

# Executive Report

April 23, 2008

## Report from the OHA

### Potential Regulations for Medical Laboratory Assistants and Technicians Under the RHPA

In 2005, the College of Medical Laboratory Technologists of Ontario (CMLTO) made a formal request to the Minister of Health and Long-Term Care to initiate the process of regulating medical laboratory assistants and technicians under the *Regulated Health Professions Act (RHPA)*. The primary reason for the request was stated as the CMLTO's obligation to serve and protect the public interest.

In 2007, the Research Strategy Group conducted a survey on behalf of the Ontario Society of Medical Technologists (OSMT) to address the question of whether it would be appropriate to regulate laboratory assistants and to examine this issue based on the nine criteria established by the Health Professions Regulatory Advisory Council (HPRAC) which are used to determine if a profession should be regulated.

After gathering and analyzing relevant information from stakeholders and all levels of laboratory personnel, the Research Strategy Group published the *Report on research survey to explore the issues related to the potential regulation of medical laboratory assistants and technicians under the Regulated Health Professions Act (February 2008)*. The report highlights the results of the study and helps the OSMT and other key stakeholders gain better insight into whether or not regulation is in the public interest and also helps determine appropriate strategies for the future.

Based on the results of the survey, the following four recommendations were made by the OSMT:

- The pursuit of regulation for lab assistants should be approached methodically and with caution to ensure

a comprehensive understanding of the implications regulation would have to the profession and to the public;

- Explore other avenues to address the incidence of pre-analytical errors to provide insight into best practices;
- Training and entry-level standards should be put into place; and
- Recognition of the OSMT Medical Laboratory Assistant/Technician (MLA/T) certification as the standard entry-to-practice requirement.

Visit [www.osmt.org](http://www.osmt.org), under "Lab Assistant Issues" to download a copy of the report. For further information, contact Laurie Cabanas at 416-205-1442 or [lcabanas@oha.com](mailto:lcabanas@oha.com).

### GLC Call for Nominations

The Ontario Hospital Association (OHA) is pleased to announce a call for nominations for its Governance Leadership Council (GLC). The council provides external expert service and counsel to the OHA Board of Directors on the strategies required to ensure successful implementation of the OHA's governance program under the auspices of the Governance Centre of Excellence (GCE).

All nominees for the council should meet the following criteria:

- Have a distinguished track record in corporate governance and a solid understanding of best practices in corporate governance in the private or not-for-profit sectors in Canada;
- Have a strong understanding of the not-for-profit sector;

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# Report from the OHA (continued)

- Have effective communication skills; and
- Are able to volunteer their time to meet at least four to five times a year.

Council members should also have specific skills and expertise, including:

- Demonstrated leadership with governance renewal in the hospital and broader health sector;
- Demonstrated leadership with corporate governance reform in the private sector;
- Finance and audit expertise;
- Legal expertise;
- Government experience in dealing with governance and accountability of transfer-payment agencies;
- Demonstrated academic achievement in relation to governance and accountability; and/or
- Expertise in governance performance indicators and performance reporting.

The nomination deadline is **Wednesday, May 14, 2008**.

If you are interested in submitting a nomination or require further information, contact Mary Romero at 416-205-1434 or [mromero@oha.com](mailto:mromero@oha.com).



## Former Governor General of Canada to Speak at Rural and Northern Session

The Rt. Honourable Adrienne Clarkson will be speaking at the *Rural and Northern Health Care* session on **Tuesday, November 4**. Clarkson has been universally acknowledged as having revitalized the office of the Governor General. While Governor General, she travelled the country, articulating a concept of compassionate citizenship, providing compelling insights into our shared history, and engaging Canadians in a spirited dialogue about the common good. In the process, she continued to promote

Canadian culture, bilingualism and the arts with passion and imagination.

Born in Hong Kong, Clarkson came to Canada as a refugee during the war in 1942 and settled with her family in Ottawa. She began her award-winning career at the CBC in 1965 and was recognized with successively more challenging assignments as writer, producer, director and host. She is also a successful author. In her number one, best-selling autobiography *Heart Matters*, she chronicles an astonishing journey through triumph and turmoil.

