

Executive Report

September 26, 2007

Report from the OHA

September ALC Survey Deadline Approaching

Chief Executive Officers should have received the most recent OHA alternate-levels-of-care (ALC) survey by email on September 17, 2007 with a request to respond by **September 28, 2007**. We strongly encourage all hospitals to respond to this survey and forthcoming ALC surveys. For further information, contact Lou Reidel at lreidel@oha.com or 416-205-1320

Update from the Information and Communications Standards Development Committee

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) received Royal Assent on June 13, 2005. The Minister of Community and Social Services is responsible for establishing and overseeing a process to develop and implement all accessibility standards under the AODA. Accessibility standards are established by regulations made by the Lieutenant Governor in Council. The Minister has established the Information and Communications Standards Development Committee (IC-SDC) to develop proposed accessibility standards that will ultimately be considered for adoption by regulation.

The IC-SDC has recently refined the guiding principles and long-term objectives for the Information and Communications Standard and continues to discuss an early working draft that will eventually be made available for public consultation.

IC-SDC is hoping to build on the experience of the recently introduced *Customer Service Standard Regulation* (Regulation 429/07) by defining accessibility measures that complement the Regulation, specifying requirements that enable organizations to know if they are in compliance, and identifying phased-in and realistic timelines that are consistent with the Regulation where possible.

For further information, contact Don Halpert, Chief Human Resources Officer, Thunder Bay Regional Health Sciences Centre at 807-684-7668 or Halpertd@tbh.net. Mr. Halpert is the Ontario Hospital Association (OHA) representative on the IC-SDC.



Register Online Before October 12, 2007!

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

There are three ways to register:

1. Register online by visiting www.ohahealthachieve.com
2. Mail a completed registration form along with payment to:
OHA HealthAchieve2007 Registration,
c/o Exposoft 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.

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Report from the OHA (continued)

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.

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.

The SRN Award of Excellence Deadline is this Friday

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.srn-hospitals.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

Call for Nominations: Communicator of the Year Award

The OHA is pleased to request nominations for the seventh annual *Communicator of the Year Award*. The award recognizes outstanding contributions to hospital or provincial health communication initiatives. Selection criteria are based on service, innovation, leadership and excellence. The award will be presented at the OHA’s Community Affairs and Communications Network (CACN) session at OHA HealthAchieve2007 on November 5, 2007.

Included in this week’s OHA Executive Update e-mail is a nomination form, with a deadline of **October 12, 2007** for all submissions.

For further information or copies of the nomination form, contact Pam Springer at pspringer@oha.com or 416-205-1345.

Report on Health Care

Canada's First Hospital-based Solar Thermal Energy Site to be Installed at SickKids

The Hospital for Sick Children (SickKids) is installing a new solar panel system on the hospital's Atrium roof in order to reduce energy costs and greenhouse gas emissions. The solar energy system will supplement SickKids' hot water system by gathering the sun's energy to heat water for domestic use in the hospital.

Ninety-two collectors, also known as solar panels, are being installed along with 480 gallons of storage volume. The collectors transfer heat to storage tanks via a heat exchanger. The tanks allow the system to continue to collect solar energy when building demand is low. Therefore, the collected solar energy can then be used at times of peak usage when the sun is not necessarily shining. Conventional water heating systems remain online for cloudy days.

Physicians to Share Images and Reports through a Diagnostic Imaging Repository

The *Hospital Diagnostic Imaging Repository Services (HDIRS)* is a new not-for-profit company charged with the responsibility of creating and managing a shared diagnostic imaging repository for 23 hospitals in Ontario, including the Southlake Regional Health Centre (Southlake). The HDIRS Board, chaired by Southlake's President and CEO, Dan Carriere, will soon be recruiting a general manager to establish the repository. Once operational, the repository will allow physicians throughout Ontario to share diagnostic images and reports, regardless of which hospitals have performed the tests.

