

Executive Report

November 14, 2007

Report from the OHA

OHA Pandemic Planning Toolkit for SRN Hospitals Launched

The *Pandemic Planning Toolkit for Small, Rural and Northern Hospitals* was launched at OHA HealthAchieve2007. The toolkit was written by the Ontario Hospital Association (OHA) in consultation with a Pandemic Planning Toolkit Working Group, and supported by the OHA Health Emergency Management Committee (HEMC) and the OHA's Small, Rural and Northern Provincial Leadership Council (SRN Council).

The toolkit was developed in response to the unique needs, dynamics and resources of small, rural and northern hospitals to help them design, write and test a plan to respond to an influenza pandemic outbreak in Ontario. It is intended to supplement the Ontario Health Pandemic Influenza Plan, which was published by the Ministry of Health and Long-Term Care (MOHLTC) in 2007.

A copy of the toolkit will be sent to all hospital Chief Executive Officers (CEOs) at the end of the month. For further information, contact Michelle Caplan at mcaplan@oha.com, 416-205-1391 or Karen Sequeira at ksequeira@oha.com, 416-205-1328.

OHAfrica Seeks its First CEO

For three years, OHAfrica has been working in partnership with the government of Lesotho in Africa to fight the spread of AIDS and provide affordable and accessible treatment. With almost a quarter of Lesotho's adult population infected with the HIV/AIDS virus, *The Place of Hope Clinic*, Lesotho's first public HIV/AIDS treatment centre, provides education, testing and antiretroviral therapy to the community.

OHAfrica is now ready to move forward with a strategy for further growth and development and seeks new leadership to help realize its plans, raise funds to broaden the reach of its services and help raise the profile of the organization.

To confidentially explore this opportunity, fax or e-mail your resume to Judy Mandelman, quoting Project OHA-700210, at resumes@prometheus.ca or 905-707-0625. A link to this job posting is also provided in this week's Executive Update e-mail. For further information about OHAfrica, visit www.ohafrika.ca.

OHA to Showcase Hospitals' Commitment to Patient Safety

Since its original launch in 2005, the *Your Health Care - Be Involved* patient safety tips campaign has made a significant contribution to the culture of safety across Ontario hospitals by empowering patients to be involved in their health care. With the re-launch of the campaign in October 2007, the OHA plans to showcase organizations that continue to use the campaign and disseminate its valuable message. In 200 words or less, describe how your organization uses the campaign and include any feedback or outcomes if available. Submit your story to Cyrelle Muskat at cmuskat@oha.com or 416-205-1316. All submissions will be profiled on the OHA website.

Call for Participation - Mental Health and Patient Safety Advisory Group

The OHA and the Canadian Patient Safety Institute (CPSI) have jointly identified the need to examine patient safety in the mental health sector. They will be hosting a roundtable event in September 2008 on this issue.

An 8-10 member pan-Canadian advisory group will be convened to assist the OHA and CPSI oversee the planning of the roundtable discussion and the development of a literature review and background paper for the event. The OHA is seeking individuals with knowledge and experience in the fields of mental health and patient safety to participate on the advisory group.

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Report from the OHA (continued)

A selection committee will review the list of applicants in early December 2007, and those selected to participate in the advisory group will be notified by mid-December.

Applicants can send their curriculum vitae (CV) to Michelle Caplan at mcaplan@oha.com no later than **Wednesday, November 28**.

Mental Health and the Law - FAQs

The OHA is pleased to publish *Mental Health and the Law - Frequently Asked Questions*. Developed in response to questions from our members, the document was prepared by Borden Ladner Gervais LLP as a guide to assist members in better understanding the complex legal framework under which mental health services are provided. The document can be found on the OHA website at www.oha.com, under “Communications - Legislative Issues and Analysis - Other Bills and Legislative Issues - OHA Resources.” For further information, contact Melissa Radolli, Legislative Advisor, at mradolli@oha.com or 416-205-1322.