Clarkson has been recognized for her outstanding contributions, including being honoured as an Officer of the Order of Canada in 1992, and becoming Chancellor and Principal Companion of the Order upon her appointment as Governor General in 1999.

Visit [www.ohahealthachieve.com](http://www.ohahealthachieve.com) for more information.

## Rates for the 2008 Official Hotels

Mark your calendars for HealthAchieve2008, taking place on November 3, 4 and 5 at the Metro Toronto Convention Centre (MTCC). Book your accommodations early to ensure your choice of hotel. When making hotel reservations, be sure to identify yourself as a delegate attending HealthAchieve2008 to qualify for the special hotel rates.

The rates for this year's official hotels are:

- InterContinental Toronto Centre: \$225 (Single/Double Room) and \$245 (Triple Room);
- The Fairmont Royal York: \$189 (Fairmont Room);
- Hilton Toronto: \$189 (Single/Double Room);
- Renaissance Toronto Downtown: \$175 (Single/Double Room); and
- Holiday Inn on King: \$181 (Single/Double Room).

Visit [www.ohahealthachieve.com](http://www.ohahealthachieve.com) for more information or call 416-205-1361.

# Report on Health Care

## CMHA's *Mental Health Week* 2008

The Canadian Mental Health Association's (CMHA) 57th *Mental Health Week* will take place May 5 through 11, sponsored by Desjardins Financial Security. This year's theme is *Mental Health: Make it Your Business* and focuses on the role that employers and businesses can play in making their workplace a mentally healthy and productive environment. The national awareness week provides Canadians with many opportunities to find out more about the importance of mental health, and how to achieve it in our daily lives.

## Hospital is North American Demo Site for Digital Mammography Technology

The Hotel Dieu Hospital in Kingston (HDH) recently unveiled a state-of-the-art "Giotto" digital mammography system, a powerful new tool in the fight against breast cancer that will increase the chances of catching and diagnosing the disease at its earliest and most curable stage. The research clearly shows that digital mammography is more sensitive than film in picking up breast abnormalities. This new technology has demonstrated a statistically significant increase in the pickup of cancer in women under age 50 and in women with mammographically dense breasts, which are hard to analyze on film. Along with superior accuracy, patients will also benefit from the speed of the new technology, along with fewer re-takes and reduced radiation dosage. Patients can also expect a more comfortable experience. The electronic images are viewed, transmitted and archived via computer.

HDH is the only hospital in North America acting as a demo site for the full-field digital mammography technology developed by Internazionale Medico Scientifica (IMS), an Italian company specializing in mammography equipment.

## New Psychosocial Care Program for Cancer Patients Provides Comprehensive Treatment

The Ottawa Hospital has received funding for the development of a Psychosocial Oncology Program (PSOP) for cancer patients. The multi-disciplinary program provides services to enhance and

support medical care by treating the psychosocial and rehabilitation functioning of an individual. It provides a continuum of care by combining inpatient and outpatient services which will include dietitians, social work, a clinician/scientist psychologist, physiotherapy, occupational therapy, speech language pathology and an exercise specialist.

## Temporary Radiation Clinic at RVH Brings Cancer Care Closer to Home

Hundreds of cancer patients throughout Simcoe-Muskoka can now get their lifesaving radiation treatment closer to home with the Royal Victoria Hospital's (RVH) officially-opened temporary radiation clinic, which will treat about 400 cancer patients annually. The unit - currently the only radiation facility between Toronto and Sudbury - will continue to treat patients at RVH until the new Simcoe-Muskoka Regional Cancer Centre opens in 2011. RVH's single radiation machine facility began treating patients with breast, prostate and gastro-intestinal cancer on April 1st. This means a typical patient will save 35 difficult trips to Toronto for treatment.

