

Executive Report

October 17, 2007

Report from the OHA

Purchase a copy of *Delivering Patient Safety* DVD Series

The Canadian Patient Safety Institute (CPSI) has launched a new DVD series, entitled *Delivering Patient Safety*, to educate health care audiences about patient safety. The resource explains key concepts of patient safety theory and aims to educate a variety of audiences ranging from board directors for health care organizations to frontline care providers.

The DVD has been sponsored by several provincial and national organizations including the Ontario Hospital Association (OHA) and the Canadian Council on Health Services Accreditation (CCHSA). As a comprehensive educational tool, the DVD can be used to help organizations deliver patient safety education to all staff, including targeted patient safety training, which is one of the CCHSA *Required Organizational Practices*. Hospitals interested in purchasing the DVD series may order copies online beginning next week, at www.oha.com, under "Communications - Publications for Sale - Publication # 321." The cost per DVD is \$675 (shipping included).

For further information about purchasing the DVD, contact Cyrelle Muskat at cmuskat@oha.com or 416-205-1316.

Notice of OHA's October 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 October 2007 survey will be sent via email to all hospital Chief Executive Officers (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 Ministry of Health and Long-Term Care (MOHLTC). Members are asked to complete the survey no later than 4:00 p.m. on October 26, 2007.

For further information, contact Lou Reidel at lreidel@oha.com or 416-205-1320.

Release of the *2007 Regional Salary Survey Report*

The OHA Hospital Employee Relations Services (HERS) department is pleased to announce the release of *2007 Regional Salary Survey Report* - a compensation survey of 114 middle-management, professional, service and clerical positions in Ontario hospitals. A total of 121 hospitals participated in this survey.

Included in the report is the *2007 Regional Benefits Survey Report*. Eighty-six (86) hospitals participated in the benefits survey, which examines hospital benefit practices for each of the five regions of the province. These practices include coverage entitlement, benefit types and costs, underwriting information, and additional benefits offered.

The survey is available for purchase at a cost of \$750 + GST for full members and \$1,500 + GST for associate or affiliate members.

For further information or for questions, contact David McCoy at dmccoy@oha.com or 416-205-1490.

Highlights from Last Week's ONA Plenary Session

On October 9 and 10, 2007, the OHA HERS department hosted the most recent Ontario Nurses' Association (ONA) Plenary. The plenary process, which was redesigned following a review of Central Bargaining conducted in 2003, highlights issues that the participating hospitals would like raised during the next round of negotiations with ONA. The current contract between participating hospitals and ONA expires on March 31, 2008.

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Report from the OHA (continued)

The session was well-attended, with nearly 200 delegates from 95 hospitals participating. Issues were voted on using hand-held voting technology, which enabled real-time tabulated results to be projected on a screen for participants to view. Non-participating hospitals were encouraged to attend and provide their unique input on issues; however, their votes were kept separate from the participating hospitals.

The Expert Employee Group Advisory Panel (EEGAP) will examine the results to establish the non-monetary and monetary mandates to be approved by the OHA Board. The negotiating team will then begin development of the specific proposals for negotiations with ONA scheduled for the week of January 7, 2008, with mediation scheduled for the week of January 21, 2008. Arbitration, if necessary, is being tentatively scheduled for the end of March 2008.

For further information, contact Sam Mandelbaum at smandelbaum@oha.com or 416-205-1374.

Your Health Care - Be Involved: Materials Now Available Online

On Friday, October 12, 2007 the OHA successfully re-launched its *Your Health Care - Be Involved* patient safety tips campaign. The OHA designed new campaign materials, including a one-page pamphlet available in 14 languages. Campaign materials are now available for download from www.oha.com/patientsafetytips to enable easy reproduction of the materials for use in hospitals.

For further information, contact Cyrelle Muskat at cmuskat@oha.com or 416-205-1316.

Complementary Materials for Patient Safety

Based on an overwhelming demand for additional *Your Health Care - Be Involved* materials, the OHA is pleased to offer hospitals complementary *take-one posters* and *take-one pads*. All hospitals will receive four additional English *take-one posters* and four English *take-one pads*. If you do not wish to receive the materials, contact Andreanna Grabham at 416-205-1453 or agrabham@oha.com by October 29, 2007. Materials will be shipped to hospitals in November.

Additionally, hospitals can request five French *take-one posters* and five French *take-one pads*. If you would like to order French materials, contact Andreanna Grabham at agrabham@oha.com or 416-205-1453 by October 29, 2007. Requests after this date will not be processed.



Jordan's Queen Noor Teaches Values of Philanthropy

Wednesday, November 7, 2007 marks the annual *Take Our Kids to Work* day across Canada. We encourage any OHA member with children in grade nine to participate.

