

# Executive Report

October 10, 2007

## Report from the OHA

### OHA Members Benefit from Group Insurance Rates

The Ontario Hospital Association (OHA) has an arrangement with TD Meloche Monnex (TD) to offer preferred group rates for automobile and homeowner insurance plans. As part of the benefits to being an OHA Member, all Members and their staff are eligible to participate in this program. There is no added fee for participating outside of OHA membership costs.

TD works directly with the employee, meaning that there is no program administration required from the employer. The program is intended to be a hassle-free benefit that allows employees to enjoy savings, peace of mind and security. For detailed information about the features and benefits of the program, Members can access marketing and communications materials from TD Insurance.

To learn more about TD's program, contact Sean Hogue, Business Development Executive Corporate Group Services at 416-774-3151 or 1-866-337-3314 or by e-mail at [sean.hogue@tdmelochemonnex.com](mailto:sean.hogue@tdmelochemonnex.com)

For further information, contact Leslie Carmichael at [lcarmichael@oha.com](mailto:lcarmichael@oha.com) or 416-205-1402.



### Health Information Technology Session to Feature Lessons from the Field

This year's Health Information Technology session will be held on **Tuesday, November 6, 2007** from 2:00 to 5:00 pm. The

session is presented in collaboration with OHA e-Health, Healthcare Information and Management Systems Society (HIMSS) Ontario and the Ontario Health Information Management Association (OHIMA).

The first speaker, **Dr. Christy Valentine** of Louisiana, will share her experiences from New Orleans following Hurricane Katrina. Dr. Valentine will recount the struggles endured by medical practitioners in coping without access to patient records which have led many to rebuilding with state-of-the-art electronic health record solutions. She will also examine the impact of this technology on the delivery of care for her patients. This discussion will emphasize the value of e-Health for both emergency preparedness and day-to-day patient care.

In the second part of the session, **Michael Decter**, a leading authority on Canadian health care, will share his insights into how consumer attitudes and expectations are changing because of access to information technology. Consumers are becoming increasingly comfortable with the use of technology in obtaining and managing information in many aspects of their lives. As these consumers age and become more dependent on health care, they will apply these new skills and expectations as they navigate the system. Decter will lead a discussion on how to prepare for the impact of these changes on health care delivery.

In closing, a panel of health care experts will look at issues surrounding the theme, *Connecting the Public to Their Health Care* and will specifically focus on how changes in consumer use and demand for information will affect the health care system.

*(continued on next page)*

# Report from the OHA (continued)

## CCHSE Breakfast – Wednesday, November 7, 2007

This year, the Canadian College of Health Service Executives (CCHSE) will host a breakfast instead of a luncheon on **Wednesday, November 7** at 7:30 am, Room 718, South Building, Metro Toronto Convention Centre. The cost of the breakfast is \$40.00. Attending the session entitles certified CCHSE members (CHE / FCCHSE) to 1 Category I credit toward their maintenance of certification requirement.

Marilyn Moats Kennedy, Founder and Managing Partner, Career Strategies will continue her presentation on “*Managing Change: Understanding the Demographics of the Evolving Workforce.*” Attendees will gain insight into the work environment in the next 20 years and the dominating social groups – their lifestyle, workplace and social values. Participants will look at how to effectively communicate with the different groups to deliver the same message. Manpower planning will be explored with a focus on recapturing, instead of retaining, as every manager’s goal. The session will close with predictions for 2010 and beyond as the baby boomers retool and postpone retirement while the baby busters prepare to take over.

To register for this event, visit [www.oahahealthachieve.com](http://www.oahahealthachieve.com), under “Registration/CCHSE Breakfast.” A registration link is also provided in this week’s Executive Update email. For further information, contact Mary Romero at [mromero@oha.com](mailto:mromero@oha.com) or 416-205-1434.

## More OHA HealthAchieve Session Updates

Updates to the OHA HealthAchieve Program Highlights are now available for the following sessions: *Closing Theme, Fundraising, Geriatrics, Health Information Technology, Integrated Health Care, Legal Showcase, Nursing Session, Pharmacy and Supply Chain.* Links to these updates are available in today’s Executive Update email.

