

Executive Report

March 14, 2007

Report from the OHA

Hospitals Reminded to Review Personal Health Information Policies

On March 8, 2007, Ontario's Information and Privacy Commissioner (IPC), **Ann Cavoukian**, issued an order to Toronto's Hospital for Sick Children following the off-site theft of a laptop computer containing personal health information of current and former patients. In addition to the specific directives set out in the order, the IPC made a number of general comments and suggestions for all health information custodians who handle electronic personal health information.

Ontario hospitals are encouraged to review their policies related to storing personal health information on laptops or mobile computing devices. The *Hospital Privacy Toolkit*, which is available on the Ontario Hospital Association (OHA) website, provides useful guidance to assist hospitals with the security of wireless and portable devices as well as the encryption of the information they contain.

A backgrounder summarizing the key provisions of the order and the relevant sections of the *Hospital Privacy Toolkit* is available on the OHA website under "Communications - Legislative Issues and Analysis - *Privacy and the Personal Health Information Act 2003*."

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

Strategic HHR Program Compendium Now Available

The OHA, in partnership with The Change Foundation (TCF), has produced a CD-ROM containing a compendium of program activities arising out of the OHA's *Provincial Health Human Resources Strategy for Ontario Hospitals*. The joint initiative between the two organizations

resulted in three very successful events: (1) *Provincial Health System Human Resources Planning in a LHIN Environment: Central Policy and Local Action (June 2005)*; (2) *Vision 2020: Strategic Directions for Ontario Health Human Resources Planning (January 2006)*; and (3) *Strategic Human Resources Invitational Symposium - Leading Edge Human Resources Practices: Does Your Hospital Measure Up? (May 2006)*.

The CD-ROM includes background papers, agendas, presentations and proceedings from all three events, plus featured papers from health system experts such as **Michael Decter** and **Terry Sullivan**. It is a must-have for anyone involved in strategic health human resources (HHR) planning at the provincial or local level. The compendium CD-ROMs are free of charge and are available by contacting **Julie Gilbert** at The Change Foundation. The material is also available on the OHA website under "Programs - Strategic Human Resources."

For further information, contact **Julie Gilbert** at jagilbert@changefoundation.com or 416-205-1443.

New Opportunities for CAHO Director

The OHA and the Council of Academic Hospitals of Ontario (CAHO) bid a fond farewell to **Marty Gurbín** who recently resigned from his position as Director of CAHO to join Sunnybrook Health Sciences Centre as Director, Business Development and Innovation. Mr. Gurbín will also be working with **Dr. Ed Brown** on strategic initiatives with the Ontario Telemedicine Network. Mr. Gurbín will be leaving CAHO at the end of March and will begin his new role at Sunnybrook on April 2, 2007.

Report on Health Care

Innovative Triage Solution Arrives at TSH

Early this week, The Scarborough Hospital (TSH) and Canada Health Infoway (Infoway) announced a new initiative to improve emergency room service. Called “Enhancing Emergency Services: A Patient-Centred Approach” (EES), the initiative aims to better support nurses and physicians with tools to enhance patient flow and improve patient care.

These systems will assist patients in communicating their status to emergency room staff and physicians as they wait. An alert will pop up on the nurses’ screen each time a patient updates information.

The user-friendly kiosks are available in English, but will also feature interfaces in seven different languages. Patients are asked a number of questions and can choose answers from a comprehensive list. The system then translates the information into English for the care providers. Approximately half of the patients at TSH speak English as a second language.

The Centre for Global e-Health Innovation, University of Toronto Healthcare Resource Modelling Laboratory, the University of Alberta eTRIAGE Solution and Medisolve, are also partners in this project.

QHC Project Reaches Financial Close

The start of construction for Quinte Health Care (QHC) Belleville General is on track to begin now that project contracts and financing have been finalized for Phase I of the hospital’s redevelopment.

Construction is scheduled to begin this month, with completion expected for early 2010. The redevelopment of QHC includes:

- construction of a new wing at the Belleville site
- expansion of the complex continuing care and rehabilitation units
- a small addition to expand the intensive care unit
- redeveloping support services such as food services
- new facilities for the Children’s Treatment Centre
- an increase in overall hospital capacity of 77 beds

Infrastructure Ontario, the Crown corporation dedicated to managing some of the province’s larger and more complex infrastructure renewal projects, will work with QHC to redevelop the hospital.

