

Executive Report

December 19, 2007

Report from the OHA

Governance Centre of Excellence Shares Video Highlights

As part of the Ontario Hospital Association's (OHA) strategic directions, the Governance Centre of Excellence (GCE) is dedicated to providing trustees with numerous ways to enhance their education. The GCE provides trustees with opportunities to participate in video broadcasts and to view archived clips from conference presentations they were unable to attend. Additionally, the GCE has created a webpage dedicated to "Conference Video Highlights" for viewing on demand, available at www.gce-oha.com.

Presentations from the Board's Role in Quality Oversight and Improvement held on Thursday June 14, 2007; and the Health Care Governance Forum, held on September 17, 2007, are now available for viewing. Stay tuned for additional video highlights.

For further information, contact Lina Pallotta, Coordinator at lpallotta@oha.com or 416-205-1313.

OHA Pandemic Planning Toolkit for SRN Hospitals Now Available

The OHA is pleased to present the *OHA Pandemic Planning Toolkit for Small, Rural, and Northern (SRN) Hospitals*. The toolkit was developed in response to the unique issues and challenges faced by SRN hospitals in creating emergency response plans specific to an influenza pandemic. The goal of the toolkit is to provide practical tools, templates, and strategies to assist these hospitals with the development and implementation of a hospital pandemic plan.

The toolkit aims to supplement the information presented in the *Ontario Health Pandemic Influenza Plan (OHPIP)*, published by

the Ministry of Health and Long-Term Care (MOHLTC) in 2007.

All acute care hospitals have been given one hard copy of the toolkit, which is also available to OHA members online at www.oha.com, under "Communications - Reports and Studies." Additional hard copies of the toolkit can be ordered on the OHA website, under "Communications - Publications for Sale - Publication #319" or by calling 416-205-1350.

For further information, contact either Karen Sequeira at ksequeira@oha.com or 416-205-1328, or Michelle Caplan at mcaplan@oha.com or 416-205-1391.

OHA Conducts December 2007 ALC Survey

The OHA is conducting a series of surveys related to the alternate-levels-of-care (ALC) issue facing Ontario hospitals. A link for the December 2007 survey was sent via email to all hospital Chief Executive Officers (CEOs) earlier this week. The purpose of the survey is to collect timely information on ALC-challenged hospitals. The results will support the OHA's ongoing discussions with the government. Members are asked to complete the survey no later than 4:00 p.m. on January 11, 2008.

For further information, contact Enza Ferro at eferro@oha.com or 416-205-1319.

Executive Report Holiday Schedule

Please note that this is the last OHA Executive Update for 2007. The next issue is scheduled for the week of January 7, 2008. The editors of Executive Report wish you a happy and healthy holiday season.

Report on Health Care

Middlesex Hospital Alliance Achieves Hip and Knee Success

The Middlesex Hospital Alliance (MHA) Hip and Knee Program got its start through discussions with London Health Sciences Centre (LHSC) in January 2006. Following a proposal developed for the MOHLTC in consultation with LHSC and the South West Local Health Integration Network (LHIN), 150 joints at MHA were approved for funding in September 2006. As of November 30, 2007, the MHA Hip and Knee Program was successful in performing 225 joints in less than one year, with wait times significantly below the government's target and the provincial average.

The program benefited from the establishment of an "interdisciplinary care pathway" which uses a team of internal and external partners to guide a patient through the experience. These partners include MHA volunteers, the physiotherapy department, pharmacy, surgical nurses, the Arthritis Society and the local community care access centre (CCAC). Eighty-seven per cent of hip and knee patients meet discharge expectations and can usually return home after a shorter than average hospital stay, with pain managed and on target with their mobility. The first 150 patients were interviewed at two and then at six weeks after their surgeries. They were questioned about pain, mobility and overall satisfaction with the experience. More than 90% of patients reported an "excellent" experience.

CHEO and Partners Launch Housing Toolkit

A partnership of health and housing partners has led to the development of a housing toolkit for health care practitioners. The need for such a toolkit was identified in 2005, following a study conducted in the Children's Hospital of Eastern Ontario's (CHEO) emergency department. The study found that 33% of respondents spent more than 50% of their income on shelter costs, 17% felt there was something unsafe in their home or neighbourhood, 8% had someone sleeping in a common area, 2% had used an emergency shelter and 7% of children and youth had stayed with relatives or friends.

The kit will assist health care professionals to identify housing issues, provide information to families about the links between

housing and health, and refer families to appropriate services. The toolkit was developed by the *Ottawa Child/Youth Housing Advocacy Initiative*, a group of housing and health professionals working to improve the housing and health of children, youth and families. It is a partnership which includes doctors and researchers from CHEO, community health professionals, housing organizations and child and youth-focused groups.

For further information or to order the kit, contact JamaWatt at jwatt@cheo.on.ca or 613-737-7600, ext 3134.