Online registration is still available. Badges will need to be picked up on-site at the Delegate Registration Desk at the Metro Toronto Convention Centre, North Building.

For further information or for the latest news, updates and online registration, visit [www.oahahealthachieve.com](http://www.oahahealthachieve.com). If you require any further program information, contact Educational Services at 416-205-1361.

## Register Online Before October 12, 2007!

Register by October 12, 2007 to get your badges and tickets in the mail early. OHA HealthAchieve2007 will take place on November 5, 6 and 7, 2007, at the Metro Toronto Convention Centre.

There are three ways to register;

1. Register online by visiting [www.oahahealthachieve.com](http://www.oahahealthachieve.com)
2. Mail a completed registration form along with payment to:

OHA HealthAchieve2007 Registration,  
c/o Exosoft Solutions Inc.  
6990 Creditview Road, Unit #2  
Mississauga, Ontario L5N 8R9

3. Fax the registration form along with complete credit card information to 905-812-3714. For security reasons, we will need to have the cvv number located on the back of the credit card. The cvv number is the last three digits after the credit card number in the signature area of the card.

## 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 further information regarding registration and hotel accommodations, contact [healthachieve@oha.com](mailto:healthachieve@oha.com) or 416-205-1361 or 416-205-1362.

# Report on Health Care

## Personal Health Information Prevalent in Second-Hand Computers

A study led by Canada Research Chair in Electronic Health Information, Dr. Khaled El Emam, confirms second-hand computers are often sold or donated while still containing personal health information (PHI). Dr. El Emam is responsible for the Electronic Health Information Laboratory, operated jointly by the Children's Hospital of Eastern Ontario (CHEO) Research Institute and the University of Ottawa.

Dr. El Emam looked at the leakage of PHI through computer equipment sold, donated, lost or stolen from health care facilities or from keepers of PHI (i.e., researchers, etc.). They purchased 60 used disk drives from vendors in various provinces who sell second-hand equipment. The researchers retrieved personal information from 65% of the drives they purchased, with 10% containing PHI belonging to people other than the owner of the computer drive, and 8% with PHI about the owner of the drive. Some of the PHI obtained contained very sensitive mental health information on a large number of people.

The researchers concluded that there is a strong need for health care workers, including employees and sub-contractors who may work from home and are keepers of personal health information, to encrypt all computers used for these purposes. They also recommend the destruction of these computer drives, if possible, rather than trying to sell this equipment in the used computer market.

The full study, *An Evaluation of Personal Health Information Remnants in Second Hand Personal Computer Disk Drives*, published in the *Journal of Medical Internet Research*, is available online at [www.jmir.org/2007/3/e24](http://www.jmir.org/2007/3/e24).

## New Study Finds Drug-Coated Heart Stents to be Safe

There has been a lot of controversy in the past year concerning the safety and potential complications of drug-eluting heart stents (DES) suggesting that they can lead to an increased risk of possible fatal blood clots, even years after an angioplasty procedure. However, a new Canadian study led by the Institute for Clinical Evaluative Sciences (ICES) and McMaster University's Program for

Assessment of Technologies in Health, sheds a different light on the device.

DES were found to be most effective in reducing the need for repeat angioplasty procedures or bypass surgery in angioplasty patients at the 'highest risk' for a re-narrowing of the artery around the stent, without significantly increasing the rate of death or risk of heart attack. In 2003, the Ontario government approved the introduction of DES provincially with the condition of an independent evaluation of their effectiveness and cost-effectiveness.

The full study, *Effectiveness and safety of drug-eluting stents in Ontario*, can be found in the October 4, 2007 issue of the *New England Journal of Medicine*.

## William Osler Health Centre's BCH Opens

Brampton Civic Hospital (BCH) will officially open for patient care on Sunday, October 28, 2007 and will operate as an open, accessible public hospital. Programs and services currently available at Peel Memorial Hospital are moving to BCH, and will be open to the public on Monday October 29. All health care, clinical patient care services and support services will continue to be governed, provided and operated by William Osler Health Centre in accordance with the *Public Hospitals Act*.