Environmental Scan - 2007 Update

The OHA recently released *Environmental Scan - 2007 Update, A Report for the Provincial Health Human Resources (HHR) Strategic Advisory Group of the Ontario Hospital Association*. This report updates the Provincial HHR Strategic Advisory Group and other readers on the environmental trends influencing HHR and relevant HHR planning work to date. Environmental trends reviewed include the economic, political, demographic, labour market, technological, and geographic influences, which inform the development of HHR strategy for Ontario hospitals. HHR planning work carried out by the OHA, hospitals, the MOHLTC, other provincial health ministries, Health Canada, national health care stakeholder organizations, and international health departments/organizations are reviewed.

To access the document online, visit www.oha.com, under “Programs - Strategic HR - Strategic HR Publications.” For further information, contact Dana Ross at dross@oha.com or 416-205-1375.

PHHRSAG Re-established

The Strategic Human Resources Management Services Division of the OHA recently re-established the Provincial Health Human Resources Strategic Advisory Group (PHHRSAG) for Ontario hospitals. The new PHHRSAG is made up of hospital CEOs, Chief HR Officers, Directors of HR, Chief Nursing Officers, and other hospital executives. The OHA is also seeking a representative from the college/university sector, a Local Health

Integration Network (LHIN), and the Ontario Association of Community Care Access Centres (OACCAC).

Throughout 2008, the newly established group will evaluate, develop and recommend refinements to the strategy and tactical plans developed in 2005, to facilitate the appropriate supply, distribution and utilization of health care providers to meet the service needs of Ontario hospitals. For further information, contact Dana Ross at dross@oha.com or 416-205-1375.

Purchase a copy of Delivering Patient Safety DVD Series

CPSI has launched a new DVD series entitled, *Delivering Patient Safety*, to educate health care audiences about patient safety. The DVD has been sponsored by several organizations including the OHA and the Canadian Council on Health Services Accreditation (CCHSA). The DVD can be used to help organizations deliver patient safety education to all staff, which is one of the *CCHSA Required Organizational Practices*. Hospitals interested in purchasing the DVD series may order copies online at www.oha.com - “Communications - Publications for Sale - Publication # 321.” The cost for the DVD series (which includes 6 DVDs and 1 support CD) is \$675.00 (shipping included). A trailer of the DVD can be accessed through the CPSI website at www.patientsafetyinstitute.ca, under the icon, *Delivering Patient Safety*. For further information about purchasing the DVD, contact Cyrelle Muskat at cmuskat@oha.com or 416-205-1316.

Notice of OHA’s November 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 November 2007 survey will be sent via email to all hospital CEOs shortly. 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 MOHLTC. Members are asked to complete the survey no later than 4:00 pm on **November 30, 2007**. For further information, contact Lou Reidel at lreidel@oha.com or 416-205-1320.

Correction to the Innovation in Clinical Practice Team Award

Please note the following correction for the winner of the *Clinical Practice Team Award* published in last week’s *Executive Report*. The winner for the award was noted as the Cardiac Cath Lab at Toronto East General Hospital (TEGH). However, the *Clinical Practice Team Award* was given to TEGH for their submission entitled, *The Progressive Weaning Centre of Excellence at Toronto East General Hospital: An Interdisciplinary Success*.

Report on Health Care

Radiation Equipment Arrives at RVH

On October 31, 2007, the Elekta Precision Radiation Therapy Digital Accelerator (radiation equipment) was delivered and installed at Royal Victoria Hospital (RVH). When this single-unit facility - the only one of its kind in Canada - opens in early 2008, it will treat almost 400 area cancer patients annually. For the typical patient, it will save them 35 difficult trips to Toronto, which translates to over 6,300 hours of travel time and over 7,000 kilometers if traveling from Barrie, often during treacherous weather conditions.

