

# Executive Report

November 21, 2007

## Report from the OHA

### Feedback Required for *Accessible Information and Communications Standard*

As indicated in the Ontario Hospital Association's (OHA) Executive Update dated November 15, 2007, the Information and Communications Standards Development Committee's (IC-SDC) initial draft of the proposed *Accessible Information and Communications Standard* (the Standard) is available for review and feedback no later than **November 27, 2007**. The standard will apply to classes of persons or organizations in Ontario that provide information and communication, including hospitals.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) provides for the development of standards to enable accessibility for Ontarians with disabilities related to goods, services, facilities, accommodation, employment, buildings, structures, and premises on or before January 1, 2025. The proposed Standard specifies long-term objectives and technical requirements to prevent and remove barriers to persons with disabilities in the receipt and use of information and communications in the Province of Ontario.

The Standard and the corresponding feedback form can be found on the OHA website at [www.oha.com](http://www.oha.com), under "Communications - Legislative Issues and Analysis - Bill 118 - OHA Resources." Forward all feedback using the included form by **November 27**, to Don Halpert, Chief Human Resources Officer, Thunder Bay Regional Health Sciences Centre, at [Halpertd@tbh.net](mailto:Halpertd@tbh.net). Mr. Halpert is the OHA representative on the IC-SDC. For further information, contact Melissa Radolli at [mradolli@oha.com](mailto:mradolli@oha.com) or 416-205-1322.

### *Safety First!* Patient Safety Newsletter Released

The OHA's Patient Safety Support Service has released the Fall 2007 issue of *Safety First!* This issue focuses on the importance of disclosure in enhancing a culture of patient safety. *Safety First!* is available on the Patient Safety Support Service website at [www.oha.com/psss](http://www.oha.com/psss), under "Safety First Newsletter." A link to the

newsletter is also available through this week's Executive Update email. For further information, contact Cyrelle Muskat at [cmuskat@oha.com](mailto:cmuskat@oha.com) or 416-205-1316.

### PIDAC Releases Revised Best Practices Document on C. Difficile

The Provincial Infectious Diseases Advisory Committee (PIDAC) has revised the *Best Practices Document for the Management of Clostridium Difficile in All Health Care Settings*. All revisions are summarized on page three of the document, which has been posted on PIDAC's web page at: [www.health.gov.on.ca](http://www.health.gov.on.ca), under the icon "C. Difficile: For Health Care Providers." If you have any questions or comments regarding the document, email them to [PIDAC.moh@ontario.ca](mailto:PIDAC.moh@ontario.ca) or contact your local Regional Infection Control Network (RICN) at [www.ricn.on.ca](http://www.ricn.on.ca). For further information, contact Karen Sequeira at [ksequeira@oha.com](mailto:ksequeira@oha.com) or 416-205-1328.

### Application Deadline for Mental Health and Patient Safety Advisory Group Approaches

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

An eight to ten 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 will be notified by mid-December.

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

## The Change Foundation to Help Define and Measure Health Integration

At The Change Foundation's (the Foundation) symposium or annual general meeting held last spring, health care leaders and stakeholders learned about the Foundation's new function and focus as a policy think-tank supporting health system and services integration in Ontario. Since then, the Foundation's board has begun to put its ambitious new strategic plan into action, recently finalizing its research agenda.

The primary focus of the plan is defining, measuring, and evaluating health care integration and its impact on patients and the public. A second, related focus is improving patient outcomes and experiences through quality improvement projects in home care and the community.

The Foundation recently released its annual report and has just launched a new website ([www.changefoundation.com](http://www.changefoundation.com)) and a new video to convey and reflect its new purpose. The video features the views of health care leaders – including OHA Chair **Mark Rochon** – in response to the Foundation's new role. It also highlights research advisor **Steven Lewis'** insight into the Canadian experience with health integration and the possibilities for Ontario. Foundation Chair, **Gail Donner** and Chief Executive Officer, **Cathy Fooks**, also address the Foundation's plan for the coming year. Links to the Foundation's annual report, strategic plan and video were also included in this week's OHA Executive Update email. For further information, contact **Anila Sunnak** at [asunnak@changefoundation.com](mailto:asunnak@changefoundation.com) or 416-205-1325.

