

# Executive Report

July 30, 2008

## Report from the OHA

### *Your Guide to Critical Care Educational Webcast Series Launched*

The Ontario Critical Care Strategy, in partnership with the Ontario Hospital Association (OHA), has launched an educational video series for patients and families. The goal of the series is to provide appropriate education regarding critical care: what to expect in the Intensive Care Unit (ICU), how to care for oneself and loved ones, how decisions regarding treatment goals are made, what questions to ask, and the resources available to meet common informational needs at a critical time for patients and their families.

The information is presented by some of Ontario's health care professionals working in critical care environments. These professionals are committed to sharing their knowledge so that patients and families can better understand the ICU. The videos are not intended to replace the conversations that take place between the patient, his or her family/loved ones and the ICU team.

This series was developed as part of the Ethical Issues of Access component of the Critical Care Strategy under the leadership of Dr. Laura Hawryluck, Physician Lead for Ethical Issues of Access and Nathalie Danjoux, Senior Policy Analyst with the Strategy. It is an innovative resource available in both French and English and is the first educational series of this kind for patients and families. The webcast can be viewed in its entirety, or in segments, from the comfort of a patient's home.

DVD copies of the series will be distributed later this fall to all ICU Directors/Managers in Ontario for viewing in ICU patient waiting areas. Posters will also be delivered for display.

To view the video, visit the Critical Care Strategy website at [www.health.gov.on.ca/criticalcare](http://www.health.gov.on.ca/criticalcare), under "Your Guide to

Critical Care - Educational Webcast Series." Your feedback is important in helping to inform the development of future educational initiatives through this strategy.

For further information, contact Heather Stewart at 416-205-1321 or [hstewart@oha.com](mailto:hstewart@oha.com).

### *OHA to Host Benefit Plan Insurance Policy Tutorial*

The OHA will be hosting a special educational teleconference on **August 6, 2008**, from 9:00 to 10:00 a.m., that will focus on clarifying OHA Benefit Plan members' insurance policies. Plan members should have already received the first draft of their insurance policy from Desjardins Financial Security (DFS). This teleconference will be an opportunity for members to walk through the policy, clarify terms, and learn more about the policy's relationship to collective bargaining and the OHA benefit brochures. Both the OHA and DFS teams will be participating in the teleconference. OHA Benefit Plan members and their advisors are invited to listen in on this important session.

The next regularly scheduled *Benefit Beehive* teleconference on **August 20, 2008** - open to OHA Benefit Plan members only - will review the information covered in the August 6 tutorial and will follow-up on any outstanding policy questions.

Detailed information regarding this tutorial teleconference will be emailed to OHA Benefit Plan members and their advisors in the coming days.

For further information, contact Terry Siriska at 416-205-1397 or [tsiriska@oha.com](mailto:tsiriska@oha.com).

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# Report from the OHA (Continued)

## Proposed Regulation under LHSIA to Target Aboriginal Peoples and Communities

On July 26, 2008, the Ministry of Health and Long-Term Care (MOHLTC) published a proposed regulation under the *Local Health System Integration Act, 2006* (LHSIA, 2006) in the *Ontario Gazette*.

The proposed regulation provides guidance to the Local Health Integration Networks (LHINs) regarding their Aboriginal community engagement activities. Section 16 of LHSIA, 2006 provides that “each LHIN shall engage the community of diverse persons and entities involved with the local health system about that system on an ongoing basis, including about the integrated health service plan and while setting priorities.”

As part of their community engagement, subsection 16(4) requires the LHINs to engage the Aboriginal and First Nations health planning entity for the geographic area of the LHIN that is prescribed by regulations.

The OHA has drafted a *Legislative Update* outlining the key provisions of this proposed regulation, and guidelines for providing a written submission to the MOHLTC. A link to the update is provided in this week’s *Executive Update* email.

For further information, contact Melissa Radolli at 416-205-1322 or [mradolli@oha.com](mailto:mradolli@oha.com).

## MOHLTC Introduces ED/ALC Pay-for-Results Program

A key part of the provincial government’s \$109 million investment toward emergency department (ED) and alternative-level-of-care (ALC) challenges announced on May 30, 2008, is the implementation of the new ED Pay-for-Results Program under Ontario’s Wait Time Strategy (WTS).

There are 23 hospitals designated to receive a one-time performance improvement funding incentive for the 2008/09 fiscal year as part of the program. ED Pay-for-Results funding is intended to enable the LHIN to reduce ED length-of-stay

and improve patient satisfaction at these designated hospitals. The 23 hospitals have been working with their LHIN and other health service providers within the LHIN to develop a Pay-for-Results Action Plan. The action plan will describe the LHIN’s strategy to improve performance at these designated hospitals within the LHIN, and satisfy all the other conditions of Pay-for-Results funding.

