

ACCOUNTABILITY AND TRANSPARENCY FRAMEWORK

A. OVERVIEW

Medavie Health Services New Brunswick (“MHSNB”) is a private entity that brings knowledge and expertise earned through Medavie Inc’s extensive experience in jurisdictions across Canada to developing and delivering innovative community health solutions for delivery of ground and air ambulance services, medical communications, clinical training, and home healthcare services in this province. Responsibility for the management of these publicly-funded health services is assumed through Public-Private-Partnerships (“PPPs”).

What is a public body?

A public body is an organization or agency that is financed by a form of government (publicly-funded), acts independently, but is accountable and has the responsibility to submit data, reports, evidence and statistics to government. The list of public bodies in New Brunswick can be found in [GNB’s Directory of Public Bodies](#). The public body that is responsible for land and air ambulance services as well as the Extra-Mural Program is EM/ANB Inc. (“EM/ANB”), which was formed on January 1, 2018.

What is a public-private-partnership (PPP)?

A PPP is a contract between a public body and private entity to manage and/or deliver a publicly-funded service.

MHSNB has PPPs with the public body, EM/ANB, to manage the delivery of land and air ambulance services and the provision of services of the Extra-Mural Program. As part of MHSNB’s commitment to accountability and transparency, the organization endeavours to adopt a proactive disclosure process in which relevant information of interest to the public will be available to them at all times. However, MHSNB also recognizes the legal responsibility of balancing this release of information with the protection of private information, be it our patients’, GNB’s, or Medavie’s.

B. ROLES AND RESPONSIBILITIES

Through the PPP, MHSNB is accountable to the EM/ANB Board and the public. A performance-based contract outlines the Key Performance Indicators (KPIs) that have been established to ensure quality, efficient and effective services are delivered. This performance is monitored in real-time by MHSNB and reported quarterly to the EM/ANB Board. The EM/ANB Board in turn is accountable to the Department of Health. To learn more about the Department of Health’s role and responsibilities, view the full mandate on their [website](#).

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C. PROACTIVE DISCLOSURE

In line with the spirit of the access to information legislation, which outlines *the public's right to know*, MHSNB has a responsibility to keep the public informed and provide information as requested in accordance with the *Right to Information and Protection of Privacy Act*. To accomplish this, MHSNB:

- Proactively publishes information about the delivery of services on its websites; and
- Prepares and releases its Annual Reports, which provide an overview of the year's performance.

The type of information that individuals can expect to find on the website includes:

- Regular (minimum quarterly) updates on key performance indicators;
- An overview of the system/service;
- PPP contract;
- An explanation of the relationship between GNB, EM/ANB, and MSHNB, and the roles and responsibilities of each;
- List of enhancements brought to the system;
- Any new initiatives or updates;
- Accreditation status & report(s);
- Any public reports (Annual, quarterly, etc.);
- Clinical Policies and procedures

What is the "public's right to know"?

The concept that the public has a right to information on how its government administers public funds. When government enters into a Public Private Partnership (PPP), the public has a right to know the overall substance and value of the agreement. The operations of the private entity in relation to the PPP then also become part of the public's right to know under the Freedom of Information legislation. In New Brunswick freedom of information is covered under the *Right to Information and Protection of Privacy Act* (RTIPPA).

What is freedom of information legislation?

Freedom of information legislation allows *any person a right of access to records in the custody or under the control of public bodies, subject to limited and specific exceptions.*

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D. OTHER RELEASES OF INFORMATION

Media Inquiries Submitted to MHSNB Communications

Members of the media are welcome to contact our Communications Team for comment or information on anything relating to MHSNB or EM/ANB. The team will endeavour to respond to the inquiry within reasonable timelines. The contact number for media inquiries is 1-888-633-2843. Alternatively, questions can be submitted in writing via the contact page on the MHSNB website.

General Inquiries

Ambulance New Brunswick, the Extra-Mural Program, and MHSNB each have an online form under the contact us tab for their respective websites, through which anyone can submit a question, comment, or complaint. Alternatively, the general information line (1-888-862-2111) can be used to contact EM/ANB's head office where your call will be triaged to the appropriate person based on the nature of your question.

Formal Requests for Information under the *Right to Information and Protection of Privacy Act* or the *Personal Health Information Privacy and Access Act*

In accordance with the provincial privacy and information access legislation, each individual has the right to request information about themselves or about the public business of a public body. Forms relating to information or correction requests can be found under the contact us tab on the [Ambulance New Brunswick](#) and [Extra Mural Program](#) websites. Alternatively, individuals who wish to submit a request for information under the Right to Information and Protection of Privacy Act may also use the form available on the Government of New Brunswick (GNB) website at www.gnb.ca through the Finance and Treasury Board's departmental page.