

Executive Report

August 22, 2007

Report from the OHA

Hospital Disclosure of Critical Incidents to Patients

On August 11, 2007, amendments to Regulation 965 under the *Public Hospitals Act* were introduced. These amendments will require hospitals, beginning July 1, 2008, to disclose critical incidents to affected patients or their substitute decision-makers. The Ontario Hospital Association (OHA) has prepared a Frequently Asked Questions (FAQs) document, which highlights the new reporting requirements for hospitals, should a critical incident occur.

While hospitals will not be required to disclose critical incidents in accordance with the regulation until July 1, 2008, the OHA will be providing educational resources in the coming months to assist hospitals in implementing these new obligations.

The FAQs, which were distributed via an OHA bulletin on August 17, 2007, can be found at www.oha.com under “Communications – Legislative Issues and Analysis – Other Bills and Legislative Issues.”

For more information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com or Cyrelle Muskat at 416-205-1316 or cmuskat@oha.com.

Coroner’s Jury Verdict and Recommendations – Barber Inquest

The OHA received a copy of the *Verdict of Coroner’s Jury* and its recommendations following the inquest into the death of Mark Charles Barber. The report deals broadly with the issue of sharing health information between hospital staff and the health care unit at the detention centre. It also recommends the development of a protocol for reliable sharing of health care information between the hospital staff and health care unit at the detention centre to ensure the information relayed is done so efficiently and in a reliable manner. Although the Coroner’s jury recommendations are not legally binding, a full copy of the verdict is posted on the OHA

website under “Programs – Patient Safety Support Services – Coroner’s Reports – Newly Posted” for hospital review and consideration, as appropriate.

For more information, contact Cyrelle Muskat at 416-205-1316 or cmuskat@oha.com.

Substantial Regulations Under the *Private Security and Investigative Services Act, 2005* Introduced

On August 23, 2007, the *Private Security and Investigative Services Act* (the “Act”) will become law. The Act, which received Royal Assent December 15, 2005, makes licensing and training mandatory for all security personnel. A number of Regulations under the Act have recently been introduced which set out requirements for license eligibility, uniforms, code of conduct, etc. The majority of these Regulations will become law on August 23, 2007, the same day that Act becomes law. Regulation 362/07, which sets out the specifications for uniforms, and Regulation 364/07, which sets out the requirements and limits on security vehicles, will not come into force until **August 23, 2009**.

A backgrounder, summarizing the regulations, will be available on the OHA website under “Communications – Legislative Issues and Analysis – Other Bills and Legislative Issues.”

For more information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com.

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Report from the OHA (continued)

Request for Membership on the Employment Standards Development Committee

The Government of Ontario is in the process of establishing the Accessible Employment Standards Development Committee which will develop a proposed Employment Accessibility Standard focusing on paid employment practices and employee-employer relationships, including recruitment, hiring, and retention policies and practices.

In the coming months, the Committee will work to draft proposed province-wide accessibility standards pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (the Act).

The committee will normally meet for one to two days, approximately every six to eight weeks following initial orientation and training. Additional time between meetings to review materials and carry out other tasks may be required.

If you are interested in serving on this Committee as a representative of the OHA, contact **Melissa Radolli** at 416-205-1322 or mradolli@oha.com by Wednesday, August 29, 2007.

“Your Health Care - Be Involved” Campaign Re-Launch

As part of its renewed commitment to patient safety, the OHA will be re-launching the “Your Health Care - Be Involved” patient safety tips campaign in October 2007. The campaign, first launched in September 2005, provides patients with five safety tips they can use to ensure their health care is as safe as possible. For the re-launch, the OHA has designed a one-page bi-fold pamphlet, which has been designed to facilitate ease of reproduction in hospitals.

This August, all hospital CEOs received a ‘Welcome Kit’ introducing them to the revised campaign material and providing them with the opportunity to prepare for the launch. In September, hospital patient safety leads will receive a shipping box consisting of the newly designed pamphlet and other campaign materials.

If you wish to opt out of receiving the campaign materials or if you would like to receive half of your pamphlet allotment in French, contact **Andreanna Grabham** at 416-205-1453 or agrabham@oha.com before August 29, 2007. If you have any questions regarding the re-launch, contact **Cyrelle Muskat** at 416-205-1316 or cmuskat@oha.com.



Register Early and Save

OHA HealthAchieve2007 will take place on November 5, 6, and 7, 2007 at the Metro Toronto Convention Centre. By booking before **Friday, September 14, 2007**, delegates can take advantage of the early registration discount and save \$100. Register online at www.ohahealthachieve.com.

