

# Participation Segmentation



# Participants' roles and responsibilities - Overview



## DECISION MAKER

Makes a binding decision at some point in the negotiations process



## OVERSIGHT

Provides oversight for the entire negotiations process



## NAVIGATOR

Members seek these individuals out for information, guidance and answers



## PARTNER

Trusted partner in the negotiations process and without their support would have limited success



## ADVISOR

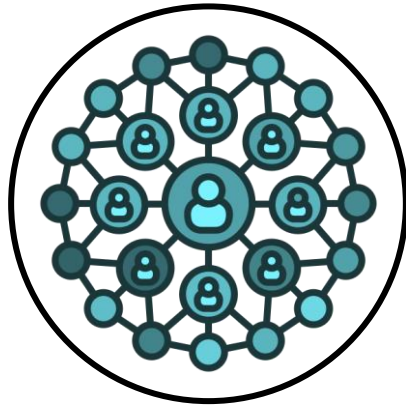
Provides critical and trusted advice to various parties throughout the process

# Participants' roles and responsibilities – Overview (cont.)



## SUBJECT MATTER EXPERT & TECHNICAL EXPERT

Brings technical knowledge and expertise to the table



## STAKEHOLDER

Has vested interest in the process and the outcomes. Invited to provide input at various stages throughout the process



## FACILITATOR

Supports the facilitation of a smooth overall process



## LEAD

Responsible for leading the process end-to-end with necessary supports

# MEMBERSHIP

## Role



- Votes to ratify negotiated agreement (n/a where process goes to arbitration)



- Core/primary stakeholder
- Invited to submit ideas and insights are various stages

## Responsibilities

- Read communications, understand the process, provide input through various channels and opportunities available
- Identify their physician leader points of contact for negotiations issues
- Understand process of negotiation, timelines, and implementation
- Be an informed and educated contributor and decision maker

## What a successful engagement looks like

- Members feel they were heard and understands broadly what OMA heard across groups
- Members understand that there are limits to what can be shared due to confidentiality
- Members know where and who to go to for negotiations information
- Members are provided the core information and an opportunity to learn more based on their interest
- Members feel the process is well communicated and transparent

# BOARD OF DIRECTORS

## Role



- Appoints NTF membership incl. chair & vice-chair
- Approves the NTF mandate
- Approves to present PPSA to membership for ratification
- Other decisions throughout the process



- Provides oversight for the process end-to-end



- Frequently receives questions and inquiries from both physician leaders and grassroots members

## Responsibilities

- Board sets the mandate, provides oversight of process
- Provides the big picture thinking
- Responsible for ensuring meaningful engagement occurs and supports NTF throughout the process
- Be an informed and educated contributor and decision maker

## What a successful engagement looks like

- Membership is satisfied with the process (difficult to measure, so requires some interpretation/definition)
- Process is trusted and transparent

# NEGOTIATIONS TASK FORCE (NTF)

## Role



- Leads and is the face of the negotiations process (end-to-end)



- Brings in-depth knowledge and experience related to the PSA, negotiations process



- Frequently receives questions and inquiries from both physician leaders and grassroots members



- Trusted advisor to the board of directors and physician leaders working on negotiations

## Responsibilities

- Interface between board and Ministry of Health
- Voice of the entire membership as related to negotiations
- To help set and manage expectations
- Negotiate within mandate set by the board, is OMA's sole negotiator and will negotiate in good faith
- Communicate with members and constituencies according to framework the Board has set out

## What a successful engagement looks like

- Discharge duty to consult
- Mandate reflects consultations
- Receive member input from all stakeholders and provide guidance & support to appropriateness of group recommendations
- Seeks feedback from partners on how well they performed from a process point of view
- Get the very best deal for the membership

# CHAIR(S) & TARIFF CHAIR(S)

## Role



- Trusted partner in ensuring 2-way dialogue and supporting members, NTF and the board in throughout the process



- Facilitates interface between the process and constituency members; promotes transparency and communications



- Frequently receives questions and inquiries from both physician leaders and grassroots members

## Responsibilities

- Lead constituency specific negotiation's work such as proposals from the content experts for their leadership groups
- Primary interface between NTF and the constituency membership
- To help manage constituency group expectations

## What a successful engagement looks like

- Satisfied with the process
- Process is trusted and transparent
- Feels heard and was able to provide input with the ability to raise constituency specific topics and issues
- Feels supported by NTF and OMA staff in their work as constituency leaders particularly related to process and members' communications and engagement

# BROADER CONSTITUENCY LEADERSHIP

## Role



- Core stakeholder
- Invited to submit ideas and insights at various stages



- Brings constituency specific expertise, knowledge and experience



- Trusted partner in ensuring 2-way dialogue and supporting members, NTF and the board in throughout the process

## Responsibilities

- Broader membership engagement; plays a role in educating members on process and key constituency issues
- Feed into mandate setting through engagement process including constituency group submissions
- Interface between their membership and NTF
- Role to help set expectations of section members provided appropriate feedback and engagement received from NTF
- Understand the process (e.g., understand difference between negotiations and implementation)

## What a successful engagement looks like

- Satisfied with the process
- Process is trusted and transparent
- Felt heard and was able to provide input and raise constituency specific topics and issues



# STAFF

## Role



- Frequently receives questions and inquiries from both physician leaders and grassroots members



- Brings in-depth content specific knowledge and experience to the process



- Provides advice to NTF, board, constituency groups, and members

## Responsibilities

- Provide technical, content, administrative support, advice and leadership throughout the negotiations process
- Ongoing communications and support for NTF, board, constituency groups, and members-at-large
- Staff-to-staff engagement with Ministry of Health
- Overall project management
- Operationalize and deliver negotiation related decisions, processes, and procedures

## What a successful engagement looks like

- Smooth overall process and delivered against agreed to workplans and timelines
- Staff are viewed as partners
- Staff are responsive and openly communicate

## STAFF (COMMUNICATIONS SPECIFIC)

### Role



- Frequently receives questions and inquiries from both physician leaders and grassroots members



- Brings in-depth content specific knowledge and experience related to communications and member experience



- Provides advice to NTF, board, and staff on how to best communicate, educate and engage members and stakeholders

### Responsibilities

- Identifies the most effective ways and channels to communicate with members
- Support NTF and board in crafting clear and easily understood messaging
- Operationalize and deliver negotiation related communications to membership

### What a successful engagement looks like

- Communications activities support transparency and education goals
- Negotiations information is easy to access and comprehend
- Members (incl. physician leaders) feel amount and frequency of communications was sufficient