The state-of-the-art facility is the result of a strong partnership between RVH, the Ministry of Health and Long-Term Care (MOHLTC), Cancer Care Ontario (CCO), and the Odette Cancer Centre at Sunnybrook Health Sciences Centre (Sunnybrook). The provincial government invested \$6.1 million in the facility, while an inter-professional radiation oncology team from Sunnybrook assisted in developing RVH's radiation program. Sunnybrook staff members continue to provide joint leadership and expertise for the radiation treatment services at RVH.



# Executive Announcements

**Sharon Pfaff**, Chief Executive Officer (CEO), Consolidated Health Information Services (CHIS) has been appointed as Deputy Chief Information Officer at CCO effective May 20, 2008

Paediatric cardiologists **Dr. Herschel Rosenberg**, **Dr. Eva Welisch** and **Dr. Ralf Rauch** have

recently joined the Children's Hospital at London Health Sciences Centre, and will begin in late summer 2008.

**Christene Ferguson**, Director of Patient and Resident Services and Chief Nursing Executive for the Arnprior and District Memorial Hospital and Grove Nursing Home,

has received the prestigious *2008 Leadership Award in Nursing Administration* from the Registered Nurses Association of Ontario (RNAO).

**Jennifer Bowman** was appointed Vice President (VP) of North York General Hospital in January 2008; and **Nizar Ladak** assumed the

position of VP and Chief Information Officer in late March 2008.

**Jacquie Schleifer Taylor** was appointed as VP, Quality, Standards and Performance at Women's College Hospital effective April 28, 2008.

## Report from Queen's Park

### Ontario Celebrates Innovation in Health Care

A program that allows cancer patients to enter their symptoms via the internet, a mobile health clinic in Northwestern Ontario, and a program to bring fresh produce to a Waterloo Region hospital are among the winners of the *2008 Celebrating Innovations in Health Care* awards. The awards are part of the *Celebrating Innovations in Health Care Expo*, an annual showcase of initiatives driving advancement in Ontario's health care system, presented by the 14 Local Health Integration Networks (LHINs) and the MOHLTC. Winners were selected in six categories from a pool of 18 finalists drawn from more than 400 submissions. Award winners in each of the six categories were:

**Meeting Community Needs Through Integrated Care**  
NorWest Community Health Centres, North West LHIN for the *Mobile Unit of the NorWest Community Health Centre*

**Improving Quality and Patient Safety**  
Toronto Rehab, Toronto Central LHIN for the *Cardiac Rehabilitation Home Program - An Alternative Model of Care*

**Improving Efficiency Through Process Redesign**  
Grey Bruce Health Services (GBHS), South West LHIN for *Roaming Scopes for Flexible Endoscopy*

**Innovations in Health Information Management**  
CCO (all LHINs) for the *Interactive System Assessment and Collection (ISAAC) for Cancer Patients*

**Innovations in Health Human Resources**  
The Ottawa Hospital, Champlain LHIN for the

*Clinical Nurse Expert - A Safety Net for the Future*

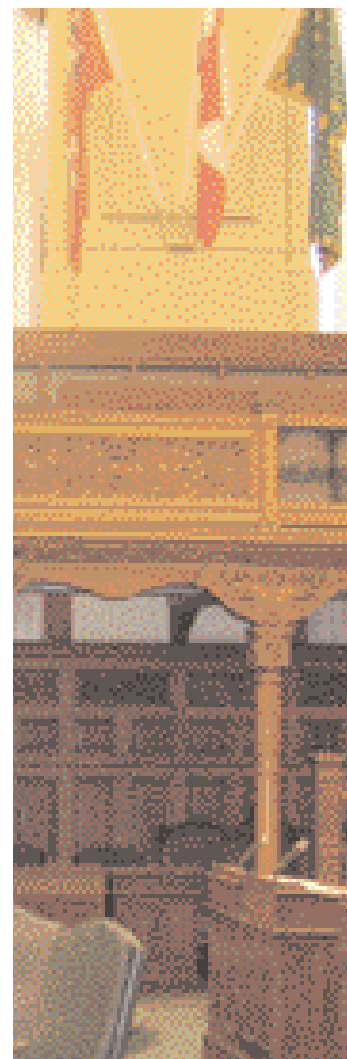
**Innovations in Health Promotion**  
St. Mary's General Hospital - Waterloo Wellington LHIN for *A fresh approach to health promotion*