YCH to Develop New Health Care Centre in Vaughan

York Central Hospital’s Board of Trustees recently approved a proposal for the hospital to move forward in working with a local developer on the design and construction of a new health care centre in Vaughan, creating a second health care facility under the York Central Hospital (YCH) banner in the Vaughan community. Discussion and planning of the concept for this new centre began approximately four years ago to identify the services necessary to meet the health care needs of residents in Vaughan. Since that time, the hospital has moved forward with Phase One of its major expansion and renovation project.



As one of Canada’s fastest growing urban communities, the proposed centre could bring much needed relief to the demands on York Central Hospital’s Emergency Department, while also creating a more conveniently accessible health care facility in Vaughan.

Central East LHIN Continues to Build Local Leadership

The Central East Local Health Integration Network (LHIN) has begun recruiting for five new action-oriented task groups. “*The Integrated Health Service Plan (IHSP)*, released in November 2006, was developed with significant input from the community and laid out important priorities for change,” said Marilyn Emery, CEO, Central East LHIN. “These include

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seamless care for seniors, mental health and addictions, chronic disease prevention and management, and wait times.”

The five task groups have defined actions to achieve over a set time frame and include:

- Moving People Through the System: Rehabilitation Task Group
- Moving People Through the System: Alternate Levels of Care
- Improving Wait Times: Emergency Departments Task Group
- Primary Care Working Group
- e-Health Steering Committee

For more information and Expression of Interest forms, visit www.centraleastlhlin.ca and click on the Task Groups button, or call 1-866-804-5446.

HPHA Introduces Health Care Practice to Students

On February 23, 2007, the Huron Perth Healthcare Alliance (HPHA) had the pleasure of hosting 75 students from the Avon Maitland District School Board and sharing with them a number of different careers in health care. The event introduced a cross-section of multi-disciplinary health careers to the school board's gifted program consisting of students grades seven to ten. The students were exposed to a variety of different health care disciplines, including orthopaedics, occupational therapy, pharmacy, dietary, speech pathology and paediatrics. Throughout the day, students participated in presentations as well as hands-on activities in which the students could practice some health care skills on classmates. The program introduced students to new possibilities in health care that they may not have otherwise considered as a profession.

Report from Queen's Park

Provincial Government Supports Orthopaedic Care

On March 9, 2007, Ontario's Health and Long-Term Care Minister George Smitherman announced that the provincial government is sponsoring the establishment of an orthopaedic assessment centre at The Scarborough Hospital's Grace campus. The centre, which will serve as a resource for the Central East LHIN, will emphasize the assessment and treatment for osteoarthritis while reducing wait times for total hip and knee joint replacements.

A specially trained team of multidisciplinary staff will assess patients and provide care planning and referral to services. This results in orthopaedic surgeons spending less time in the office and more time in the operating room, which helps increase the number of cases performed and improves access for patients. The assessment team will also operate one day per week out of the Rouge Valley Ajax

Pickering site to provide better access to residents throughout the entire LHIN area. The centre will have the capacity to handle approximately 6,000 patient visits per year.

Latest *LHIN Bulletin* Addresses “T-Day” Expectations

The Ministry of Health and Long-Term Care (MOHLTC) released a new *LHIN Bulletin* earlier this week outlining some of the changes health care providers and community members can expect regarding the upcoming transition of MOHLTC services to LHINs on April 1, or “T-Day.” The bulletin addresses the upcoming closure of ministry regional offices, coordination of records and information, and other key points of contact for health care providers and community members. The *LHIN Bulletin* is available online at http://www.health.gov.on.ca/transformation/lhin/lhin_mn./html.



OHA Conferences

Improving Access to Emergency Care March 26, 2007 - Holiday Inn on King, 370 King St. W., Toronto

Join other emergency care providers for this timely session focusing on the latest tools and methods for optimizing today's emergency departments. Guest speakers will bring experience and vision to topics such as enhancing Emergency Room (ER) quality and efficiency, restructuring the ER environment, improving patient outcomes, and reducing lengths of stay through patient care systems and processes. Looking ahead to automated triage, the session will review the first Canadian-made electronic triage tool designed around the 2004 CTAS Revisions. For further information, contact Shannon Byck Munday at sbyckmunday@oha.com or 416-205-1357.