HDIRS is the successor organization to the *TEN DI PACS Project* and represents another step toward creating a Canada-wide interoperable electronic health record (eHR).

National Network of Clinicians to Share e-Health Experiences with Peers

Physicians, nurses and pharmacists from nine provinces came together on September 15, 2007 to launch the *Clinician e-Health*

Support Network: A peer-to-peer initiative, which brings together a group of health care providers who will provide hands-on support to colleagues in their respective jurisdictions to help them address challenges and uncover the opportunities and efficiencies associated with e-Health.

Members of the support network will assist their clinician colleagues who are contemplating the use of eHR solutions by providing individual demonstrations of eHR technology, ongoing support and mentoring, guidance in goal setting and prioritizing, and on-site and remote support. With more and more clinicians recognizing benefits e-Health, this initiative is an important next-step in connecting peers and helping answer questions and share experiences from a perspective they can relate to.

Life-support Monitoring System at Bloorview a First in Canada

Children at Bloorview Kids Rehab (Bloorview) who use ventilators to breathe are the first in Canada to benefit from a rigorous alarm system that combines wired and wireless technology to alert staff when they experience airway problems. The Bernoulli monitoring and notification system identifies problems and automatically forwards alarms with visual and sound alerts to a desktop computer at the central nursing station and to pagers carried by a respiratory therapist and clinical nurse leader. Previously, hearing the alarms was sometimes an issue and the nurse responding had to take the extra step of calling for support from a respiratory therapist and clinical nurse leader.

The Bernoulli also monitors client oxygen levels and offers wireless monitoring of patients' life-support systems when they're in wheelchairs on the unit or in Bloorview's school. A future goal is to work with the manufacturer to develop a remote surveillance system that allows clients to move freely throughout the building and on the property outside. The new system provides richer information and feeds it electronically into Bloorview's computer system, reducing the amount of manual checking and documenting. The system also stores messages which allows trends in a child's medical problems to be tracked and analyzed.

Executive Announcements

The Canadian Healthcare Engineering Society (CHES) is pleased to announce **Wayne McLellan**, Director of Engineering Services at Chatham-Kent Health Alliance as the recipient of the *2007 Hans Burgers Award for Outstanding Contribution to Healthcare Engineering*.

Dr. Louise McNaughton-Filion has been named the Emergency Department (ED) Lead for the Champlain Local Health Integration Network (LHIN) region. As ED lead, she will help implement the province's plan to increase access to ED services and reduce wait time in emergency rooms.

The Honourable **Tony Clement**, federal Minister of Health, announced the appointment of **Christopher Loomis** to the Canadian Institutes of Health Research (CIHR) Governing Council for a three-year term on September 24, 2007.

Report from Queen's Park

New Regulations for Nurse Practitioners

The College of Nurses of Ontario (CNO) now has the authority to regulate three new Nurse Practitioner (NP) specialties in the Extended Class: NP-Paediatrics, NP-Adult and NP-Anaesthesia. These are in addition to the NP-Primary Health Care role, which has been regulated since 1998. On August 29, 2007, the Government of Ontario approved amendments to regulations under the *Nursing Act*. These changes may affect employers, including hospitals. In addition to introducing the new practice specialties, the regulations also protect the title Nurse Practitioner. Now, only nurses registered as RN(EC)s can use the Nurse Practitioner title. RNs and RPNs in the General Class cannot use the title Nurse Practitioner. Regulations under the *Public Hospitals Act* allow RN(EC)s to order diagnostic tests and prescribe for outpatients of the hospital. This legislation does not apply to hospital inpatients.

CNO expects to register nurses in NP-Adult and NP-Paediatrics in 2008. The requirements for registration in NP-Anaesthesia are in the developmental stages.

NPs are registered nurses with additional educational preparation and experience who possess and demonstrate the competencies to autonomously diagnose, order and interpret diagnostic tests, prescribe pharmaceuticals and perform specific procedures within their legislated scope of practice (*Canadian Nurse Practitioner Initiative*, 2005).