The OHA will continue to work in partnership with Ontario’s WTS to plan a fall 2008 teleconference briefing with all hospitals regarding the ED Pay-for-Results funding.

For further information, contact Heather Stewart at 416-205-1321 or [hstewart@oha.com](mailto:hstewart@oha.com).



## Early Registration can Save You up to \$125

Take advantage of the early registration discount and save up to \$125.00 if you register by **Friday, September 12, 2008**. HealthAchieve2008 will take place on **November 3, 4 and 5, 2008**, at the Metro Toronto Convention Centre. Delegates are encouraged to register online by visiting [www.healthachieve.com](http://www.healthachieve.com)

Book early to ensure your choice of hotel during your stay in Toronto. When making a hotel reservation, identify yourself as a delegate attending HealthAchieve2008 to qualify for the special hotel rates.

For further information regarding registration, program and exhibit floor information and hotel accommodations, call 416-205-1361/416-205-1362 or email [healthachieve@oha.com](mailto:healthachieve@oha.com).

# Report on Health Care

## TSH Enhances Patient Services

The Scarborough Hospital (TSH) is receiving a capital grant of up to \$6.52 million for the redevelopment of the diagnostic imaging department and completion of the concourse level from the Ontario government. This redevelopment will help reduce wait times and improve access to health care at the hospital.

The diagnostic imaging department is part of the hospital's Emergency and Critical Care Centre project which includes an expanded emergency department, a 14-bed intensive care unit and an 8-bed critical care unit. The project is expected to be completed in early 2009. Diagnostic imaging services that will be provided in the redeveloped diagnostic imaging department include radiology, ultrasound, nuclear medicine, and cardiac diagnostic services.

With this announcement, the government is investing more than \$61.5 million in capital funding to redevelop the Emergency Critical Care Wing (ECCW) at the hospital's general site.

## HDGH and ONA Resolve Grievance

On July 21, 2008, the Ontario Nurses' Association (ONA) and the Hôtel-Dieu Grace Hospital (HDGH) announced that the grievance filed by ONA following the deaths of Lori Dupont and Marc Daniel has been resolved. In settling the grievance, HDGH and ONA reaffirmed their mutual, unqualified commitment to maintain a workplace which is free from violence and reiterated their commitment to support the hospital's Violence Prevention Program. HDGH also reaffirmed its commitment to implementing all of the recommendations from the Coroner's Inquest which are within its legal scope. In turn, ONA agreed to support the implementation of the recommendations at the hospital.

The joint communiqué can be accessed through the HDGH ([www.hdgh.org](http://www.hdgh.org)) and ONA websites ([www.ona.org](http://www.ona.org)).

## Hands-free Communicators Help Improve Patient Care

Kingston General Hospital (KGH) continues to press forward with hospital-wide implementation of a wireless, hands-free

communication system that more easily locates staff and equipment. The Vocera Communication System is a small lightweight device – about the size of a granola bar – that is worn below the collar and allows users to communicate with fellow staff using naturally spoken commands at the push of a button. The system can be used to contact other users, internal and external telephone extensions as well as pagers.

A successful six-week trial and concurrent research study on a busy post-surgical inpatient unit in 2007 showed the staggering time savings for staff. The overall time spent on key communication activities was reduced by 25% during an eight-hour shift. In addition, the time spent looking for others was reduced by 45%, and time spent responding to phone calls was reduced by 61%. As a result, KGH approved the system for all frontline caregivers including registered nurses, patient care assistants, physicians and unit clerks throughout the hospital. By the end of this summer, about 1,800 of the hospital's staff will be equipped with the badges.

## Low Tolerance, Long Duration Rehabilitation Introduced at Toronto Rehab

The Toronto Rehabilitation Institute (Toronto Rehab) is undertaking a series of new initiatives, including low tolerance, long duration rehabilitation (rehab). This new approach to rehab for selected patients was launched in the spring of 2007 at the E.W. Bickle Centre for Complex Continuing Care.

The program provides a longer course of treatment than traditional high-tolerance rehab and is delivered in shorter therapy sessions. This type of rehab is in its infancy and Toronto Rehab is an early innovator. The program is for patients whose health is compromised by several illnesses or injuries that cause them to be medically complex, and lack the strength and endurance for regular rehab.

The aim is to try to get patients home, to assisted living in the community, to a nursing home, or to a point where they can tolerate high-intensity rehab. Without this opportunity, many of these patients would remain indefinitely in hospital or a chronic care environment.