Book Hotel Accommodations for OHA HealthAchieve2007

Book your accommodations for OHA HealthAchieve early to ensure your choice of hotel during your stay in Toronto! When making hotel reservations, please identify yourself as a delegate attending OHA HealthAchieve2007 in order to qualify for the special hotel rates. For more information regarding registration and hotel accommodations, contact 416-205-1361 or 416-205-1362 or email healthachieve@oha.com

OHA HealthAchieve is Going Green

Given the large volumes of waste a show the size of OHA HealthAchieve can produce, the OHA is doing its part this year for a cleaner, healthier environment by holding a “zero waste event” - practically eliminating waste from going to a landfill site following the convention. With global warming a growing concern, the OHA recognizes the environmental benefits to going “green” and is doing its share in being good corporate citizens.

The recycling of waste materials saves trees, fuel, water, and energy and reduces landfill space. The zero waste event will capture valuable “resources” and with the help of a waste management contractor, Turtle Island Recycling, will find a recycling market for them.

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OHA HealthAchieve2007

OHA HealthAchieve2007 Announces a New Keynote Speaker

OHA HealthAchieve2007 is pleased to announce a new addition to its outstanding line-up of speakers. Frank McKenna will be the keynote speaker at the Financial Management session on Tuesday, November 6, 2007. Frank McKenna, former Premier of New Brunswick, is one of Canada's most respected public figures. He has achieved noteworthy success as a lawyer, politician and businessman. Mr. McKenna has also served as Canadian Ambassador to the United States.

Mr. McKenna is now Deputy Chair of TD Bank Financial Group (TDBFG), responsible for supporting the Bank in its customer acquisition strategy. In addition, he is representing TDBFG as it works to expand its North American presence as one of the ten largest banks (as measured by market capitalization).

Call for Nominations: Communicator of the Year Award

The OHA is pleased to request nominations for the seventh annual *Communicator of the Year Award*. The award recognizes outstanding contributions to hospital or provincial health communication initiatives. Selection criteria are based on service, innovation, leadership and excellence. The award will be presented at the OHA's Community Affairs and Communications Network (CACN) Session at OHA HealthAchieve2007 on November 5, 2007. Included in this week's OHA Executive Update e-mail is a nomination form, with a deadline of **October 12, 2007** for all submissions.

For more information or copies of the nomination form, contact Pam Springer at 416-205-1345 or pspringer@oha.com

Call for Nominations: Small, Rural and Northern Award of Excellence

The OHA announces the second annual *Small, Rural and Northern Award of Excellence*. This award recognizes innovation and excellence in the delivery of patient care within a small, rural and/or northern hospital and is open to individuals or teams who are employees, medical staff, volunteers or trustees. The award will be presented at the Rural and Northern Session at OHA HealthAchieve2007 held November 6, 2007. The completed nomination form and supporting documentation are available at www.srn-hospitals.com and must be received by the OHA no later than **Friday, September 28, 2007**.

For more information, contact Michelle Caplan at 416-205-1391 or mcaplan@oha.com.

Report on Health Care

Walker Family Donates \$5 Million to New Niagara Cancer Centre

The Niagara Health System (NHS) is the beneficiary of the largest private donation ever made in the Niagara region. The Walker family and Walker Industries Holdings Limited are donating \$5 million towards the construction of the Niagara regional cancer centre to be built at the site of a new community hospital in St. Catharines.

The new comprehensive cancer care treatment facility will be called the Walker Family Cancer Centre and will serve more than 2,500 Niagara residents diagnosed with cancer each year – residents who must now travel outside the region for radiation therapy.

Groundbreaking for construction of the new health care facilities is planned for the fall of 2008 with construction completion anticipated for the spring of 2011.

Contract Awarded for the Sault Area Hospital Project

Construction of the new Sault Area Hospital is on track to begin this August. Last week, the Sault Area Hospital signed a contract with the consortium Hospital Infrastructure Partners (HIP) to build, finance and maintain the new facility.

The new Sault Area Hospital will replace the existing facilities at the Plummer Memorial Hospital and the Sault Ste. Marie General Hospital sites and consolidate services in a facility that is 20 percent larger than the two hospitals combined. The new hospital will have the capacity for 289 beds, will house an emergency department twice its current size and, for the first time, will offer radiation therapy in the community.

This project is guided by principles outlined in the province's "Building a Better Tomorrow" framework, which ensures public ownership of core assets such as hospitals, schools, and water and wastewater facilities. The Sault Area Hospital project is one of many infrastructure projects being upgraded and modernized under ReNew Ontario, the government's five-year, \$30-billion plus public infrastructure investment plan.