### Ontario Sets National Example for Reducing Wait Times

Ontario is the national leader in reducing wait times for five priority health services, according to a new report card issued by the Wait Time Alliance (WTA). For the first time, the WTA gave the province the highest grades - straight As - for meeting performance targets in reducing wait times in hip replacements, knee replacements, cataract surgery, radiation oncology and cardiac services. No other province reached this achievement. The report card indicated Ontario's improved performance in all categories.

While there is still work to do in areas like MRI and CT scans, Ontario's tracking makes it a leader in these categories as well. Most provinces do not track wait times for MRI and CT scans. In addition, Ontario has more than doubled scan volumes over the last four years and shown modest wait times improvements.

This is the third annual report card from the WTA, which is comprised of several national medical specialty societies, including the Canadian Medical Association (CMA), the Canadian Cardiovascular Society and the Canadian Association of Radiologists, whose members are directly involved in providing care to patients.



# OHA Conferences

## Highlighting Excellence in Rural and Northern Health Care

May 21, 2008 (social event)

May 22 & 23, 2008

Toronto

While striking the right balance for providing effective and quality care is a province-wide challenge, northern and rural health care providers require a one-of-a-kind approach. This conference will provide updates on the progress of small, rural and northern hospitals and their future agenda. Participants will look at essential tools that help drive success and how progress can be evaluated. Join colleagues at the Rogers Centre on May 21st for a fun-filled Toronto Blue Jays baseball game in a private skybox. Top off the second day of the conference by enjoying a relaxing dinner and waterfront cruise. For further information, contact Shannon Byck at 416-205-1357 or [sbyck@oha.com](mailto:sbyck@oha.com).

## Health Care Risk Management

May 26, 27 & 28, 2008

Toronto

This certificate course will provide risk managers with essential skills to fulfill their roles effectively while also focusing on industry-specific elements of health care organizations.

Interactive lectures, small group work and case studies will give participants the opportunity to learn risk management skills unique to health care, including the CQI process, credentialing and clinical risk management. The course will also provide an overview of the legal system, risk financing, risk transfer principles and occupational health and safety programs, as well as up-to-date information on the current and emerging issues and practices in health care risk management. For further information, contact Marisa Bavaro at 416-205-1309 or [mbavaro@oha.com](mailto:mbavaro@oha.com).

## Labour Relations in a LHIN Environment

May 30, 2008

Toronto

Featuring a variety of leaders from the LHINs, the MOHLTC and health care organizations across the sector, this conference will provide insight into the labour relations challenges facing Ontario's health care system as it continues to transform and evolve. Participants will also look at regional integration in other provinces. This one-day conference will provide participants with a practical and legal overview of labour relations under the LHINs and will explore its implications moving forward. Topics include an environmental scan of the current situation, a labour relations

review of the new legislation, case studies and implications, wage harmonization, the competitive bidding process, and the unions' view. Participants will also engage in a panel discussion recapping the day's presentations. For further information, contact Kerry Vincent at 416-205-1306 or [kvincent@oha.com](mailto:kvincent@oha.com).

## Quality Improvement 101 and Applying QI to Move Forward with HSMR

June 5 & 6, 2008

Toronto

The OHA, in partnership with the Ontario Health Quality Council (OHQC) and the Canadian Institute for Health Information (CIHI), is pleased to present this two-day conference.

Day one will provide participants with a basic introduction to quality improvement (QI) skills. QI includes an understanding of how systems operate, measuring and monitoring quality over time, and implementing change. Delegates will learn how to set up a QI team, identify targets and measures for improvement, implement small tests of change with the Plan-Do-Study-Act (PDSA) cycles, basic system analysis skills such as process mapping and redesign, and how to use simple data collection tools for monitoring quality. It is strongly recommended that attendees are part of an existing or new QI team. Multiple representatives of the same QI team are encouraged to attend.

