

*Algoma
Nurse Practitioner-Led Clinic*

Risk Management Training/Consulting Proposal

Prepared for: Sandra Dereski, Administrative Lead, Algoma
Nurse Practitioner-Led Clinic

Prepared by: David Hartley, B.A., C.R.M. (Canadian Risk
Management designation), Hartley Nonprofit Consulting Inc.

Our website: www.nonprofithelp.ca

Our focus: small and medium-sized nonprofits and charities
(including health facilities) across Canada

Areas we Assist: Strategic Planning, Board Governance and Risk
Management

Prepared: Monday, January 14, 2019



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SAMPLE ONTARIO HEALTH CARE TESTIMONIALS (See our website for more)

- "I just wanted to share with you a contact that I have had great success with. We have just spent some time with David Hartley, working both with our board and our FHT staff doing strategic planning. We found David's style to be perfect for our culture, with such diverse groups and different personalities, he has the ability to appeal to the majority and the fun factor runs high. He understands the FHT environment and challenges very well, and is results oriented. Given the pace of change at the moment, particularly with where governance is headed, it might not hurt to be aware of somewhere you can reach for assistance. Thought I would pass his name along, I think his rates are reasonable for very high quality work." **Marie LaRose, Executive Director, Georgian Bay Family Health Team**
- "David helped us zone in on what is important to us in our strategic plan. He facilitated an inclusive, energetic and meaningful strategic planning process in which 96% of the staff and physicians [over 40 participated] rated as good to a very good use of their time. He has the ability to engage a group in a warm yet direct manner infusing humour to keep everyone alert and involved. He is very professional, knowledgeable and trustworthy. We are looking forward to implementing our plan immediately. [And as far as the final Strategic Plan document] I love the visuals and the one page per year approach." **Sherry Kennedy, Executive Director, Taddle Creek Family Health Team, Bay/Bloor Streets, Toronto**
- "I want to thank you. It was the best visioning process we'd had in the 7 years I have been with the FHT. It was inclusive, very-focused, very task-oriented. The process really kept us going and also I really liked how we moved from activity to activity, so no one ever got bored, you actually keep focused all while mixing with people that you don't always get to see." **Dr. Sarah Shaw, Taddle Creek Family Health Team**
- "Thank you so much for organizing our FHT strategic planning sessions. Not only was it an incredibly useful process, it was also a lot of fun! I have been part of strategic planning before and this experience was completely different." **Dr. Caroline Bowman, Lead Physician and Board Chair, Georgian Bay Family Health Team**
- "The time we spent together was great! You met our team "where they are at" with varying knowledge of and experience with strategic planning. You have been innovative and creative in the strategies you have used to engage team members." **Lianne Davies, Executive Director, Dufferin Area Family Health Team**

- “Really enjoyed the pace of the strategic planning time, normally these things are really dragged out, boring, the energy in the room was excellent, really due to the facilitator”. **Dr. Alissia Valentinis, FHT Physician**
- “I can without a doubt say that I got the best bang for my buck hiring you. You had the physicians, allied health and admin staff all engaged and you made them feel like their voice mattered and their suggestions counted.” **Lynne Davies, Executive Director, Couchiching Family Health Team**
- “The process was very valuable to evaluate where we are at and where we want to move to as a team. I like that there were representatives from all different areas of the FHT: physicians, nurses and all allied health, in order to bring their perspectives.” **Michelle McLaughlin, FHT RN**
- “The strategic planning process has been a wonderful, fun, useful, practical experience” **Dr. Jim Sugiyama, FHT Physician**
- “Thanks David for the insightful training. Great use of the board's time and a valuable tool to migrate to being a "great" board. Much appreciated.” **Dr. Tom Richard, AFHTO Board & Peterborough FHT**
- “David has been instrumental in providing experienced, enthusiastic and educational sessions ... Extremely valuable for the evolution of our Board and Governance Model Development.” **Dr. Martin Kane, Lead Physician, New Vision FHT**
- “David Hartley is an excellent presenter whose experience working with dozens of FHTs shines through. His enthusiasm is contagious and he offers a real-world evaluation and suggestions for improvement regarding Board governance. We feel a lot better equipped to manage many of our issues thanks to his well-attended risk management review and strategic planning sessions with our FHT. I highly recommend him to any organization looking to improve their governance structure or organizational focus.” **Dr. Anil Maheshwari, Lead Physician, Grandview Medical Centre FHT**
- “David's presentation was helpful and informative. Having spent a significant amount of time learning about best practices for governance in the past I know that this is typically a very dry topic. Thankfully, David provided a dynamic and engaging review of the issues facing charitable board in the health care setting. His knowledge was impressive. He encouraged interaction without pressure. He called us out and pushed us ahead in reviewing our structure of meetings and the board. To put things simply: I left the presentation feeling that my time, which I value highly, was well spent.” **Nathan Baker, Barrister & Solicitor, Aitken Robertson, Peterborough FHT Board Member, Federation of Ontario Law Associations Board Member**