Financial Instruments Seminar March 27, 2007 9:00 a.m. to 11:30 a.m. (EST) Videoconference

With standard-setting organizations issuing many new regulations, it can be a difficult and time-consuming task to ensure they are all firmly understood. The most significant development in accounting standards involve the concept of "Financial Instruments." The Canadian Institute of Chartered Accountants (CICA) has issued three new sections outlining the new financial instruments accounting framework, including: S.1530 "Comprehensive Income," S.3855 "Financial Instruments - Recognition and Measurement," and S.3865 "Hedges." These standards are effective for fiscal years commencing on or after October 1, 2006. Earlier this year, the OHA conducted a well-received Financial Instruments Seminar. To accommodate individuals who were unable to attend, the OHA will present a recording of the seminar by videoconference through the Ontario TeleMedicine Network. Following the pre-recorded presentation, presenters will be available live and in studio to answer participants' questions. There are two steps to register. Begin by contacting your Telehealth Coordinator for the availability of your videoconferencing studio and make the necessary scheduling

arrangements. The next step is to register online at the OHA's website. The deadline for registering is Thursday, March 22, 2007. **There is a site registration fee to participate in this event; however there is no limit to the number of participants from each site.** This event will also be archived and available for viewing on a "pay per view" basis after March 28, 2007 at <http://webcast.northnetwork.com/archive.php>. For complete details, visit www.oha.com "Professional Development and Events - Distance Learning - Video Conferencing - Financial Instruments Seminar." For further information, contact Rebecca Moonah at rmoonah@oha.com or 416-205-1355.

Essentials of Project Management - Making Projects Happen Successfully! March 29, 2007 Canadian Management Centre 150 York St., Toronto

The numerous changes within Ontario's hospital sector, including LHINs, Hospital Annual Planning Submission (HAPS), Hospital Accountability Agreements (HAAs), preparing for public health contingencies and coping with constrained resources, pose challenging times for Ontario hospitals. Hospital staff need to get things done right and to the satisfaction of all stakeholders, not to mention getting them done on time and on budget. The OHA, in conjunction with Canadian Management Centre, is pleased to offer an intensive one-day workshop that will navigate through Harvard ManageMentor® Plus - the online learning resource - and provide project management essentials, in an interactive and participatory session. Registration includes a one year subscription to Harvard ManageMentor® PLUS at no additional cost (a \$335 value). For further information, contact Rebecca Moonah at rmoonah@oha.com or 416-205-1355.

OHA Conferences (continued)

**Blood Management and Conservation:
Reducing Blood Utilization, Improving
Outcomes and Enhancing Patient Safety**
April 13, 2007
Holiday Inn on King
370 King St. W., Toronto

The Krever Commission noted that “blood components and blood products will never be without risk. The best way to reduce that risk is to reduce their use.” Building on a successful *Blood Management and Conservation* series, this year’s OHA conference, offered in conjunction with the MOHLTC, aims to share innovative hospital blood management programs that have reduced blood utilization, improved outcomes and enhanced both patient safety and satisfaction.

Leaders in blood conservation, who are setting new clinical standards, will share evidence-based information and best practices in utilization, management, and implementation of conservation programs and pathways. This conference will provide attendees with a forum to learn about blood and fractionated product utilization practices, and discuss changing practices in the clinical use of blood and blood products, which are having significant economic and clinical implications for hospitals and health care providers. For further information, contact Lina Pallotta at lpallotta@oha.com or 416-205-1306.

New Partnership/New Directions
May 14 -16, 2007
Ontario Hospital Association,
200 Front St. W., Toronto

Key challenges for management and boards include understanding both the opportunities and issues related to striking partnerships and alliances, negotiating the right partnerships, and creating an organizational climate which supports partnership and collaboration. Using case studies to

illustrate and interpret the issues, participants will develop the skills, understanding and innovative thinking necessary to collaborate for success. Program topics are regularly updated to reflect issues of concern and interest to participating senior managers and directors. Readings will be distributed during the session, and a selected bibliography will also be available. For further information, contact Marisa Bavaro at mbavaro@oha.com or 416-205-1309.

Administrative Professionals Conference
Aug 19 (evening) and Aug. 20, 2007
Valhalla Inn
1 Valhalla Inn Rd., Thunder Bay

Join your colleagues at the OHA Region 1 North West Sub Region *Administrative Professionals Conference*. This one-day workshop is designed to help health care administrative professionals from large or small organizations, who report to any level of administration, improve their skill set, boost productivity and bring their best to work and life. The program will feature a mix of presentations, interactive discussions and opportunities to share ideas and challenges with fellow colleagues. Topics will include diversity in health care, minute-taking, e-mailing, office yoga, and ergonomics in the workplace. For further information, contact Rebecca Moonah at rmoonah@oha.com or 416-205-1355.



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