On the second day, participants will gain an in-depth understanding of Hospital Standardized Mortality Ratio (HSMR), including the current challenges in analyzing and identifying opportunities for process improvement. HSMR is an important measure that can help support quality of care and patient safety improvement initiatives in hospitals. Through group work and the application of QI principles, participants will look at how to identify root causes of hospital mortality and priorities for improvement, and will learn more about conducting chart audits. Participants will also have the opportunity to design simple data collection tools for chart abstraction and ongoing monitoring, select indicators and targets for improvement, and test and implement ideas for reducing HSMR using PDSA cycles. For further information, contact Sara Simone at 416-205-1314 [ssimone@oha.com](mailto:ssimone@oha.com).

## Medical Staff Management

June 10, 2008

Toronto

The OHA, in conjunction with Borden Ladner Gervais LLP, presents this one-day conference highlighting two areas of interest for Chiefs of Staff, Chief Nursing Officers and other hospital

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# OHA Conferences (continued)

administrators responsible for the management of health care professionals.

The first half of the day will cover the reporting obligations for health care providers under the recent changes to the RHPA, and the new requirement for reporting critical incidents to patients, which becomes law on July 1, 2008. The impact of the Dupont-Daniel Inquest and lessons learned will also be addressed.

The afternoon session will examine inter-professional collaboration including the integration of complementary therapies into traditional hospital practice and the role of non-regulated and regulated alternative care givers in the practice environment. For further information, contact Kerry Vincent at 416-205-1306 or [kvincent@oha.com](mailto:kvincent@oha.com).

## The Board's Role in Quality Oversight and Improvement

June 11, 2008

Toronto

Hospital board members and LHINs play an important role in ensuring quality health care standards are continually delivered. Today, governance leaders are required to ensure their organizations meet fiduciary duties and remain legally accountable. To do this, board members must understand key quality standards and make sure organizations effectively adhere to the guiding principles of quality health care. Specifically designed for both board chairs and board members, this conference will provide useful tools for understanding the major tasks and issues of hospital quality committees. Board members need to learn about and support hospitals' quality programs as a way of measuring and improving hospital performance. This conference provides board members with the background and knowledge needed for successfully promoting a culture of quality within their organizations. For further information, contact Josie Mazzola at 416-205-1356 or [jmazzola@oha.com](mailto:jmazzola@oha.com).

## Making the Business Case for e-Health

June 17, 2008

Toronto

In the fight for scarce resources, demonstrating the value of projects focused on emerging technologies is an ongoing challenge. However, all providers and planners are affected by e-Health. Conference participants will have the opportunity to benefit from the experience of others and participate in discussions with a variety of speakers representing perspectives from both within Ontario and western Canada. Participants will learn how to make a successful business case for e-Health, what a successful strategic investment in e-Health looks like, the directions and priorities of the province and LHINs with respect to e-Health, opportunities for integration and existing priorities across health system providers, and the techniques for measuring the value of e-Health investments. For further information, contact Shannon Byck at 416-205-1357 or [sbyck@oha.com](mailto:sbyck@oha.com).

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

September 8, 9 & 10, 2008

Toronto

Participants will enrich their existing skill set by understanding how to apply adult learning principles to workplace settings. This is a critical survival skill for anyone who leads instructional sessions; makes presentations; provides information or directions to staff, peers, clients or patients; is interested in fostering "learning organization" principles in their work group; or simply wants to learn more about the nature of learning and how it fits in today's rapidly changing organizations. Register early because space is limited. For further information, contact Marisa Bavaro at 416-205-1309 or [mbavaro@oha.com](mailto:mbavaro@oha.com).



200 Front Street West, Ste. 2800  
Toronto, ON M5V 3L1  
Tel: 416 205 1300  
Fax: 416 205 1360  
[www.oha.com](http://www.oha.com)

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Editor:  
Tamarah Harel  
416 205 1346  
[tharel@oha.com](mailto:tharel@oha.com)