This year, the day falls on the last day of OHA HealthAchieve2007. Our *Closing Theme Session* will have Her Majesty Queen Noor of Jordan speaking about, *Philanthropy in the 21st Century*, where she will discuss the importance of generosity and inspire audience members to take an active role in causes close to their hearts. The Minister of Health and Long-Term Care will also be speaking on issues facing the health care system.

Delegates can register their children online (students are complementary) at www.ohahealthachieve.com by **October 26, 2007, 5:00 pm EST**. or on-site the day of the event. If you have any questions, contact Mary Romero at mromero@oha.com or 416-205-1434.

For further information about our *Closing Theme Session*, visit www.ohahealthachieve.com, or if you have any questions, call 416-205-1361.

HealthAchieve2007 Feature Breakfast Sold Out!

There was an overwhelming response to this year's *Feature Breakfast* scheduled for Monday, November 5, 2007, with over 700 tickets sold. This year's Breakfast was moved to Room 718 in the South Building of the Metro Toronto Convention Centre. The key note speaker, Mary Walsh, is a well-known television personality and winner of numerous Gemini awards for her work on CBC's wildly popular take on current affairs, *This Hour Has 22 Minutes*.

Tickets are still available for the *Nursing Breakfast* on November 6, 2007; the *Financial Management Breakfast* on November 6, 2007; and the *Canadian College of Health Service Executives (CCHSE) Breakfast* on November 7, 2007. For more information, visit www.ohahealthachieve.com, before the events are sold out!

If you have any questions about the *Feature Breakfast*, contact healthachieve@oha.com or 416-205-1361.

Report on Health Care

Construction Begins on Bluewater Health

Bluewater Health celebrated the official start of construction during a groundbreaking ceremony on October 12, 2007 for the expansion and redevelopment of the new hospital. With the addition of 325,000 square feet of new space, Bluewater Health will become a larger, more modern facility housing an expanded emergency department, a consolidated maternal infant child program and space for additional acute care beds.

The facility is expected to be completed in late 2011. Detailed construction work began on Monday, October 15. The redevelopment project will also provide a surgical centre with eight new operating rooms and four new procedure rooms to replace existing surgical facilities and an 18 per cent increase in the number of hospital beds in Sarnia, resulting in a total bed capacity of up to 337 beds at the Norman Site.

TEGH Achieves *Baby-Friendly* Status

Toronto East General Hospital (TEGH) became the first member of the Child Health Network for the GTA, and the second hospital in Ontario to attain official *Baby Friendly* designation on Thursday, September 20, 2007.

The *Baby Friendly Hospital Initiative* (BFHI) is an internationally recognized program designed to improve breastfeeding outcomes for mothers and babies. This recognition is a significant honour, acknowledging that TEGH provides an optimal environment for the promotion, protection and support of breastfeeding by abiding by the *Ten Steps to Successful Breastfeeding* as developed by the World Health Organization/UNICEF.

St. Michael's Hospital Secures Commitment for National Centre of Excellence

St. Michael's Hospital proudly announced a \$20 million contribution on Monday, October 15, 2007 toward its trailblazing

medical research and education facility that will bring novel treatments to patients and help save lives around the world.

The funds, \$15 million from the federal government and \$5 million from private donors Arthur and Sonia Labatt, will support the *Li Ka Shing Knowledge Institute of St. Michael's Hospital*, composed of the *Keenan Research Centre* and the *Li Ka Shing International Centre in Health Care Education*. The Labatt donation will help create the Labatt Family Centre of Excellence in Brain Injury and Trauma Research as part of the Keenan Research Centre and will create the Arthur and Sonia Labatt Professorship in Neurosurgery, an innovative training program to help St. Michael's Hospital share its knowledge globally to meet the critical need for neurosurgeons in Africa.

Slated to open in 2010, the new facility will focus on developing novel therapies and better ways to bring best practices and research discoveries to patients faster. The federal government has committed \$105 million in 2007-2008 to support the operations of leading Canadian health science centres of excellence.



Executive Announcements

The Strathroy site of the Middlesex Hospital Alliance is pleased to announce that **Dr. Ganesh Ram** has joined the hospital as the new full-time emergency room physician in the Emergency Department.

The Centre for Addiction and Mental Health (CAMH) has chosen World Mental Health Day

with its theme of *The Impact of Culture on Mental Health* to welcome its newest senior staff member, the world-renowned expert on Transcultural psychiatry, **Dr. Kwame McKenzie**.