# Executive Announcements

Chris Renaud was appointed Vice President, Strategic Planning and Architecture, Smart Systems for Health Agency (SSHA).

Joseph Brant Memorial Hospital welcomed Peter Vankessel as Chair of Joseph Brant's Board of Governors.

The Huron Perth Healthcare Alliance Board of Directors announced the appointment of Leslie Showers as its new Chair, effective June 19,

2008. The Board also welcomed two new directors, Brock Hueston and Rena Spevack.

## Report from the Capitals

### \$ 4.4 Million Investment Aimed at Improving the Mental Health of Canadians

Funding of \$4.4 million from the Canadian Institutes of Health Research (CIHR) will support three research teams investigating how to improve the application of mental health research. The Mental Health Commission of Canada (the Commission) is contributing \$250,000 to one of the projects.

CIHR and the Commission have both identified a pressing need for mental health research in Canada. This funding is essential because, ultimately, the results will help health service providers, educators and others meet the multifaceted needs of people who suffer from mental health problems.

The principal investigators and their respective projects are being funded for a period of five years; they are:

- John Walker (University of Manitoba) will examine how Canada can support young adults with anxiety and depression to obtain effective forms of help.
- Melanie Barwick (The Hospital for Sick Children) will develop and evaluate an innovative implementation model to bring evidence-based practices into both the children's mental health and education sectors.
- Alison Niccols (McMaster University) will work with addiction centres' staff and researchers to ensure women with substance use issues and their children receive the best services/treatments.

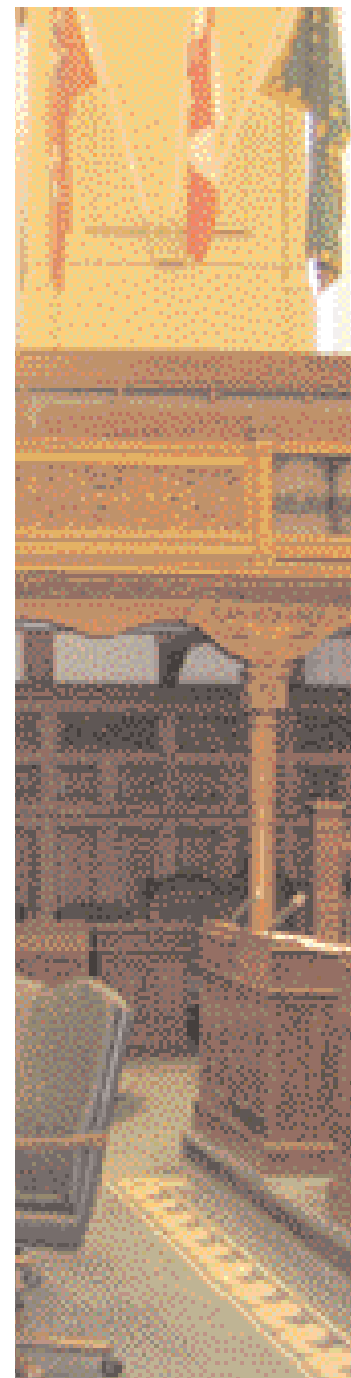
With this funding, these research teams will develop strategies and guidelines to address mental health issues and will strive to change perceptions and attitudes towards mental health conditions.

### Report on Medical Isotopes Shortage Released

On July 28, 2008, Federal Minister of Health Tony Clement, welcomed the report of an ad hoc advisory group of health specialists that has been looking at ways to minimize potential disruptions of medical imaging services related to the isotope supply. The ad hoc health experts working group included a group of health specialists and experts from the field of nuclear medicine. The working group was convened by Health Canada in December 2007 during the prolonged shutdown of the National Research Universal nuclear reactor at Chalk River. The group provided valuable information on the health care impacts of the resulting isotope shortage. Once the reactor was restarted and the supply of medical isotopes returned to normal, the group began work on lessons learned from the situation.

The working group recommended that the federal government and other key players minimize the potential for future shortages; mitigate patient care consequences should shortages occur; and establish a nationwide plan to co-ordinate the supply, distribution and management of medical isotopes. The panel's recommendations go beyond areas solely under federal jurisdiction to suggest actions that could be taken by the many different players involved.

The full report, *Lessons learned from the shutdown of the Chalk River reactor*, is available on the Health Canada website at [www.hc-sc.gc.ca](http://www.hc-sc.gc.ca), under "Health Care System - Reports and Publications - Quality of Care."