Canada's Leading Rehab Providers Team Up for Cardiac Recovery

St. John's Rehab has teamed up with the Toronto Rehabilitation Institute (Toronto Rehab) to develop an integrated spectrum of care. Patients can now go to St. John's Rehab for inpatient care and then be transferred directly to Toronto Rehab for outpatient rehabilitation.

A joint staff education program means clinicians can provide the latest patient care techniques in all stages of rehab. The partners also plan to work together to develop patient education materials and to conduct research into recovery following cardiac events and surgery.

St. Joseph's Health Centre Makes Corporate Scorecard Public

To reinforce its commitment to accountability, transparency and stewardship, St. Joseph's Health Centre (SJHC) has posted the *Corporate Scorecard* on its external website (www.stjoe.on.ca). The scorecard presents SJHC's results in key areas, which are important factors in helping to achieve their goal as Canada's best community teaching hospital. SJHC is dedicated to continuously improving programs and services for the communities it serves.

Executive Announcements

The Toronto Central LHIN announced the secondment of **Bob Gardner, PH.D.**, as Special Advisor for Health Equity, for a three-month period, beginning December 1, 2007.

On December 7, 2007, CEO, **Brian Lemon**, announced his intention to retire from Lakeridge Health, effective mid-2008.

The Canadian Healthcare Association announced the appointment of **Pamela Fralick** as its new President and CEO on December 11, 2007.

Report from Queen's Park

WTIS Receives Awards

Cancer Care Ontario (CCO) recently captured a pair of prestigious awards for the development and deployment of the Wait Time Information System (WTIS), created in support of the Ontario government's *Wait Time Strategy*.

For developing the WTIS, CCO was chosen for the 2007 Diamond Award by the Canadian Information Productivity Awards (CIPA), the top national award in the not-for-profit sector for overall excellence in information technology. The WTIS was also selected as the Gold Award winner for Innovation Management, handed out by the Institute of Public Administration of Canada (IPAC), beating out 53 other nominees for the honour.

The WTIS is the technological backbone behind the province's public reporting website, www.ontariowaittimes.com, and an integral part of the province's *Wait Time Strategy*. The information that makes up the system is gathered from over 1,800 physicians in 81 hospitals, in near real time and reported on the website.

Modern Emergency Care Eagerly Awaited in Port Colborne

The government recently approved a \$400,000 renovation of the emergency department at Niagara Health System's Port Colborne General Hospital site. The renovated emergency department will feature a new nursing triage area, improvements to the patient waiting area, better security features and infection control improvements.

Health Council of Canada Releases Report on Chronic Health Conditions

On December 13, 2007, The Health Council of Canada released a report entitled, *Why Health Care Renewal Matters: Learning from Canadians with Chronic Health Conditions*. In this report, the council surveyed Canadians living with chronic health conditions to learn from them about their experiences with care and demonstrate why health care renewal matters to these individuals. This report is the second in a series examining whether Canada's health care system is meeting the needs of people with chronic health conditions and how changes to care can improve health outcomes.

Although Canadians are quite healthy by international standards, survey analysis ranks Canada last in timely access to high-quality primary health care compared to other countries. For example, 30% of Canadians with a chronic health condition waited six or more days for an appointment the last time they were sick or needed medical attention. Team care is expected to have an impact on the health of people with chronic conditions and improve access to care.

The Health Council of Canada, created by the 2003 First Ministers' Accord on Health Care Renewal, is mandated to monitor and report on the progress of health care renewal in Canada.

Copies of the report are available for download at www.healthcouncilcanada.ca.



OHA Conferences

Wired for Safety: Advancing Patient Safety through e-Health (Revised Agenda)
January 18, 2008
Toronto

With information technologies becoming increasingly sophisticated, more opportunities to improve patient safety and quality care are emerging. The application of e-Health is considered an integral component of most patient safety practices. Examining the relationship between e-Health and patient safety helps identify the current trends, challenges and benefits for care providers and their patients. This conference will highlight the state of e-Health today and its contributions to patient safety, and will look at a number of organizations that have implemented successful e-Health applications. Participants at this conference will hear from leaders in the field about innovative strategies leveraging e-Health to enhance patient outcomes.
For further information, contact Shannon Byck at sbyck@oha.com or 416-205-1357.

The Core Services Role for Small Hospitals in Ontario
January 18, 2007

The *Core Services Report*, released in 2007, found that although small and rural hospitals face distinct challenges, they play a central role in the delivery of health care. The report gives small hospitals a foundation on which to plan the current and future delivery of services.

Adam Topp, Senior Associate Consultant, Hay Group Health Care Consulting and Jim Whaley, Rural Health Consultant and Facilitator will discuss the significance of the report as a planning tool in determining the required hospital services in these communities.

