

Executive Report

September 19, 2007

Report from the OHA

Canadian Patient Safety Week: October 8 to 13, 2007

The goal of *Canadian Patient Safety Week* is to focus on the strong commitment Canadian health care providers have made to improving patient safety and developing cultures of patient safety within their organizations.

The 2007 campaign is focused on communication between and among patients, clients, consumers and caregivers. This year's theme is *Patient Safety: Be Involved. Ask. Talk. Listen.* During this week, hospitals are encouraged to promote patient safety initiatives, such as the Ontario Hospital Association's (OHA) *Your Health Care - Be Involved* campaign, and practice effective communication to maximize patient safety. For more information on *Canadian Patient Safety Week*, visit www.patientsafetyinstitute.ca, under "CPSW 2007," to access ideas on how you can be involved in promoting patient safety.

For further information about the "*Your Health Care - Be Involved*" campaign, contact Cyrelle Muskat at cmuskat@oha.com or 416-205-1316.

Daily Reports on the 2007 Provincial Elections

The OHA is pleased to provide members with a daily report featuring a summary of news releases from the province's three major political parties: the Liberal Party, the Progressive Conservatives and the New Democratic Party. Updates from the major polling firms leading up to the **October 10** Election Day will also be included. The report covers issues beyond health care to provide a comprehensive snapshot of the latest developments.

The reports are available to Members only and can be found on the OHA website at www.oha.com, under "Communications - Election Kits." A link is also provided in this week's Executive Update email.

For further information, contact Tamarah Harel at tharel@oha.com or 416-205-1346.

OHA Prepares for Post-election Government Relations

A special advisory group to the OHA Board of Directors has been established to develop a post-election strategy emphasizing important health care issues the new government should consider as it moves forward. The *Special Purpose Advisory Group on Post-Election Government Relations* will provide leadership and guidance to the OHA Board by looking at core fiscal, policy, legislative and regulatory priorities, strategic factors related to advancing these priorities, and member engagement to help inform the establishment of these priorities.

Members of the Advisory Group were selected to ensure a balanced and varied range of experience and perspectives and will include representation from the OHA Board and Executive; individuals with considerable expertise in fiscal, policy, legislative or regulatory issues affecting hospitals; and individuals with experience in the political process, public service, government relations or public life.

For further information, contact Anthony Dale, VP, Policy and Public Affairs at adale@oha.com or 416-205-1348.

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Report from the OHA (continued)

OHA HealthAchieve2007

Last Call for Submissions: *Small, Rural and Northern Award of Excellence*

The deadline for nominations is coming to a close for the OHA's second annual *Small, Rural and Northern Award of Excellence*. This award recognizes innovation and excellence in the delivery of patient care within a small, rural and/or northern hospital and is open to individuals or teams who are employees, medical staff, volunteers or trustees. The award will be presented at the *Rural and Northern Session* at OHA HealthAchieve2007 on **November 6, 2007**. All sponsors/nominees must submit a completed nomination form and supporting documentation available at www.srnhsospitals.com. Submissions must be received by the OHA no later than **Friday, September 28, 2007**.

For further information, contact Michelle Caplan at mcaplan@oha.com or 416-205-1391

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.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.

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 or 416-205-1361 or 416-205-1362.

Report on Health Care

Mt. Sinai Expansion to Improve Obstetrical and Neonatal Care

More women and infants will get better access to obstetrical and neonatal care with the expansion of Mount Sinai Hospital. The entire *Women's and Infants'* project will include new labour and delivery rooms, a new neonatal intensive care unit and level II nurseries, modern antenatal and post-natal units, and expanded ambulatory care space. It will expand the space by 40 per cent, thus increasing capacity to deliver more babies and provide state-of-the-art facilities that introduce new standards in design, efficiency and infection control.

The first phase of the project involves structural upgrades to the hospital and building a six-storey addition on top of the hospital's Murray Street west wing on University Avenue. The second phase, which will begin in spring 2009, will include the outfitting of the six-storey shell and associated renovations.

CKLAG Enhances Technological Capability

The Chatham-Kent Lambton Administrators Group (CKLAG) is a consortium of public sector organizations in Chatham-Kent and Sarnia-Lambton that work together to implement joint projects to reduce costs of services and programs offered.

The latest initiative resulted in enhanced technological capability, through a collaborative project, wherein seven member organizations of CKLAG have upgraded the wide area network (WAN). Among the organizations that participated in the venture were Bluewater Health and Chatham-Kent Health Alliance (CKHA). The WAN links the member agencies, providing new opportunities for sharing information and enhancing performance. This new technology supports the two member hospitals as they move forward with the government's direction to implement the electronic patient record.