CNO will continue to collaborate with stakeholders, including the OHA, to ensure the dissemination of timely, accurate information regarding the new regulations. For further information, please visit: <http://www.cno.org/for/rnec/index.htm>

Special Panel to Discuss Government Accountability

On October 31, 2007, Commissioner **Ann Cavoukian** is organizing a special luncheon at the Dominion Club in Toronto to further draw attention to Ontarians' right to know what elected and appointed officials are doing - and why. The Commissioner will serve as the moderator of a panel that includes three Officers of the Legislature: Justice **Sidney B. Linden**, the recently appointed Conflict of Interest Commissioner; **Andre Marin**, Ontario's Ombudsman; and **Jim McCarter**, Auditor General of Ontario. The event is part of the *Right to Know Week* in Canada, marking its second year this week.

The *Right to Know Week* in Canada is sponsored by federal and provincial Information and Privacy Commissioners, to raise awareness of the public's right to access government-held information. This special week is based on the international *Right to Know Day* held on September 28, 2007.



OHA Conferences

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. 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 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, Ministry of Health and Long-Term Care (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.

Board Secretaries Certificate in Good Governance October 19, 2007 Toronto

An increasing emphasis on accountability in the hospital sector requires hospital trustees to ensure that they are fully engaged in their governance role. Corporate secretaries play a critical role in ensuring effective oversight by supporting health care boards and senior management.

This workshop will focus on the governance recommendations and best practices included in the *Guide to Good Governance* (the Guide). Workshop participants will have the opportunity to learn about governance principles and directors' fiduciary duties. The participants will also have the chance to identify specific issues they face in supporting the board's governance role, and learn how to adapt the templates and specimens included in the Guide to suit their own hospital requirements. For further information, contact Josie Mazzola at jmazzola@oha.com or 416-205-1356.

Certificate in Leading Board Committees October 23, 2007 Toronto

This one-day certificate course is designed to assist incoming committee chairs and/or existing chairs in fulfilling their leadership roles. The course is a combination of lecture and

interactive scenario/case studies, and covers topics such as the current health care landscape, the role of board committees – including that of the committee chair, relationship management, meeting management, risk management and the skills required to lead high performing committees. Participants will benefit from the insights of their peers as well as governance experts on how to successfully fulfill their leadership role and serve as effective team members on their boards. For further information, contact Josie Mazzola at jmazzola@oha.com or 416-205-1356.

Certificate for Implementing the *Guide to Good Governance* – Region 1 November 23, 2007 Sudbury

This one-day certificate program is designed to provide participants with a deeper understanding of the factors influencing good governance. Participants will identify areas for improvement in the functioning of their boards and create a board governance development plan. This program will be of particular benefit to board chairs, chairs of the governance committees and corporate secretaries/administrative supports to the board. Topics include evaluating performance of board roles, board quality, and board structures and processes. 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.

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OHA Conferences

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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, MOHLTC 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 or 416-205-1314.

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.

Strategic Human Resources Annual Symposium

Maximizing Your Organization's Performance: Engaging the Workforce from the Frontline to Management

December 10 & 11, 2007
Toronto

Human resources (HR) professionals have made great strides in gaining status as a strategic partner in the boardroom and serve as a vital component to developing a competitive edge. As health care organizations work within tight budgets and are pressed to meet the needs of increasing patient volumes and expectations, organizations are turning to their employees to find untapped productivity to meet these demands.

As the competition for talent heats up, leading edge HR practices are a must. Highly-skilled and engaged employees are considered a crucial advantage in today's competitive market, making talent management one of the top issues facing HR professionals. This conference is designed for health care leaders who believe their employees drive their organization's success. Participants will learn from experts who will demonstrate how to optimize an organization's most precious resource - its employees. Engaging speakers and facilitated group discussions will provide attendees with the opportunity to learn how to develop their own programs and strategies for their organization. For further information, contact Sara Simone at ssimone@oha.com or 416-205-1314.



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