The new 479-bed facility (608-bed at full capacity) is housed in an architecturally stunning 1.3 million square foot facility spanning the equivalent of three football fields. The facility also boasts a number of technological highlights such as the most highly integrated Cardiovascular Information System – TOMCAT; emergency visits automated from triage to disposition; the first health care installation of a wireless handheld device (Symbol MC70) providing a single device for nurse call, codes, telephony and medical alarms; the largest robotic installation of an auto-dispensing system for solid-based medications in Canada; a paperless health record environment post-discharge promoting anywhere, anytime secure access; and an extensive use of barcode technology to build the foundation for patient safety.

For further information on the new facility, contact Gillian Williams McClean, Director, Communications and Marketing, William Osler Health Centre at 905-494-6811.

# Executive Announcements

Sunnybrook Health Sciences Centre is pleased to announce its new President and CEO, Dr. Barry McLellan.

The Cardiac Care Network of Ontario announced the appointment of Kori Kingsbury as its new Chief Executive Officer on September 25, 2007.

The Ontario Long-Term Care Association recently announced the resignation of its

Executive Director, Karen Sullivan, effective December 31st, 2007.

Dr. Marc Ruel of the University of Ottawa Heart Institute is the first cardiovascular surgeon in Canada to receive the gold medal of the Royal College of Physicians and Surgeons for research excellence. Dr. Ruel is developing methods to transplant cells from the bloodstream to help mend a damaged heart; results will be published later this year.

Members of the Community Physician Recruitment and Retention Committee (CPRRC) welcomed west Northumberland's first Physician Recruitment and Retention Coordinator, Mary-Jo Bathe, on October 2, 2007. Bathe will work with the CPRRC, municipalities, the Northumberland Hills Hospital and other community partners to source and attract family physicians to the area.

## Report from Queen's Park

### New Rehabilitation Research Facility Launched at Toronto Rehab

On October 3, 2007, the Honourable David C. Onley, Lieutenant Governor of Ontario and Toronto Rehabilitation Institute (Toronto Rehab) nationally launched iDAPT - Intelligent Design for Adaptation, Participation and Technology - a one-of-a-kind rehabilitation research facility where new and more effective treatments, assistive devices and technologies will be developed to improve the lives of individuals recovering from, and living with, disabling injury and illness and age-related conditions. iDAPT facilities will enable researchers and designers to produce more user-friendly assistive devices and technologies that people with disabilities will actually use and benefit from. The demand for rehabilitation therapies and assistive technologies, such as wheelchairs and other mobility aids, is increasing as Canada's population ages and more lives are saved because of advances in medical science and technology.

Among the features iDAPT facilities will offer is a state-of-the-art, subterranean laboratory called the Challenging Environment Assessment Laboratory (CEAL) equipped with a giant hydraulic simulator that can generate winter-like conditions (e.g., ice, snow, howling winds and slopes). A motion simulator will enable researchers to safely test people's balance and mobility devices in real-life situations.

By 2010, iDAPT facilities will be fully operational with 14 labs and other research spaces totaling 60,000 square feet. There are already newly-minted labs and office quarters where people from many disciplines are interacting to produce new ideas.

Funding for iDAPT has been provided by the federal government through the *Canada*

*Foundation for Innovation*, by the provincial government through the *Ontario Innovation Trust* and the *Ontario Ministry of Research and Innovation*, as well as by Toronto Rehab Foundation, the University of Toronto and private donors.

### New DVD Series to Educate Healthcare Audiences on Patient Safety

The Canadian Patient Safety Institute (CPSI) has completed extensive work to bring a new education tool - a multimedia resource series called *Delivering Patient Safety* - to Canadian health care providers and professionals. The DVD is specially tailored for the Canadian audience by CPSI. In a 14-element package, it brings together the perspectives of world experts and the experience of medical professionals on the frontline to identify and remove the causes of error before there is harm to the patient. This resource explains key concepts of patient safety theory and can educate a broad scope of audiences, from board directors of health care organizations to frontline care providers, about patient safety, including strategies for initiating change and improvement.

The project will be launched by Dr. Jim Reason at the Halifax 7 Conference in Ottawa on **October 11, 2007**. A trailer of the DVD can be accessed through the CPSI website at [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca), under the icon "*Delivering Patient Safety*." For more information, contact Chantal Backman, CPSI Project Manager, at 613-738-9130 or email [cbackman@cpsi-icsp.ca](mailto:cbackman@cpsi-icsp.ca).