The contract to build a fibre-optic network, connecting 185 sites from Wheatley to Grand Bend, was awarded in May 2007, with upgrades factored into the project over the next ten years to support continual delivery improvement.

CKHA Attends Recruitment Tour

Chatham-Kent Health Alliance (CKHA) unveiled a new exhibit at the *Health Professionals Recruitment Tour* as part of ongoing efforts to enlist medical students and residents. CKHA showcased its award-winning state-of-the-art technology to attendees, which has proven to be an important incentive to potential recruits.

As of April 1, 2007, CKHA has taken on the responsibility of family physician recruitment. This is in addition to specialist recruitment, which was spearheaded by CKHA and assisted by the former Chatham-Kent Medical Recruitment Division.

The tour, which runs from **September 16-20, 2007** is designed to provide opportunities for representatives from Ontario's 142 designated medically under-serviced communities to meet with medical students and residents, nursing students and other allied health care trainees at the medical schools in Ottawa, Kingston, Hamilton, London and Toronto.

Nursing Recruitment and Retention - Priority for ADMH and the Grove Nursing Home

Arnprior and District Memorial Hospital (ADMH) and the Grove Nursing Home (The Grove) will soon have many of their full-time nurses preparing for retirement. With the average age across the country for Registered Nurses (RN) between 50 and 54 years of age, ADMH and the Grove have a number of initiatives underway to retain nursing staff. Initiatives include a new nursing model of care, allowing RNs and Registered Practical Nurses (RPN) to have increased independence and accountability; establishment of a Nursing Professional Practice Committee in the spring of 2006 to encourage their involvement in changes to their practice; increased educational opportunities through conferences, workshops and courses; and a focus on recruiting of nursing students for clinical placements by nursing staff at job fairs, colleges and universities.

Executive Announcements

Dr. Jason Smith, an accomplished orthopaedic surgeon, joined Rouge Valley Health System in September 2007.

Report from Queen's Park

Better Access to Services for Seniors in Thunder Bay

The Centre of Excellence for Integrated Senior's Services (CEISS) in Thunder Bay will house 336 new long-term care (LTC) beds and 132 new supportive housing units as part of the government's investment in care for seniors.

CEISS will respond to the local populations' increasing demand for senior's care services. This opportunity developed from a decision by the City of Thunder Bay to return 300 municipally-run LTC beds to the province in January 2009. The facility will be built at St. Joseph's Care Group's Hogarth Riverview Manor site and will accommodate 336 new LTC beds, including 64 specialized behavioral beds to serve the northwest region; 132 new supportive housing units; community support services for an additional 150 clients; and enhanced services for existing supportive housing units. Construction is scheduled to begin in fall 2008 and be completed in 2010.

Government Moves to Protect Retirement Home Residents

Between January and March 2007, the government conducted a province-wide, 12-city public consultation tour on standards of care needed in the province's retirement homes. In June 2007, a report summarizing the consultation input was sent to participants, and posted on www.OntarioSeniors.ca.

The government is moving toward establishing new consumer protection legislation. They will be conducting a survey to determine the level of care

and services being purchased by residents of more than 700 retirement homes. The results will inform the drafting of retirement home regulations.

Stakeholders will also be consulted in the development of a standard, plain-language contract between retirement homes and residents. The contract will clearly detail what care and services are being purchased, and will inform consumers and their families about alternative, publicly funded services to help ensure they make fully informed choices about their care and accommodation options.

Collaboration Improves Patient Access to Health Care

The Ontario Telemedicine Network (OTN) has moved its data and applications to Smart Systems for Health Agency's (SSHA) secure data centres, providing OTN with the increased security and reliability its IT operations needed to facilitate the delivery of care for patients across Ontario. Telemedicine allows health care providers to deliver a wide variety of health services and transmit health information while eliminating the barriers of time, distance and geography.

With this sophisticated technical infrastructure in place in the SSHA data centre, OTN is able to: simplify scheduling and technical support, purchase less bridging hardware, create a single virtual service desk to provide technical assistance across the entire province, share e-mail files between its eight regional offices, deploy Voice over Internet Protocol phones to reduce long-distance charges, and deploy a single solution for administration.