This event will be available by videoconference through the Ontario TeleMedicine Network (OTN), and will be archived and available for viewing as of January 22, 2008 on the OHA website (www.oha.com).

NCompass users can register for this event using the NCompass registration system through OTN. Other users should contact their Telehealth Coordinator for the availability of their local Videoconferencing Studio and make the necessary arrangements. Then, register online by completing the registration form at www.oha.com, under "Professional Development - Distance Learning - Videoconferencing" by **January 15, 2008**.
For further information, contact Rebecca Moonah at rmoonah@oha.com or 416-205-1355.

The LHIN Agenda and the New Government
January 25, 2008
Toronto

This conference provides a perfect opportunity to assess Ontario's new LHINs, their progress and future agenda. LHINs have assumed funding authority over a significant portion of the MOHLTC's overall budget. Featuring a variety of perspectives from LHINs, the MOHLTC and external providers, this conference will provide insights on the challenges facing the Ontario health care system as it continues to evolve, and the roles LHINs and their provider partners could play in meeting those challenges.

For further information, contact Shannon Byck at sbyck@oha.com or 416-205-1357.

Implementing Innovative Models of Care Delivery: Utilizing Nurse Practitioners
February 11, 2008
Toronto

Many strategies have been employed to increase access to care while continuing to meet the needs of patients and their families. One area of focus is the availability of health care professionals. Many reports have recommended new models to enhance the complement of professionals. One innovative model with proven effects is the introduction of Nurse Practitioners (NPs). This is an opportunity to learn and engage in the dialogue concerning these evolving models of care delivery. This conference will focus on expanding your knowledge about NP implementation and how these roles are becoming part of redefined, inter-professional, team-based care. The experiences of patients and NPs in nurse-led clinics and family health teams will be shared. Delegates will also learn about the regulatory changes that are enabling new NP specialties. A lively panel including an American nurse anesthetist and physician partner, a Canadian physician, and a Canadian educational perspective will encourage examination of future possibilities in an effort to ensure health care for Canadians is adequately met.

For further information, contact Kerry Vincent at kvincent@oha.com or 416-205-1306.

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OHA Conferences (continued)

Emergency Exercise Design
February 20, 21 & 22, 2008
Toronto

This program will provide participants with insight into the requirements of conducting emergency exercises in their workplace. Various types of exercises will be explored, including case studies, tabletop and full-scale exercises. The strengths and weaknesses of each type of exercise will be examined along with the requirements for their design and staging.

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

Moving Towards Effective Disease
Management and Prevention Strategies in
Ontario
February 29, 2008
Toronto

One in three Ontarians lives with a chronic illness. The prevalence of chronic illness means that the successful management and prevention of chronic disease is emerging as a top priority for all levels of government and health providers.

Chaired by Dr. Matthew Morgan, Partner, Courtyard Group, this conference will look at the progress being made in the approaches to chronic disease management and prevention strategies being employed. It will discuss the need for health care providers to communicate with each other and attain the necessary resources and technologies to better assist patients and their caregivers in managing in their illness. Participants will have the opportunity to benefit from the experience of others and participate in discussions with a variety of speakers representing perspectives from British Columbia, Alberta, Ontario and the United States. Participants will also have the opportunity to join a discussion with representatives from hospitals, family health teams and CCACs.

For further information, contact Sara Simone at ssimone@oha.com or 416-205-1314.

If Disney Ran Your Hospital
April 7, 2008
Toronto

Loyalty is an organization's best source of long-term strategic advantage. But unlike traditional service organizations, Disney does not provide a service and neither does your hospital. Instead, they both provide an "experience." Disney is the premier example of this newly-evolved economic category, and hospitals would benefit from emulating the vital elements that earn Disney the love of their guests and employees. Fred Lee explains that most of our approaches to service will not lead to patient loyalty. He takes critical aim at service excellence initiatives, quality and performance improvement efforts, and patient satisfaction surveys. Through models and illustrations, Lee will demonstrate why these and other common methods may actually mask the critical factors that build loyalty. Improving patient perceptions requires a different set of leadership skills than improving patient outcomes. Using principles from the experience industry we can meet the unique needs of patients.

Conference attendees will be provided with a copy of Fred Lee's award winning book *If Disney Ran Your Hospital: 9 1/2 Things You Would Do Differently*.

For further information, contact Kerry Vincent at kvincent@oha.com or 416-205-1306.

Aboriginal Health Care Conference
Sept. 24, 25 & 26, 2008
Thunder Bay

Mark your calendars now to attend educational sessions, network with peers and view exhibits. This in-depth, multi-stakeholder conference will highlight opportunities and success stories of integration and coordination among health care providers in the north. Topics and speakers will be announced shortly.

For further information, contact Joanne Grzywna jgrzywna@oha.com or 416-205-1341 or 1-800-598-8002, ext. 1341.



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