## OHA Absence Survey Report Now Available

The *2006-2007 OHA Absence Survey Report* examines the findings of the *2006-2007 OHA Absence Survey* which was conducted from April 1, 2006 to March 31, 2007. The report is intended to assist organizations with absence management by providing benchmark data on both the rates and costs of medical absence.

This year, 107 organizations, representing 68% of the entire hospital member base, participated in the survey. The report includes the overall medical absence rate; information related to medical absence incidents, modified work, long-term disability and statistics related to Workplace Safety and Insurance Board (WSIB)

claims; related external data retrieved from Statistics Canada, the WSIB and Sun Life Financial; and wellness initiatives that organizations are utilizing. New to the report are comparisons among the province's 14 Local Health Integration Networks (LHINs) and among hospital types. For further information about this year's survey and results, contact **Kimberly Burrows** at [kburrows@oha.com](mailto:kburrows@oha.com) or 416-205-1387.

## Championing Rural and Northern Health Care

**Douglas Semple** of Sioux Lookout Meno Ya Win Health Centre won the prestigious *Rural and Northern Award of Excellence* at OHA HealthAchieve2007. The award, presented by the OHA's Small, Rural and Northern Provincial Leadership Council, was established in 2006 to recognize excellence in leadership, best practice and innovation in the planning and delivery of rural and northern health services.

Mr. Semple demonstrated exceptional leadership in developing a roadmap for culturally-responsive patient care, having led a research team in conducting a nation-wide search for best practices, which culminated in a report entitled, *Biimaadiziwin and Meno Ya Win: A Study of the Development of Traditional Approaches to Health Care at Sioux Lookout Meno Ya Win Health Centre (2005)*. He then established a First National Elders Council to advise and support the implementation of the report's recommendations.

Mr. Semple also helped establish an integrated Traditional Healing, Medicine, Foods, and Patient Supports Program, Canada's first comprehensive, integrated hospital-based traditional healing and medicines program which has proven crucial to maximizing patient safety outcomes. For a more in-depth view of Douglas Semple's achievements, visit the Small, Rural and Northern website at [www.srnhs.com](http://www.srnhs.com). For further information, contact **Michelle Caplan** at [mcaplan@oha.com](mailto:mcaplan@oha.com) or 416-205-1391.

## OHA HealthAchieve2007 Lucky Draw Winners

A list of all the winners who participated in the various lucky draw activities on the exhibit floor at OHA HealthAchieve2007 is provided in today's Executive Update email.

Congratulations to all of this year's winners! We look forward to seeing you again at OHA HealthAchieve2008, which will take place on November 3, 4 and 5, 2008 at the Metro Toronto Convention Centre in Toronto. For any inquiries regarding the winners, contact **Marisa Bavaro** at [mbavaro@oha.com](mailto:mbavaro@oha.com) or 416-205-1309.

# Report on Health Care

## Health Care Spending to Reach \$160 Billion This Year

Canada's health care spending continues to rise and is expected to reach \$160.1 billion dollars in 2007, up from \$150.3 billion in 2006. This represents a forecasted annual increase of 6.6% (3.2% after taking inflation and population growth into account), according to new figures released on November 13, 2007 by the Canadian Institute for Health Information (CIHI) in its annual report on health care spending. The report, *National Health Expenditure Trends, 1975-2007*, is Canada's most comprehensive source of information tracking how dollars are spent on health care in this country.

The report is available from CIHI's website at [www.cihi.ca](http://www.cihi.ca).

## World Diabetes Day recognized at NHH

In recognition of *World Diabetes Day* on November 14, 2007, the Diabetes Education department at Northumberland Hills Hospital (NHH) launched a new brochure summarizing the benefits of the local service and the process for becoming involved. The new brochure is intended to help people understand the services available in the community, and the steps that can be taken to prevent diabetes or lessen its severity. It is available at the hospital, in the Patient Care section of the hospital's website ([www.nhh.ca](http://www.nhh.ca)), and later this month, in local doctors' offices and walk-in clinics.