OHA Conferences

Aboriginal Health Care Conference: Building Collaborative Partnerships for Health Prosperity
September 25, 26 & 27, 2007
Thunder Bay

Over the past few years, there has been an improved awareness and understanding of the importance of blending traditional healing practices and contemporary medicine in providing health care for Aboriginal peoples. This in-depth, multi-stakeholder conference will highlight opportunities for, and success stories on integration and coordination initiatives among health care providers in the north. This year's event will also include a "meet and greet" hosted by North West Local Health Integration Network (LHIN) staff and board members, as well as a screening of *Seeking Bimaadiziwin*, a docudrama about the challenges of youth in northwestern Ontario. The closing keynote speaker will be award-winning Aboriginal singer-songwriter, Susan Aglukark. The conference will also feature a poster display showcasing innovation and best practices in health care.

For further information, contact Joanne Grzywna
jgrzywna@oha.com or 416-205-1341.

Region 5 Annual Meeting and Educational Conference: Moving Health Care Forward in Times of Change
October 2 & 3, 2007
Stratford

This conference will provide an excellent forum for knowledge exchange and the sharing of best practices in order to foster dialogue and strengthen relationships among hospital board members, administrators and health care workers. Improving on patient care and efficiencies, customer service, quality and outcomes through electronic information systems is becoming more prominent in health care. Building upon these themes, this conference will cover: e-Health, order sets, leadership and good governance practices, hospital/trustee breakout sessions, a LHIN update, and alternate-levels-of-care (ALC) current challenges and strategies. This event will also feature a breakfast for Hospital CEOs and an open discussion forum for all Region 5 members to discuss current health care issues, challenges and solutions in southwestern Ontario.

For further information, contact Joanne Grzywna
jgrzywna@oha.com or 416-205-1341.

Emergency Preparedness: Responding to CBRN Incidents
October 10 & 11, 2007
Toronto

The OHA presents the following pre-conference workshop and conference as part of the Emergency Preparedness series. The sessions will provide attendees with a forum to learn about leading practices in Chemical, Biological, Radiological and Nuclear (CBRN) planning and response from local and international leaders.

Pre-Conference Workshop, October 10, 2007

Attendees have the opportunity to attend a half-day pre-conference workshop to participate in an Emergency Operations Centre tabletop exercise and a CBRN Decontamination Simulation. Attendance for this pre-conference workshop is limited and early registration is recommended.

Conference, October 11, 2007

Ontario hospitals play a role in responding to the health impacts of CBRN incidents, whether they are natural or deliberate in nature. As part of the MOHLTC emergency preparedness agenda, all hospitals that provide emergency/urgent care have received CBRN supplies and equipment, and should be in the process of completing their operational level training. The principles of the program include ensuring provincial standardization, inter/intra-operability, and consistent training across facilities.

For further information, contact Joanne Grzywna at
jgrzywna@oha.com or 416-205-1341.

**Region 2 Annual Meeting and Conference
Achieving Excellence through Leadership and Change: Strategies for Success**
October 11 & 12, 2007
Ottawa

Change is constant in today's health care environment, with health care workers facing increasing pressures. Hospital boards must build new relationships with their LHINs and meet new accountability challenges and responsibilities with Hospital Service Accountability Agreements (HSAAs) and patient safety and quality reporting requirements. Recognizing these current challenges, this

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OHA Conferences (continued)

year's conference will feature governance and community engagement discussion, hospital and trustee breakout sessions, and an update on LHINs. Guest speakers include Hugh MacLeod, Associate Deputy Minister, MOHLTC and Chris Edgelow, Sundance Consulting Inc. The conference will also feature a poster display showcasing innovation and best practices in health care.

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

Incident Management System (IMS) for Health Care Facilities October 22, 23 & 24, 2007 Toronto

This course is geared toward hospital staff directly involved in the development and operations of emergency management planning and procedures within their organization. It will be of interest to individuals with direct responsibility for safety and security and emergency procedures, including risk managers, senior administrators, critical care providers, emergency department staff and clinical educators.

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

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 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.

Correspondence Course in Fundamental Health Care Accounting November 2007 – May 2008

This correspondence course has been designed to provide non-management staff in health care finance, or those in related departments, with an opportunity to learn about basic accounting principles and procedures in Canadian health care facilities. The program goals and objectives are: to improve understanding of the application of *Accounting Principles and Accounting Guidelines* by the Canadian Institute for Health Information (CIHI); outline basic accounting theory and practice for internal controls and accounting procedures, and to provide a basic understanding of the financial revenue, expenditures and reporting in health care facilities. The correspondence course consists of nine lessons and a final exam.

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



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