# OHA

# Conferences

## Adult Education: Leadership and Learning in the Knowledge Organization

September 8, 9 & 10, 2008  
Toronto

This program will teach participants how to apply adult learning principles to workplace settings. This is a critical survival skill for anyone who leads instructional sessions; regularly makes presentations; provides information or directions to staff, peers, clients or patients; is interested in fostering “learning organization” principles in their work group; or who simply wants to learn more about the nature of learning and how it fits in today’s rapidly changing organizations. Register soon because space is limited. For further information, contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com.

## Certificate in Leading Board Committees

September 9, 2008  
Toronto

This one-day course is designed for incoming committee chairs and/or existing chairs to assist them in fulfilling their leadership roles. The course is a combination of lecture and interactive scenario/case studies covering topics such as the current health care landscape, the role of board committees and the committee chair, relationship management, meeting management, risk management, and the skills required to lead high-performing committees. Participants will benefit from discussions and insights from both their peers and governance experts on how to become effective leaders and team members on their boards. For further information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

## Health Care Governance Forum

September 16 & 17, 2008  
Toronto

Today, almost 3,500 Ontarians serve as trustees of their local hospitals, bringing with them the voices and perspectives of their neighbours to help determine how their hospital operates. Any organization that embraces openness and accountability as readily as Ontario’s hospitals, must also manage the tensions that may arise during public debates about complex issues. These debates, along

with strict reporting requirements, quality, and other accountability measures have made hospital trustee leadership more important than ever. This conference provides a valuable opportunity for trustees to network, learn and share best practices with colleagues.

This year’s conference will begin with Longwoods Publishing’s *Breakfast with the Chiefs* featuring Dr. Alan Hudson, Lead of Access to Services and Wait Times, MOHLTC. A number of thought-provoking presentations will include topics such as working in a LHIN environment, community engagement, CEO pay for performance, and physician relationships. For further information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

## Region 5 Annual Meeting and Education Conference: New Skills, New World - The Future of Health Care

October 2 & 3, 2008  
Stratford

This year’s conference will focus on hospitals of the future and will address topics such as ethics, technology, e-Health, public reporting and quality of care, the future of *The Public Hospitals Act*, and include breakout sessions focusing on topics such as evaluating Chiefs of Staff and the physician-hospital relationship.

OHA President and CEO Tom Closson will also look at health care providers in the world of LHINs, and keynote closing speaker, Nick Bontis, Director, Institute for Intellectual Capital Research will discuss “Leader-shift: Thriving in 2020.” Register early, as the block of rooms at the Arden Park Hotel will be released on **August 15, 2008**.

A conference bonus includes a half-day governance session on the *Certificate in Leading Board Committees*; participants will receive a Governance Centre of Excellence (GCE) Certificate upon completion of the course. For further information, contact Joanne Murphy at 416-205-1341 or 1-800-598-8002, ext. 1341, or jmurphy@oha.com.

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# OHA Conferences (continued)

## Designing and Delivering Effective Education Programs

October 2, 3, 6, 7 & 8, 2008

Toronto

There continues to be a demand for high quality continuing education, orientation and patient education programs in acute care, long-term care and community settings. This has resulted in a need for professionals with the design and implementation skills to provide these services.

The OHA and the Registered Nurses' Association of Ontario (RNAO) present this five-day program primarily directed at registered nurses and other health care professionals leading education programs for both staff and patients in hospitals, long-term care homes, community agencies, community colleges and professional organizations. The course is designed to be highly interactive and experiential in nature. There will be an opportunity to share the experience and expertise of the group with a focus on becoming better educators and life-long learners. For further information, contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com.

## Correspondence Course in Fundamental Health Care Accounting

November 2008 - May 2009

This correspondence course has been designed to provide non-management staff in health care finance or other 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 provide an opportunity to understand and learn at a basic level, the application of Accounting Principles and Accounting Guidelines by the Canadian Institute for Health Information (CIHI); to provide a basic awareness of accounting theory and practice for internal

controls and accounting procedures; and to provide a basic understanding of 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 416-205-1309 or mbavaro@oha.com.

## Patient Safety Course

November 20 & 21, 2008

Toronto

The goal of this course is to provide both theoretical knowledge regarding patient safety, as well as tools, case studies and examples of applications in a variety of settings. Patient safety principles and evidence-based patient safety practices are presented to assist health care providers and organizations in developing patient safety programs. For further information, contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com.

## Emergency Exercise Design

December 8, 9 & 10, 2008

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 weakness of each type of exercise will be discussed, as well as the requirements for their design and staging. For further information, contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com.



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## Executive Report

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