Emergency Department Staffing Reference Guide

An *Emergency Department Staffing Reference Guide* highlighting "best practices" (Version 1) was released by the Ministry of Health and Long-Term Care and HealthForceOntario to assist hospitals in considering Emergency Department (ED) physician staffing from a

comprehensive, strategic and sustainable perspective. Specifically, the guide will help ED Chiefs, CEOs and other hospital leaders and Local Health Integration Networks (LHINs) understand and access government programs and incentives that may assist with ED staffing challenges at both ED AFA and FFS hospitals, and promote the sharing of ED best practices. The guide was developed with input from ED physicians, hospital administrators and physician leaders, and will be updated as new initiatives are introduced.

Please direct any feedback on this guide to emerg@healthforceontario.ca.

HDGH Booklets Prepare Patients for Safe and Successful Outcomes

Working in conjunction occupational therapists, physiotherapists, and nursing staff, the Hotel-Dieu Grace Hospital communications department has produced comprehensive Knee and Hip Replacement booklets that will be distributed to patients coming to hospital for knee or hip replacement surgery.

The booklets are fully illustrated and include a description of the surgery, rules and exercises to help patients achieve optimal rehabilitation, and a thorough checklist that will guide them through the continuum of care and clearly define their discharge goals ahead of time. Patients have the opportunity to review the information during the weeks leading up to their surgery and to use the comprehensive check list to help them meet their goals and optimize outcomes.

Construction Begins for Canada's First Portable Radiation Facility

Cancer care that is closer to home is one step closer to reality following a 'construction celebration' of Canada's very first portable radiation facility at Royal Victoria Hospital. The mobile unit will offer lifesaving radiation therapy to cancer patients throughout Simcoe-Muskoka early in the new year – a full three years before the Simcoe-Muskoka Regional Cancer Centre opens.

It's projected that the single radiation facility will treat almost 400 area cancer patients annually. Currently, almost 2,000 cancer patients across this region must travel to cancer centres in Toronto for their lifesaving radiation therapy every year. The unit – which will be the only radiation facility between Toronto and Sudbury – will continue to treat patients at Royal Victoria Hospital until the new Simcoe-Muskoka Regional Cancer Centre is open in 2010/11.

Executive Announcements

Smart Systems for Health Agency (SSHA) recently announced the appointments of **Rob Basque** as Vice President of IT Operations and **Mike Rigo** as Vice President, Solution Delivery and Management.

Dr. Jon Wilson replaces **Dr. Sam Berger**, after ten years of service, as the Head of Oncology and Medical Director of Chemotherapy and Oncology Clinical Trials at Humber River Regional Hospital.

Report from Queen's Park

Government Improves Access to Health Care in Mildmay

The MOHLTC is increasing access to doctors and nurses for Mildmay-area residents with the opening of the Brockton and Area Family Health Team satellite clinic, Ontario Health and Long-Term Care Minister **George Smitherman** announced today.

Huron County Area Residents Receive Diagnostic Care Closer To Home

The provincial government is working in close partnership with the residents of Huron County to provide better access to diagnostic services thanks to the new CT scanner that has been approved for operation at Alexandra Marine and General Hospital .

The government credits the hospital and local community with purchasing the new CT scanner at Alexandra Marine and General Hospital. This diagnostic tool will deliver approximately 5,000 scans per year for the approximately 60,000 residents of Huron County and tourists visiting the area during the busy summer months. It is expected to be operational by December 2008.



OHA Conferences

OHA Mental Health Assessment Tools Conference September 14, 2007 Holiday Inn on King, Toronto

This exciting conference will focus on the Ontario Mental Health Reporting System (OHMRS), the RAI-Mental Health assessment tool, best practice examples from several organizations, the Camberwell Assessment of Need tool and new research. Both the Canadian Institute for Health Information (CIHI) and the Ontario Joint Policy and Planning Committee (JPPC) will update participants on relevant issues. The conference, chaired by Dr. Edgardo Perez of the Homewood Corporation, will close with group discussion and an opportunity to ask questions of today's mental health experts. To date, confirmed speakers include: Brenda Antliff, MOHLTC, Dr. John Hirdes, University of Waterloo, Lezlee Cribb, CIHI, Karim Mamdani, Whitby Mental Health Centre, and Peggie Willett, Centre for Addiction and Mental Health.

For more information, contact Linette De Gegraaf at 416-205-1455 or ldegraaf@oha.com.

Health Care Governance Forum September 16 & 17, 2007 Hilton Toronto Airport Hotel, Toronto

Participants at OHA's annual Health Care Governance Forum (formerly Board Leadership Conference) will have the opportunity to gain valuable knowledge and the tools necessary to help their hospitals create a culture of success. Sessions topics include: Chief of Staff evaluations, quality and patient safety and community engagement. We are also pleased to announce the launch of OHA's new *Guidelines for Hospital Annual Reports* at this year's event. The program begins on the evening of September 16th with a welcome reception and dinner followed by a keynote presentation from David Beatty, Managing Director of the Canadian Coalition for Good Governance and Professor, University of Toronto's Rotman School of Management.

