychuk

Financial Contact: Glynis Soper

Checklist	Initials	Date	Notes
Spending Plan Approved			N/A
Funding Issue Document Complete			N/A
Relevant Background Documents attached			N/A
Allocation Completed	dt	11/12/03	#82a
Narrative Approved			Waiting on Dave Boychuk

# British Columbia Patient Experience Survey Project

Emergency and LTC Sector Costs (updated: November 3, 2003)

Health Authority	Emergency	LTC
FHA	\$72,034.00	\$43,708.50
IHA	\$108,762.00	\$56,749.00
NHA	\$82,621.00	\$26,317.50
PHSA	\$5,159.00	
VCHA	\$54,015.50	\$58,366.00
VIHA	\$59,213.00	\$37,488.00
TOTALS	\$381,804.50	\$222,629.00
GST	\$26,726.32	\$15,584.00
<b>TOTAL</b>	<b>\$408,530.82</b>	<b>\$238,213.00</b>



November 26, 2003

475231

Ms. Lena Cuthbertson  
Providence Health Care  
749 West 33rd Ave  
Vancouver BC V5Z 2K4

Dear Ms. Cuthbertson:

This letter is to advise you that a cheque in the amount of \$365,593.00 has been issued to Providence Health Care and sent under separate cover to Ms. Amanda Wong. As per our discussions, it is my understanding that these funds, like the monies for the sector patient satisfaction surveying initiative, will be held in a designated purposes fund. The funds in this second designated purposes fund are to be used in support of the provincial patient satisfaction surveying initiative. These funds, like the funds for the sector patient satisfaction surveying initiative, should transcend the fiscal year in order to support this work on an ongoing basis. The funds for the provincial patient satisfaction surveying initiative should be disbursed only with my prior approval or that of any delegate I may name. I thank you for your support of the provincial patient satisfaction initiative, and look forward to working with you in the future in support of this important undertaking.

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I thank you for your support of the provincial patient satisfaction initiative, and look forward to working with you in the future in support of this important undertaking.

Sincerely,

Original signed by

Heather Davidson  
Director  
Strategic Policy and Research

cc: Ms. Amanda Wong  
Director, Accounting and Treasury  
Providence Health Care

Ministry of Health Planning	Planning, Policy and Legislation	5-1, 1515 Blanshard Street
	Strategic Policy and Research	Victoria BC V8W 3C8

Telephone: (250) 952-1552  
Facsimile: (250) 952-2247





August 27, 2003

459050

Ms. Lena Cuthbertson  
Leader  
Quality Management  
Providence Health Care  
749 West 33<sup>rd</sup> Ave  
Vancouver BC V5Z 2K4

Dear Ms. Cuthbertson:

As you are aware, on February 11, 2003, Leadership Council approved \$1 million for coordinated patient experience surveying across a number of specific health care sectors. These funds were withheld from the 2003/04 funding allocation provided to health authorities by the Ministry of Health Services.

The administration of the surveys is to be overseen by a Patient Satisfaction Steering Committee. It has also been agreed that Providence Health Care will hold a master agreement governing the terms and conditions of the survey initiative. These funds should only be disbursed with the approval of the Patient Satisfaction Steering Committee.

A payment schedule is attached. I look forward to further work on this initiative with you.

Sincerely,

Victoria Schuckel for

Heather Davidson  
Director

Attachment



510484

Lena Cuthbertson  
Co-Chair  
Patient Satisfaction Steering Committee  
Providence Health Care  
749 West 33<sup>rd</sup> Ave  
Vancouver, BC V5Z 2K4

Dear Ms. Cuthbertson:

Further to our letter of August 4, 2004, the Ministry wishes to clarify that the \$1 million allocation for the Patient Satisfaction Survey Initiative cannot be deferred to future years and must be recognized as revenue in the 2004/2005 fiscal year. Please note that these funds are expected to be spent as approved by the Patient Satisfaction Steering Committee.

Sincerely,

Heather Davidson  
Executive Director

pc: Ms. Amanda Wong, Director, Accounting and Treasury, Providence Health Care  
Ms. Janet Woodruff, Chief Financial Officer, Vancouver Coastal Health Authority  
Authority  
Mr. Manjit Sidhu, Executive Director, Finance and Decision Support  
Ms. Glynis Soper, Director, Regional Grant Decision Support  
Ms. Holly Jones, Financial Analyst, Regional Grants Finance

October 6, 2006

Lena Cuthbertson  
St. Paul's Hospital  
Room 252-Comox Building,  
1081 Burrard Street  
Vancouver, BC  
V6Z 1Y6

Dear Ms. Cuthbertson:

1. **Services:** The Ministry of Health ("we" or "our" as applicable) agrees to retain Lena Cuthbertson ("you" or "your" as applicable) to provide the following services:  
  
To present a Strategic Initiative lecture for the Ministry of Health, at 1515 Blanshard Street, Victoria, for approximately one and half hours.  
  
Ms. Lena Cuthbertson will present one sessions to BC Ministry of Health staff on the subject: "Measuring the Patient's 'Experience of Care' within British Columbia's Health Care System."
2. **Term:** This Agreement is effective from and including September 28, 2006, to and including September 28, 2006.
3. **Fees:** No fees will be paid to you under the terms of this Agreement.
4. **Expenses:** We must pay to you the following expenses, less the GST component, to a maximum of \$300 provided they are supported, where applicable, by proper receipts and are, in our opinion, necessarily incurred by you in the fulfillment of your obligations under this Agreement:
  - a) travel, accommodation and meal expenses for travel greater than 32 kilometers away from your home location on the same basis we pay our Group 1 employees when they are on travel status.
5. **Maximum Amount:** \$300 is the maximum amount of fees and expenses which we must pay to you under section 4 of this Agreement.
6. You must treat as confidential all Material and not permit its disclosure without our prior written consent except as required by applicable law.
7. All rights to any findings, conclusions, recommendations, or other material produced during the term of this Agreement shall become our property.

8. You must maintain time records and books of account, invoices, receipts and vouchers of all expenses incurred, in a form and content satisfactory to us.
9. You must permit us at all reasonable times to inspect and copy all material that have been produced or received by you or any subcontractor as a result of this agreement (collectively the "Materials"), including, without limitation, accounting records, findings, software, data, specifications, drawings, reports, and documents, whether complete or not.
10. You are an independent contractor and not our employee, agent or partner.

Yours truly,

---

Elisabeth Wagner  
A/Executive Director  
Strategic Policy and Research

Accepted this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

---

Ms. Lena Cuthbertson

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**ADDITIONAL INFORMATION  
FOR  
LETTER OF AGREEMENT**

Name	<u>Elisabeth Wagner</u>	Phone No.	<u>(250) 952-2282</u>
		Fax No.	<u>(250) 952-2247</u>
Program	<u>Strategic Policy and Research</u>	Division	<u>SPLI</u>
Vote	<u>027</u>	Resp	<u>66024</u>
		Activity	<u>44115</u> <u>STOB</u> <u>6002</u>

I certify that this Letter of Agreement meets Ministry Contract Policy requirements.

Signature \_\_\_\_\_

Date \_\_\_\_\_