This also means cancer patients in the region will have access to radiation therapy a full three years before the Simcoe-Muskoka Regional Cancer Centre opens. RVH will become the only hospital between Toronto and Sudbury offering radiation treatment.

WOHC Opens New Satellite *Diabetes Education Centre* (DEC) for South Asian Clients

On November 1, 2007, William Osler Health Centre's (WOHC) *Diabetes Education Centre* (DEC) in Etobicoke announced the opening of a satellite diabetes education centre for South Asian clients living with diabetes.

The *Diabetes Education Program for South Asians* (DEP SA) is offering free diabetes education to the community in Punjabi, Urdu and Hindi. Individual and class sessions are offered in various community locations in Etobicoke and written materials are provided in a variety of languages. A team consisting of an English, Hindi and Punjabi speaking Registered Nurse (RN) and Dietician (RD) will help clients manage their diabetes.

For further information on the service, contact Etobicoke General's Diabetes Education Centre at 416-494-2120 ext. 32558.

Course Offered in Chronic Disease Self-Management

Dr. Susan Jaglal, Senior Research Scientist at Women's College Research Institute, is offering free self-management courses through videoconferencing (telehealth) to Northern Ontario residents with chronic diseases. The intent of the study is to see if people can learn the skills they need to self-manage their illnesses by taking free courses through telehealth. These courses will be offered in various Northern Ontario communities this fall and next winter, including Atikokan, Manitowadge, Sturgeon Falls, Red Lake, Terrace Bay, Blind River, Sioux Lookout, Kirkland Lake, and Cochrane. The main objective of the course is to improve participants' also self-management practices by increasing their knowledge, identifying healthy and unhealthy behaviors, and developing self-care skills.

Each free course is six weeks long, with one two-and-a-half hour session per week. The course and accompanying materials are available for free. The program is available for those 55 and over and those experiencing chronic lung disease, heart disease, stroke or arthritis.

This pilot project will help researchers determine whether telehealth style-courses can improve self-reliance, facilitate patients staying in the community for treatment, and ultimately, decrease reliance on the health care system. If it is seen as a successful model for health care delivery in the northern and remote areas, it is hoped to be adopted by other agencies and provinces.



Executive Announcements

Neil Clossner recently joined Mount Sinai as Vice President of Business Development.

Barry Monaghan stepped down as the Toronto Central LHIN CEO on November 9, 2007.

Ontario Progressive Conservative Leader John Tory announced that Andy Pringle will join the Office of the Leader of the Official Opposition as Chief of Staff, effective by the end of November. Mr. Pringle will succeed Bob Chant.

Report from Queen's Park

Next Legislative Session Set to Begin at the End of November

On November 7, 2007, Ontario Premier Dalton McGuinty announced that his government will begin a busy and activist legislative session with a Speech from the Throne on **November 29, 2007**.

The new legislative session will begin on **November 28, 2007** with the election of a Speaker. The following day, the first Speech from the Throne of the government's second mandate will outline a plan for future progress on the priorities of Ontarians.

Next Steps for the *Aging at Home* Strategy

The *Aging at Home* strategy aims to increase the overall supply (range and quantity) of services and leverage change through innovation. The LHINs are being provided with planning dollars in fiscal year 2007/08 to assist them with community engagement and other activities to determine what each LHIN area needs to enable seniors to age at home.

In the initial phase, the LHINs were requested to prepare two submissions: a high-level directional plan for October 31, 2007 and a detailed service plan by January 31, 2008. The implementation strategy will begin April 1, 2008 and will continue over the next three years.

The directional plan is intended to provide a high-level overview of each LHIN's implementation strategy based on information collected in its community consultations and consolidated in its Integrated Health Service Plan (IHSP). This document will help ensure joint planning by the LHINs and the MOHLTC for the implementation of the *Aging at Home* strategy.