Established in 1991, the *Diabetes Education Program* exists to help people within Northumberland County better prevent and manage diabetes. Program staff members include Certified Diabetes Educators, Registered Nurses and Registered Dietitians. The program is offered at NHH, Port Hope Medical Centre and at a number of outreach locations, such as nursing homes and local schools, upon request.

## NHSA Receives Accreditation

The North Simcoe Hospital Alliance (NSHA) recently completed the peer review process of accreditation. Four surveyors from The Canadian Council on Health Services Accreditation (CCHSA) were on site in mid-October 2007 for a peer review of the

hospital's programs and departments based on national standards of excellence.

Some of the surveyors' accolades included human resources understanding of the short-term recruitment needs, small-scale education sessions and access to education funding, planning for information systems and significant computerization, and improvements in patient care through the success of the wound care team.

## Local Health Care Leaders Recognized for Performance Excellence

The most prestigious honour that a health care professional can earn at Chatham-Kent Health Alliance (CKHA), is a *Tri-Board Award for Excellence*. Facilitated by CKHA's Great People Great Place Committee, this annual awards program honours staff, physicians and volunteers who exemplify performance excellence within and beyond the health care environment. Awards are presented during CKHA's Annual Recognition ceremony. The winners were: Denise Dodman for the *Mission Award*, Todd McGivern for the *Caring People, Caring for People - Employee Award*, Dr. Tom Perkin for the *Caring People, Caring for People - Physician Award*, Herb Todgham for the *Caring People, Caring for People - Volunteer Award*, and the *Team Award* was given to the TNT (Today Not Tomorrow) Early Psychosis Intervention Program.



# Executive Announcements

The Mississauga Halton LHIN announced the appointment of **Dr. Eric Letovsky** as LHIN Emergency Department (ED) lead on November 16, 2007.

The Carlo Fidani Peel Regional Centre at the Credit Valley Hospital in Mississauga won the award for Best International Design at the

Building Better Healthcare Awards, held in London on November 8, 2007.

**Mary Beth Montcalm**, President and CEO, Providence Healthcare, announced that intends to retire effective July 2008.

## Report from Queen's Park

### Physician Re-Entry Program for 2008

The Ministry of Health and Long-Term Care (MOHLTC) offers funding each year for physicians currently practicing in Canada to re-enter postgraduate medical training. Opportunities for 2008 include:

- Choice in training opportunities: all specialties (20 positions) and subspecialties (five positions);
- Skills enhancement opportunities for family practitioners: third-year family medicine and family medicine residency (20 positions); and
- A variety of learning opportunities in community medicine: community medicine specialty or Masters of public health programs (5 positions).

Physicians accepted for a re-entry training position must commit to providing two years full-time medical service anywhere in Ontario upon completion of their training.

Applications are due to the MOHLTC by **January 7, 2008**. Application packages are available online at [www.health.gov.on.ca](http://www.health.gov.on.ca), under "Health Care Providers - Education and Recruitment - Re-Entry Training Positions for Canadian Physicians," or by sending an email request to [PPUprogramofficer@moh.gov.on.ca](mailto:PPUprogramofficer@moh.gov.on.ca).

### 2007-2008 Flu Campaign Launched

Ontario's Acting Chief Medical Officer of Health, **Dr. David Williams**, marked the official launch of the 2007-2008 Influenza Immunization Campaign on November 16, 2007. Ontario's Universal Influenza Immunization Program - the first of its kind in North America - is in its eighth year.

Recent data from Statistics Canada shows that this province has the highest rate of flu vaccine uptake at 42%, for persons aged 12 years of age and older.

