

Executive Report

October 24, 2007

Report from the OHA

Chair's Reception to Honour Hilary Short

This year's Ontario Hospital Association (OHA) Chair's Reception will be held in honour of OHA President and CEO, Hilary Short, who plans to retire at the end of the year. The event will pay tribute to Hilary's many years of exemplary leadership and dedicated service to Ontario's public hospitals, OHA members, and patients across the province.

All HealthAchieve delegates and exhibitors are invited to this important event. The reception will take place on Monday, November 5, 2007 from 5:00 to 7:00 pm in Room 105-106, Constitution Hall of the Metro Toronto Convention Centre. Hors d'oeuvres and refreshments will be served.

For further information, contact Public Affairs at 416-205-1345.

ONA-EEGAP to Review ONA Plenary Results

The 2008 Ontario Nurses' Association Expert Employee Group Advisory Panel (ONA-EEGAP) met on October 23, 2007 to review the *Participating Hospitals ONA Plenary* results. The ONA-EEGAP will be making recommendations to the OHA Board of Directors regarding the non-monetary issues the *Participating Hospital's Bargaining Team* should pursue during the 2008 negotiations, scheduled for January 7, 2008. On November 14, 2007, ONA-EEGAP will meet again to formulate its recommendations to the OHA Board.

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

OHA HealthAchieve 2007

It's Mardi Gras at the HealthAchieve Opening Reception

All delegates and exhibitors are invited to a special Mardi Gras-themed reception, which will provide a glimpse of classic New Orleans. Jeff Healey, a well-respected and renowned Toronto musician, will infuse the night with great jazz melodies.

Rendered blind from eye cancer since the age of one, Healey picked up his first guitar at three, and by playing the instrument flat on his lap, patented a revolutionary technique that went on to become a trademark of his performance. Healey was recognized as a music prodigy in his mid-teens and went on to play with many international musicians, including Bob Dylan, and has appeared on *Late Night with David Letterman* and *The Tonight Show with Johnny Carson*.

Extravagant and colourful draperies will adorn the reception room, complemented by delicious hors d'oeuvres. The opening reception of OHA HealthAchieve promises to be a real treat for delegates and exhibitors.

Come to the reception on Sunday, November 4, 2007 from 4:30 to 6:30 pm at the Metro Toronto Convention Centre, Room 105 Constitution Hall.

For further information, contact healthachieve@oha.com or 416-205-1361.

(continued on next page)

Report from the OHA (continued)

Hotel Accommodations

Book early to ensure your choice of hotel during your stay in Toronto. Be sure to identify yourself as a delegate attending OHA HealthAchieve2007 to qualify for the special hotel rate.

For further information regarding registration, program and exhibit floor information and hotel accommodations, email healthachieve@oha.com or call 416-205-1361 or 416-205-1362.

Register Today for OHA HealthAchieve2007!

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.ohahealthachieve.com. Online registration will be available until **Saturday, November 3**.
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 need to have the cvv number, which is the last three digits **AFTER** the credit card number in the signature area at the back of the card.

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 in 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 and the “baby busters” prepare to take over.

To register for this event, visit www.ohahealthachieve.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 or 416- 205-1434.

Report on Health Care

CIHI Report on Emergency Wait Times

Most patients admitted to an acute care hospital come through Canada's emergency departments (60% outside Quebec), and the length of time these patients wait for hospital beds varies greatly, according to a new report by the Canadian Institute for Health Information (CIHI).

Understanding Emergency Department Wait Times: Access to Inpatient Beds and Patient Flow is the final report in a series examining factors associated with the amount of time patients spend in emergency departments (EDs) based on data from 277 hospitals outside of Quebec. Wait time was measured as the moment a physician decides to admit a patient to hospital from the ED to the moment that the patient is transferred into an acute care bed.

Factors associated with longer wait times include the patients' age, time, day of the week and the month of a patient's visit to an ED. For example, in large community and teaching hospitals, ED bed wait times were typically longer during the day, on weekdays and from November to March.

CIHI's report found that in 2005, the waits in the ED for access to acute care beds, once the decision to admit had been made, varied considerably by hospital type, with median waits of 18 minutes in small community hospitals with up to 49 beds, 2.1 hours in larger community hospitals with 200 or more beds, and 2.3 hours in teaching hospitals.

For a full copy of the report, visit www.cihi.ca, under "Latest News - October 18, 2007 - Large variations in how long admitted patients wait in emergency rooms for hospital beds."

Hotel Dieu Shaver Launches Virtual Rehab Program

An exciting new program for rehab therapy has just been launched at Hotel Dieu Shaver. Now patients can play soccer, volleyball, skydive and swim with dolphins all in a virtual world.

Using green screen technology, patients of all ages who are able to stand, or in a wheelchair, can receive rehab therapy that is much more fun and entertaining than the traditional methods. The

technology works by having the patient stand in front of a green screen facing a small camera and a large screen television. The patient appears in a virtual world on the television. Therapists can set parameters such as range of motion, speed, what side of the body and what specific limb to work on.

The physical benefits and the psychological benefits are equally important. Patients really gain confidence and motivation, and for some, it's the first time they have smiled and laughed in a long while.

"Eye-Flying" Surgical Team at Middlesex Hospital Alliance

Middlesex Hospital Alliance's ophthalmology surgeon, Dr. Michael Rogelstad, and the perioperative nursing staff, are flying north to assist another hospital in setting up a cataract surgery program. Dr. Rogelstad has been flying to Marathon, Ontario nearly every month for over 10 years to provide a visiting specialty clinic in ophthalmology at Wilson Memorial General Hospital.