The second day of the program will feature James E. Orlikoff, President of Orlikoff and Associates, Inc.; Dr. John Wright, Vice President, Medical Affairs, University Health Network; Ruthe-Anne Conyngham, Chair, OHA; G. Ross Baker, Professor, Health Policy Management and Evaluation, Faculty of Medicine, University of Toronto; Vickie Kaminski, President and CEO, Sudbury Regional Hospital; Natalie Mehra, Director, Ontario Health Coalition; and Neil Seeman, Managing Consultant, Health Care Practice, IBM Global Business Services and Adjunct Professor, Health Services Management, Ryerson University.

For more information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

Aboriginal Health Care Conference Building Collaborative Partnerships for Health Prosperity September 25, 26 & 27, 2007 Thunder Bay

Over the past few years, there has been an improved awareness and understanding of the importance of blending traditional healing methods with contemporary medicine into the provision of health care for Aboriginal peoples. This in-depth, multi-stakeholder conference will highlight opportunities and success stories of integration and coordination among providers of health care in the north.

This year's event will highlight: human resources planning and skills development, cultural sensitivity training for caregivers, updates on current policy directions, a live telemedicine demonstration, patient and child safety, and storytelling circles hosted by Native Elders. The closing keynote speaker will be award-winning Aboriginal singer-songwriter, Susan Aglukark. The conference will also feature a poster display showcasing innovation and best practices in health care.

For further information, contact Joanne Grzywna 416-205-1341 or jgrzywna@oha.com.

Designing and Delivering Effective Education Programs October 11, 12, 15, 16 & 17, 2007 Toronto

The OHA and the Registered Nurses Association of Ontario (RNAO) are presenting this program in response to demand for high quality continuing education, orientation and patient education programs in acute, long-term care and community settings. This five-day program is directed to registered nurses and other health care professionals who educate through staff development or patient education programs in hospitals, long-term care homes, community agencies, community colleges and professional organizations. It is designed to be highly interactive and experiential in nature. There will be an opportunity to share the experience and expertise of the group with a focus on becoming better educators and life long learners. Hundreds of beginning and seasoned educators have shared the experience offered through this program since its initiation in 1988.

For further information, contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com.

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OHA Conferences (continued)

Leadership Certificate for Hospital Board Chairs - ADDITIONAL PROGRAM October 17 & 18, 2007, Holiday Inn on King Concluding November 3, 2007, Room 206, Metro Toronto Convention Centre

This three-day certificate course is designed for incoming and/or existing board chairs to prepare them for their leadership role. Due to the overwhelming response to the *Leadership Certificate for Hospital Board Chairs* program starting on September 11 and 12, we are pleased to provide this second program. Day one and two modules include: changes in the health care landscape; board mandate and accountability; the role of the board chair; building boards; relationship management; quality, financial and enterprise risk governance; meeting management; and, the board chair's role in board and CEO evaluation, managing performance issues, governance renewal and providing performance feedback. The objective of day three is to apply the context and skills covered in the first two days to a series of integrated case scenarios. Insights from current board chairs and other governance experts on the tough issues hospital board chairs face will be incorporated into the case discussions. Deloitte faculty members include: James L. Goodfellow, Senior Partner and Vice Chairman of Deloitte; Shamon MacDonald, Partner, Health Services Group; Karen Pastakia, Senior Manager, Human Capital Group. For more information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

Patient Safety Course October 18 & 19, 2007 Ontario Hospital Association 200 Front St. W, Suite 2800, Toronto

The Canadian patient safety movement was given momentum by the Institute of Medicine's report, *To Err is Human: Building a*

Safer Health System 1999, the creation of the Canadian Patient Safety Institute in 2003, the *Canadian Adverse Events Study* (The Baker Norton report) and the development of the Canadian Council on Health Services Accreditation (CCHSA's) Patient Safety goals in 2005. The goal of this course is to build on this momentum by providing theoretical knowledge by presenting safety principles and evidence-based practices via tools, case studies and examples of applications designed to assist participants to develop their own patient safety programs. For further information, contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com

Administrative Professionals Conference October 25 & 26, 2007 Clarion Resort Pinewood Park, North Bay

This workshop is designed to provide Health Care Administrative Professionals from large or small organizations who report to any level of administration, with the tools and information they need to enhance their skill set, boost productivity and bring their best to work and life. The program will feature a mix of presentations, interactive discussion and opportunities to share ideas and challenges with fellow colleagues. Topics will include: LHINS and Their New Role; Information Technology - Working Smarter, Not Harder; Time is on Your Side; Mutual Respect; Legal Matters; and Work Life Balance. For more information, contact Joanne Grzywina at 416-205-1341 or 1-800-598-8002 x 1341 or jgrzywina@oha.com.



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