Building Better Health Delivery

The MOHLTC supports the Ontario Federation of Community Mental Health and Addiction Programs' (the Federation) recommendation to better understand and develop the role of Consumer Survivor Initiatives (CSIs) in the mental health system.

The report titled, *On Becoming New Best Friends: Integrating Front and Back Offices in Community Mental Health and Addictions*, identified that CSIs are a best practice in the province, but face many challenges in fulfilling their role.

The MOHLTC has requested the Federation to support a process that will help resolve this issue. In response, the Federation has announced the launch of the *Consumer Survivor Initiative Builder* (CSI Builder). *CSI Builder* will involve interested consumers of mental health services to develop, lead and guide recommendations to the government on how to best support and enhance the role of CSIs.



OHA Conferences

EHR: From Vision to Reality

November 27, 2007

12:30 pm to 2:00 pm (EST)

Brampton Civic Hospital (BCH), the most automated hospital in the province, opened on October 28, 2007. Judy Middleton, Chief Information Officer at BCH, will outline the development of the electronic health record (EHR) at her facility, which provides an integrated view of clinical data for their health care providers. Judy will share her experience in building the EHR for both internal and regional care providers, the lessons learned, critical success factors, and how she was able to overcome many challenges along the way. Join us on Tuesday, November 27, 2007 for this discussion on *EHR: From Vision to Reality*.

Registration is available at www.oha.com, under “Professional Developments and Events - Distance Learning - Videoconferences” using NCompass. For further information, contact Rebecca Moonah at rmoonah@oha.com or 416-205-1355.

PIDAC: Flash Sterilization

November 28, 2007

2:00 pm to 4:30 pm (EST)

In 2006, the Provincial Infectious Diseases Advisory Committee (PIDAC) published *Best Practices for Cleaning, Disinfection and Sterilization in All Health Care Settings*. Proper sterilization is the cornerstone of patient safety. Sterilization is a process, not an event, one which requires health care providers to ensure that critical elements and methods of decontamination, disinfection, and sterilization are incorporated into health care facility policies and procedures. This 90-minute videoconference will review PIDAC’s recommendations with respect to flash sterilization.

Registration is available at www.oha.com, under “Professional Developments and Events - Distance Learning - Videoconferences” using NCompass. For further information, contact Rebecca Moonah at rmoonah@oha.com or 416-205-1355.

Managing Risk and Disclosure in Today’s Changing Environment

December 6 & 7, 2007

Toronto

In response to the challenges posed by increasing patient expectations and varied legal interpretations and their significant implications for health care organizations, the OHA is pleased to

offer a two-day conference for risk managers, legal counsel, senior administrators, hospital privacy officers, health information managers, hospital board members, CEOs, long-term care facilities, and community care access centres.

During Day One of the program, participants will explore a number of challenges in risk management, both in hospitals and other health care institutions. Panelists will provide a legal and a practical perspective on how hospitals can effectively manage risks.

Day Two will focus exclusively on disclosure and the *Quality of Care Information Protection Act (QCIPA)*. Ontario’s hospitals continue to face unique challenges in the implementation of QCIPA within their organization’s risk management practices and procedures. Participants will develop a heightened understanding of the new critical incident reporting requirements under the *Public Hospitals Act*, the physician’s role in disclosure, and the CPSI’s *National Guidelines for the Disclosure of Critical Events*. In addition, a practical case study will be presented and participants will have the opportunity to discuss the steps involved in meeting the legislative and practice requirements involved with disclosure. For further information, contact Shannon Byck at sbyck@oha.com or 416-205-1357.

Wired for Safety: Advancing Patient Safety through e-Health

January 18, 2008

Toronto

With information technologies becoming increasingly sophisticated, more opportunities to improve patient safety and quality care are emerging. Initially proposed as a way to reduce medication errors, the application of e-Health is now considered an integral component of most patient safety practices. Examining the relationship between e-Health and patient safety helps identify 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 look at a number of organizations which 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.