With the Ministry of Health and Long-Term Care's (MOHLTC) initiative to reduce cataract surgery wait times across the province, Wilson Memorial decided to expand their services to include a cataract surgery program and approached Dr. Rogelstad for assistance in training staff and getting the new program off the ground.



Executive Announcements

Dr. David Ng, Chief of Emergency Medicine at Hotel-Dieu Grace Hospital, has been appointed as the Emergency Department Lead (ED Lead) for the Erie St. Clair Local Health Integration Network (LHIN).

On October 16, 2007 the South West LHIN announced the appointment of Dr. Lisa G. Shepherd as LHIN ED Lead. Dr. Shepherd is an

emergency physician at London Health Sciences Centre and St. Joseph's Health Care, London, and an associate professor with the Schulich School of Medicine and Dentistry at The University of Western Ontario.

Mr. Glenn Alexander was appointed Chief Information Officer (CIO) for the Champlain LHIN on October 22, 2007.

David Musyj has been appointed Chief Executive Officer of Windsor Regional Hospital and is set to begin this role on December 1, 2007.

Report from Queen's Park

Government Announces Plan to Reduce ER Wait Times

The government will work with health care professionals to reduce wait times in Ontario's emergency rooms (ER), with Dr. Alan Hudson to lead this expansion of the wait times strategy. Dr. Hudson's work will focus on relieving pressures in Ontario's emergency rooms through investments in areas such as illness prevention and expanding access to care in the community.

The government will create an *Emergency Department Information System* to help measure wait times in emergency rooms. Together with other expert advice, this information will help establish targets for timely patient care.

LHIN ED Leads to Improve Emergency Care

The LHIN ED Lead is a new role in each of Ontario's 14 LHINs. The appointment of LHIN ED leaders is a key component of the provincial ED Action Plan established in October 2006. LHIN ED leads are accountable to the LHIN for advising on ED resources, establishing a local ED network, and developing a strategy to respond to sudden, unanticipated increases in emergency department workload. Leads are also responsible to the MOHLTC for human resource planning and the development of an ED information system.

LHIN ED leaders will work with the chair of the provincial ED Wait Times Expert Panel, which takes the place of the Working Group on Improving Access to Emergency Services. The expert panel, co-chaired by Dr. Michael Schull

and Ken Deane, will advise the MOHLTC on how to best implement a strategy to improve access to emergency services and reduce wait times.

MOHLTC Launches Paediatric Critical Care Response Teams

Starting October 1, 2007, physicians caring for critically ill children in Ontario have telephone access to a paediatric intensivist 24 hours a day, seven days a week. By calling CritiCall's central number, 1-800-668-HELP, physicians are able to consult with a paediatric intensivist regarding patient management or potential transfer of a critically ill pediatric patient.

In the event that a patient transfer is required, CritiCall coordinates the process. If a patient transfer is required and the Academic Health Science Centre (AHSC) to which the calling hospital usually refers is not able to handle a patient transfer, the intensivist offers telephone consultation and support until a hospital that can receive transfer is located and the intensivist at that receiving AHSC is online.

The MOHLTC has funded this extramural Paediatric Critical Care Response Team (PCCRT) service through the four large AHSCs with Level III paediatric critical care services. This initiative is part of Ontario's Critical Care Strategy.

Further information is provided through a link on this week's Executive Update email.

For further information, contact Mary-Ellen Salenieks, CCRT Expansion Project, MOHLTC at maryellen.salenieks@uhn.on.ca or 416-340-4800 ext. 5946.



OHA Conferences

Advanced Certificate in Board Governance November 19 & 20, 2007 Mississauga

Today's hospital board members must be knowledgeable about advanced governance matters to better contribute to and influence the performance of their boards. This two-day course is designed for hospital trustees interested in enhancing their role and involvement within their board.

The course combines interactive scenario/case studies and presentations with peer collaboration. Following a brief review of core governance concepts, participants will discuss key strategic positioning and planning issues from both a hospital and LHIN perspective. Other key areas will also be examined, such as building physician capacity and ensuring financial viability. A look at balanced scorecards and performance indicators will help participants explore the board's ability to measure the hospital's success in meeting its strategic plan. The formal part of the course will end with an instructive presentation on scenario planning-how to anticipate and adapt to planned and unplanned scenarios. Participants will also listen to and engage in discussion with a hospital CEO and Board Chair on the important distinction between management and board responsibilities.

For further information, contact Josie Mazzola at jmazzola@oha.com or 416-205-1356.

Applied Research Methods November 26, 27 & 28, 2007 Toronto

This course combines a practical focus to applied research methods with an applications-oriented program. Participants will be able to directly apply course contents to a subject of interest within their organization through the development of a three-phase project. Instructional feedback throughout will help participants

ensure the successful undertaking of a research project by the course's conclusion. Ultimately, participants will be equipped with the skills to design and implement future in-house research projects.

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

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 *Canadian Patient Safety Institute's National Guidelines*

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OHA Conferences (continued)

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.

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 or 416-205-1309.

Building a Culture of Good Governance December 11, 2007 Toronto

This one-day governance program provides an interactive learning experience that incorporates authentic case studies from hospital and health governance settings with board simulations of a model hospital. Playing the role of hospital directors, participants will be required to make decisions based on information and deliberations within two simulation exercises.

Participants will also provide feedback to each other. These simulations have been designed to provide opportunities for experiential learning in boardroom behaviour, culture, processes and dynamics; individual self-evaluation (e.g., personal contribution and added value to the board or how one relates to other board members) and peer evaluation.

For further information, contact Josie Mazzola at jmazzola@oha.com or 416-205-1356.

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.



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