Dr. McKenzie has attained international success as a research scientist, public policy advisor, clinical psychiatrist, academic and BBC media

commentator who is working to advance the increasingly important field of cross-cultural mental health.

Peter Gdyczynski was elected as the 2007/2008 President of the Ontario College of Pharmacists.

Report from the Capitals

Call for Applications : Demonstration Site Projects in Nursing HR Planning

The Nursing Graduate Guarantee (NGG) provides 2007 Ontario nursing graduates (Registered Nurses and Registered Practical Nurses) with the opportunity to work full-time in the province. A Task Force provided direction on how to accomplish this goal. A key recommendation was to improve employers' capacity for health human resources (HHR) planning.

The Nursing Secretariat is officially launching the call for applications for the *Demonstration Site Projects* for nursing HR planning. The total funding envelope for this initiative is \$3 million and they are anticipating approximately 12 projects to be funded. Information and all relevant documents are available at www.health.gov.on.ca, under "October 11 - Call for Applications : Demonstration Site Projects in Nursing Human Resources Planning."

For information about the call for applications, visit the Nursing Secretariat website at <http://nursingsecretariat.on.ca>.

Provincial Elections 2007: Results from October 10th

The Ontario Election was held on October 10, 2007, with a turn-out of almost four and a half million voters (52.8 per cent of eligible electors). The Liberal Party won 71 seats, emerging as a majority government; the Progressive Conservatives won 26 seats, followed by the New Democratic Party at 10 seats. The swearing-in of the new Executive Council will take place on

October 30, 2007. The Referendum was defeated with 63.4 per cent voting against the proposed mixed member proportional (MMP) electoral system. For a full listing of riding-by-riding results, visit the Elections Ontario website at www.elections.on.ca, under "Election Night Results."

National Infectious Diseases Day - A Call for a Canada-Wide Strategy

Organizations representing the infectious diseases sector are calling for a national infectious disease strategy to be led by the federal government.

One in nine patients (an estimated 250,000 Canadians) who are admitted to hospital every year pick up infections while being treated for something else. To promote awareness and encourage action on infectious diseases, various partnering organizations have named October 18, 2007 *National Infectious Diseases Day* and will engage in advocacy activities with Members of Parliament and Senators throughout the day. Partners of the event will release a position paper on Thursday, October 18, 2007 and the results of the day's activities will be disseminated at a later date.

These concerns are echoed by the *Public Health Agency of Canada (PHAC)* which has outlined the growing concerns over hospital acquired "superbugs" within its *Sustainable Development Strategy for 2007-2010*. This project will help develop knowledge about the spread of infectious diseases and ultimately help prevent them and reduce the associated human and economic costs.



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 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 (LHINs) 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 or 416-205-1341 or 1-800-598-8002 ext. 1341.

Canadian Root Cause Analysis Framework Workshop November 29, 2007 Toronto

The Institute for Safe Medication Practices (ISMP) Canada, in collaboration with the Canadian Patient Safety Institute (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 or 416-205-1306.

Clinical Process Optimization November 30, 2007 Toronto

Improving patient flow is one of the most effective ways providers can enhance outcomes, reduce waste, manage access and improve patient satisfaction. As such, 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. In addition, an in-depth understanding of relationships between processes and the organization's culture is a necessary part of the optimization plan.

Clinical transformation brings together clinical 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 system staff and physicians 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. Each set of speakers will participate in an informal panel discussion on lessons learned.

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

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OHA Conferences (continued)

Creating a Culture of Health and Wellness through Effective Leadership February 4, 5 & 6, 2008 Toronto

This program has been developed by the Ontario Safety Association for Community and Healthcare (OSACH) in cooperation with the OHA. Participants will acquire the tools to create a culture of health and wellness in their organization through the development of a comprehensive health and safety management system. Program objectives include outlining the framework for a health and safety management system; identifying the legislative requirements health care organizations need to fulfill their health and safety obligations; preparing a due diligence defense; describing the processes required to reduce health and safety risks through hazard identification, analysis, and control; assisting organizations in the development of a prevention program to reduce occupational injury and disease and Work and Safety Insurance Board (WSIB) costs; and identifying contributing factors to healthier and safer workplaces.

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

Managing Human Resources Course February 11, 12 & 13, 2008 Toronto

Hospital leaders understand that in today's competitive labour market, maximizing human capital is essential to achieving optimal patient care outcomes. This program aims to strengthen hospital leadership capacity and management competencies required for anyone involved in managing hospital employees. The course will provide managers tools and resources for recruitment and retention, change management, organizational effectiveness, employee/labor relations and the creation of healthy and productive work environments. This program will help frontline managers understand the relationship between the success of their employees and that of the organization.

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



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