### Canadians' Support for EHRs Increases

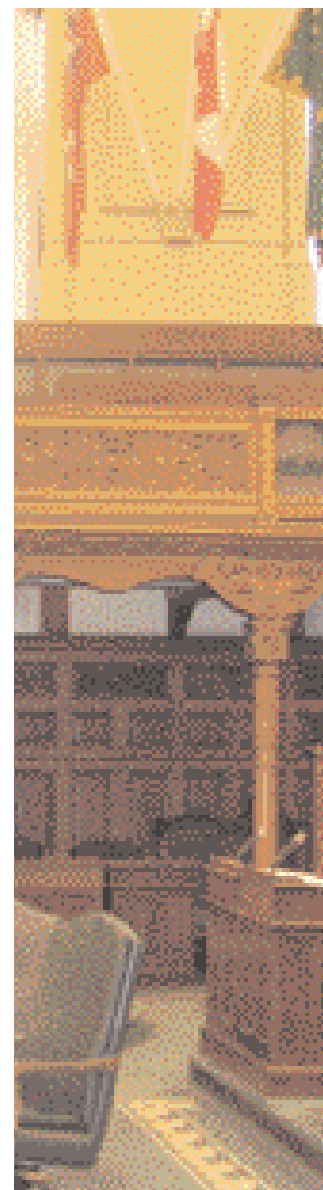
Canadians support the use of electronic health records (EHRs) and expect their privacy to be protected in the collection, storage and use of their personal health information, according to a new public opinion survey. Almost nine in 10 Canadians (88%) support the development of EHRs - a five per cent increase since 2003.

While most Canadians' medical information remains paper-based across Canada, Canada Health Infoway (CHI) is leading the implementation of EHRs with initiatives underway in every province and territory. Some of the survey findings include:

- 87% of Canadians believe EHRs will make diagnosis quicker and more accurate;
- 82% believe EHRs will reduce prescription errors;
- 84% would like to access their own medical records online;
- 77% would like audit trails that document access to their health information, with 66% favouring clear privacy policies to protect their health information; and
- 55% would like to be able to hide or mask sensitive information.

Canada's federal, provincial and territorial health ministries are working together to develop new health information systems that can speak to each other, and plan to have EHRs available to authorized health care providers for 50% of Canadians by 2010.

The *Electronic Health Information and Privacy Survey* was jointly funded by Canadian Health Infoway, Health Canada and the Office of the Privacy Commissioner of Canada. The full survey report is available at [www.inforoute.ca](http://www.inforoute.ca).



# OHA Conferences

## *Canadian Root Cause Analysis Framework Workshop* November 29, 2007 Toronto

The Institute for Safe Medication Practices (ISMP) Canada, in collaboration with CPSI and Saskatchewan Health, has developed a Canadian Root Cause Analysis Framework. The framework is intended to provide health care practitioners with a systematic method for analyzing critical incidents and near misses with a high potential for harm.

The method focuses on system-based root causes and contributing factors, rather than on individuals involved in an event. Join us for this one-day workshop developed to assist hospitals in the effective use of the Root Cause Analysis Framework. For further information, contact Kerry Vincent at [kvincent@oha.com](mailto:kvincent@oha.com) or 416-205-1306.

## *Clinical Process Optimization-* November 30, 2007 Toronto

Many health care providers are using clinical process optimization models to understand the internal and external drivers influencing a given process, evaluate the organization's ability to manage these pressures, and develop an integrated approach to achieve an improvement outcome. Clinical transformation brings together processes, organizational behaviour and new technologies to improve the overall delivery of care while achieving operational efficiencies for the organization.

For this work to be effective, health care professionals must understand, embrace and actively support significant changes within the framework of the organizational culture. Speakers covering each topic will showcase projects implemented in Ontario-based health care organizations that have demonstrated improvements in clinical processes. For further information, contact Shannon Byck at [sbyck@oha.com](mailto:sbyck@oha.com) or 416-205-1357.

## *Managing Risk and Disclosure in Today's Changing Environment* December 6 & 7, 2007 Toronto

In response to the challenges posed by increasing patient expectations, 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, Chief Executive Officers, long-term care homes, and community care access centres.

Day one of the program will explore a number of challenges in risk management. Panelists will provide a legal and 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), as Ontario's hospitals continue to face unique challenges in its implementation. 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 also be presented for participants will 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](mailto:sbyck@oha.com) or 416-205-1357.

## *Emergency Exercise Design* December 10, 11, & 12, 2007 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](mailto:mbavaro@oha.com) or 416-205-1309.

## *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.

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](mailto:sbyck@oha.com) or 416-205-1357.