David's background:

1. Trained insurance brokers for 6 years until 2007 at Aviva/CGU and the Co-operators (2 of the top 4 by gross written premium of Canada's 200 insurers)
2. Canadian Risk Management (C.R.M.) designation from the University of Toronto
3. For 5 years led the **Insurance & Liability Resource Centre for Nonprofits** (project of Imagine Canada, Ontario-funded)
4. For 11+ years worked with hundreds of charities & nonprofits, over 20,000+ trained, 160+ Canadian towns (risk management, board governance, strategic plans)

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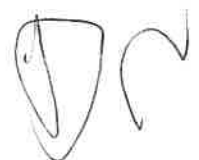
RISK MANAGEMENT TRAINING TOPICS FOR BOARDS (and their management teams):

A) FOR CANADIAN HEALTHCARE BOARDS:

- Top 10 Governance Principles
- Board Fiduciary & Strategic Duties made clear
- Top 11 Risk Areas for Healthcare Boards
- Risk Mapping & Mitigation
- Clear & Simple Risk Documentation

B) FOR CANADIAN NONPROFIT & CHARITY BOARDS IN GENERAL (not healthcare specific):

- See our 2-page online flyer with testimonials at www.nonprofithelp.ca (see the risk management section) or [click here](#).
- Please also more information on our risk management assessments in this same section of our website.



OPTIONS (in Sault Ste. Marie):

Option A: Generic Healthcare Board Risk Training (session with your Board and any other health care Boards you wish to invite).

Both options include PDF version of training package (approx. 50 pages) and up to 1 hour of phone interviewing to prepare.

- A1) Day-time session: train up to 7 hours during day (e.g. 9am to 4pm).
Arrive the night before, ensure time allows to fly out after session.
FEE: \$3850 plus hst
- A2) Evening session: train up to 3.5 hours during evening. Arrive same day, flight out the morning after. **FEE: \$2900 plus hst**

Option B: Customized Training (session with your Board and management team only).

Both options here include a PDF of a customized-for-you version of the training package with up to 4 hours of phone interviewing to prepare. The idea of this option is that I spend time interviewing (by phone) up to 4 key personnel (up to 1 hour each) from your clinic (including your chair) and add to your training my findings from these interviews. (It does not include the development of a full risk management document as Option C does).

- B1) Day-time session: train up to 7 hours during day (e.g. 9am to 4pm).
Arrive the night before, ensure time allows to fly out after session.
FEE: \$5850 plus hst
- B2) Evening session: train up to 3.5 hours during evening. Arrive same day, flight out the morning after. **FEE: \$4900 plus hst**

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Option C: Creation of Risk Management Plan for your Clinic

Step 1 – Phone interview with management team (admin leads) reviewing all core categories of risk, ensuring clarity of understanding in process and end product..

Step 2 – Full day on-site (up to 7 hours) completing 1-on-1 interviews with key staff and board chair. (In some occasions to save time we may have more than 1 person in interview).

Step 3 – Up to 2 additional phone interviews (up to 2 hours) with those not available during on-site interview.

Step 4 – David creates the risk management plan and provides first draft within 14 days of visit.

The document is a “living plan” just like our strategic plan in that it is easily updatable, colour-coded and concise. It lays out: (1) categories of risk, (2) specific identified risks within each category, (3) each with a risk score based on likelihood and severity, (4) each with identified strategies for improvement, (5) each with a “risk owner”, and (6) each with a progress colour code.

Step 5 – David reviews document via teleconference with Board or Board chair and Admin lead/s.

FEE: \$7000 plus hst

Option D = Option A + Option C combined (same trip)

- D1) Two full days and two nights (one day for 7 hours risk training and one day for risk interviews). That would be 2 nights in hotel in SSM. **TOTAL FEE: \$3850 + \$7000 = \$10850 – discount of \$3000 = \$7850 plus hst**

- D2) 1.5 days and one night. Part 1 would be to train up to 3.5 hours during first evening. The next day to complete all the risk interviewing and then fly out. So only 1 night in hotel in SSM.

TOTAL FEE: \$2900 + \$7000 = \$9900 – discount of \$2750 = \$7150 plus hst

PLEASE NOTE: TRAVEL COSTS ARE IN ADDITION TO THE ABOVE FEE, REGARDLESS OF OPTION CHOSEN.

Specifically: economy return airfare from Toronto, taxi in Toronto, taxi and hotel in Sault Ste. Marie and up to \$75 per day maximum in meal costs.

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I look forward to speaking to you further about this.

Thank you for giving me the opportunity to provide this proposal.

Sincerely,

David

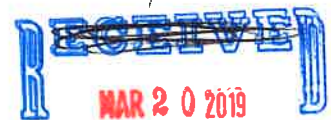
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Dominie Noisil

NP Lead-ED



BY: DW