# OHA Conferences

Region 1 North East/North Central Sub Region  
Administrative Professionals Conference  
October 25 & 26, 2007  
North Bay

This workshop is designed to provide every health care administrative professional with the tools and information they need to enhance their skill-set, boost productivity and to better their 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 Local Health Integration Networks and their new role; information technology – working smarter, not harder; time management; respect in the workplace; legal matters; and work-life balance.

For further information, contact Joanne Grzywna at [jgrzywna@oha.com](mailto:jgrzywna@oha.com) or 416-205-1341 or 1-800-598-8002 ext. 1341.

Aging at Home Strategy  
November 26, 2007  
Toronto

Collaboratively, the Ontario Association of Community Care Access Centres (OACCAC) and the OHA are engaging experts, academics and researchers to participate in an open and constructive dialogue on evidence-based practice and research that can help inform the development of a system to meet the needs of our growing and aging population. The recent investment of \$700 million by the Ontario government in an Aging at Home strategy provides a unique opportunity to develop such a system.

This conference will provide participants with an opportunity to hear about and discuss relevant research and experiences applied in other jurisdictions that have successfully transformed their community health care services. Health care system professionals, leaders, planners, managers and community partners will benefit from this conference by partaking in the discussion on system-focused programs and solutions to support seniors aging at home.

For further information, contact Sara Simone at [ssimone@oha.com](mailto:ssimone@oha.com) or 416-205-1314.

Making Sense of Your HSMR to Enhance  
Quality of Care  
December 3, 2007  
Toronto

In an era of greater transparency and accountability, reporting quality of care and patient safety indicators is a high priority for hospitals. The OHA, in conjunction with the Canadian Institute for Health Information (CIHI), is pleased to provide a unique opportunity to learn more about the Hospital Standardized Mortality Ratio (HSMR). The HSMR is one type of quality of care measure which can act as a strong motivator for change. It can be used to identify strategies in reducing mortality rates and monitor changes in performance, thereby improving quality of care. To date, CIHI has calculated the HSMR for qualifying acute care hospitals in Canada (excluding Quebec) and plans to publicly release HSMR results on November 29, 2007.

Chaired by Dr. Michael Baker, Provincial Lead, Patient Safety and Quality Health System Accountability and Performance Division, Ministry of Health and Long-Term Care and Physician-in-Chief, University Health Network, this conference will provide participants with critical insight into the use of HSMR as a quality improvement measure, details on the provincial direction, and practical next steps and strategies to improving one's HSMR. Participants will have the opportunity to hear from leading experts and from proactive organizations currently involved in analyzing and assessing their HSMR.

For further information, contact Sara Simone at [ssimone@oha.com](mailto:ssimone@oha.com) or 416-205-1314.

*(continued on next page)*

# OHA Conferences (continued)

## Emergency Exercise Design December 10, 11, & 12, 2007 Toronto

This program will provide participants with insight into the requirements for conducting emergency exercises in their workplace. Various types of exercises will be used, 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.

## Health Care Risk Management January 14, 15 & 16, 2008 Toronto

Perceptions of health care risk management's responsibilities are as diverse as health care professionals themselves. This certificate course will impart skills that will make the risk manager an integral part of the organization.

This course will use interactive lectures, group work and case studies to give participants the opportunity to learn risk management skills unique to health care, including the Continuous Quality Improvement (CQI) process, credentialing and clinical risk management. It will provide an overview of the legal system, risk financing, risk transfer principles and occupational health and safety programs, as well as up-to-date information on the current and emerging issues and practices in health care risk management.

For further information, contact Marisa Bavaro [mbavaro@oha.com](mailto:mbavaro@oha.com) or 416-205-1309.



200 Front Street West, Ste. 2800  
Toronto, ON M5V 3L1  
Tel: 416 205 1300  
Fax: 416 205 1360  
[www.oha.com](http://www.oha.com)

## Executive Report

The Executive Report is a weekly  
publication of the OHA

Editor:  
Tamarah Harel  
416 205 1346  
[tharel@oha.com](mailto:tharel@oha.com)