

# Executive Report

April 30, 2008

## Report from the OHA

### 2008 OHA Golf Tournament

Guelph General Hospital (GGH) has the honour of hosting this year's Ontario Hospital Association (OHA) Executive Golf Tournament, a highly anticipated event that is always quickly sold out.

This year, the tournament will be held on Tuesday, July 15 at Greystone Golf Club in Milton, currently ranked 38th in Canada in the latest SCORE Magazine rankings. The event will support GGH's MRI and More campaign.

The OHA would like to thank its elite sponsors for their support: Agfa Healthcare; GGH; Hill-Rom; and Osler, Hoskin and Harcourt, LLP. For further information and to register for the event, visit [www.gghorg.ca](http://www.gghorg.ca) or contact Linda Craig, Development Officer, The Foundation of Guelph General Hospital at 519-837-6422 or [lrcraig@gghorg.ca](mailto:lrcraig@gghorg.ca).



### Essentials of Disclosure - Archived Webcast Available

On behalf of the Canadian Medical Protective Association (CMPA), the Healthcare Insurance Reciprocal of Canada (HIROC), and the College of Physicians and Surgeons of Ontario (CPSO), the OHA would like to thank all sites that participated in the first educational session on disclosure. This

first session, *The Essentials of Disclosure*, held on April 22, 2008, was extremely successful with over 50 sites that joined by videoconference, and over 90 sites that participated via webcast. This event has been archived and is now available on the OHA website at [www.oha.com](http://www.oha.com), under "Professional Development and Events - Distance Learning - OHA Mediasite." A link to the archived webcast is also available in this week's *Executive Update* email.

The second videoconference session, *Communicating Well with Your Patients: Disclosing Adverse Events*, is scheduled for May 13, 2008 from 12:30-2:00 pm. Participation in this event is now limited to live webcast participation. For further information, contact Rebecca Moonah at 416-205-1355 or [rmoonah@oha.com](mailto:rmoonah@oha.com).



### 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, and 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

## HHS Nuclear Medicine Department Recognized for Quality Care and Patient Safety

Hamilton Health Sciences (HHS) is leading the way in quality testing for the diagnosis of heart disease through the nuclear medicine department at Hamilton General Hospital. Recently granted accreditation by the Intersocietal Commission for the Accreditation of Nuclear Medicine Laboratories (ICANL), the site is now one of the first nuclear cardiology laboratories in North America to be recognized for its commitment to high quality patient care in the provision of quality diagnostic testing. Adopting only the best practices, the laboratory has standardized every aspect involved in nuclear cardiology testing. By using a standard reporting system, HHS can consistently provide a quick turnaround of reports to physicians.

The ICANL is a non-profit organization based in the United States that provides a peer review mechanism to encourage and recognize the provision of quality nuclear cardiology and nuclear medicine diagnostic evaluations by a process of voluntary accreditation. Participating laboratories assess every aspect of daily operation and its impact on the quality of health care provided to patients. Accreditation status signifies that the facility has been reviewed by an independent agency that recognizes the laboratory's commitment to patient safety and quality patient care. Within the next year, the ICANL accreditation will be extended to the other Nuclear Medicine Departments at McMaster University Medical Centre and Henderson General Hospital.

## Program Targets Service Gap that Follows Patient Rehabilitation

*Together in Movement and Exercise (TIME)* is a joint initiative of the Toronto Rehabilitation Institute (Toronto Rehab) and the City of Toronto, offered through the city's department of Parks, Forestry and Recreation. The evidence-based fitness and wellness program is designed for adults with stroke, acquired brain injury or multiple sclerosis who are living in the community.

TIME was created to address a service gap that exists after people complete their formal inpatient and outpatient rehabilitation. Toronto Rehab conducted a rigorous evaluation of the first phase

of the pilot, and the program proved to be safe and outcome measures showed improvement in participants' balance, walking and overall vitality. The social aspect of the program was also well-received. The second phase of the pilot is currently underway, and it is hoped that the program will be offered in the future, with a broadened scope to accept people with other disabilities.

## NPS Results Reveal Changing Face of the Medical Profession

Data released on April 28, 2008 from the medical student and resident component of the 2007 *National Physician Survey (NPS)* highlight the need for governments, medical schools and professional medical organizations to pay attention to the changing face of the medical profession. Medical students and residents have identified several priorities that signify changes from the way previous generations of physicians worked: a better balance between professional and personal aspects of life (identified by 52% of residents as the most important factor in determining a satisfying and successful medical practice); the opportunity to work collaboratively with other health professionals; and the intention to use more technology in practice. The NPS results reflect that 75% of second year residents expect to see electronic medical records (EMRs) in practice, although only a quarter of practicing physicians in Canada use EMRs.

The survey also confirmed that debt can affect choice of specialty, either leading trainees to select a specialty they believe will have a higher earning potential, or selecting a specialty they know has a shorter residency program so they can pay down their debts more quickly.

The NPS is Canada's largest census survey of physicians and physicians-in-training. It is conducted jointly by the College of Family Physicians of Canada (CFPC), the Canadian Medical Association (CMA) and the Royal College of Physicians and Surgeons of Canada (RCPSC). For a more detailed summary highlighting the 2007 student and resident results, and tabular results, visit [www.nationalphysiciansurvey.ca](http://www.nationalphysiciansurvey.ca).

# Executive Announcements

Dr. Charles Czarnowski, a family physician at the Bruyère Academic Family Health Team, will receive the *Order of Vasco Nunez de Balboa* for leading the Bruyère-Panama Project which provides medical care to Panama's indigenous population and collaboration between family physicians from the University of Ottawa and the University of Panama.

On May 8, 2008, the Centre for Addiction and Mental Health (CAMH) Foundation will present the inaugural *CAMH Transforming Lives Awards*, where seven extraordinary Canadians who have overcome the challenges associated with addiction and mental illness will be honoured.

## Report from Queen's Park

### Two Health Care Priorities Announced this Week

Reducing wait times in emergency rooms (ERs) and improving access to family health care are Ontario's two most important health care priorities over the next four years. These priorities are hoped to improve patient satisfaction and enhance confidence in the province's health care system. Minister of Health and Long-Term Care George Smitherman noted that making significant gains in these two priority areas will be crucial to ensuring the future sustainability of the health care system.

The ER strategy includes:

- Reducing the number of visits to emergency rooms;
- A new *Aging at Home Strategy* that enables seniors to continue living in their homes;
- Better management of chronic diseases, such as diabetes;
- More home care; and
- Improved community-based mental health and addiction treatment.

The family health care strategy, which aims to offer Ontarians more alternatives for non-emergency health care services, includes:

- 50 new Family Health Teams;
- 25 nurse practitioner-led clinics; and
- 9,000 new nurses.

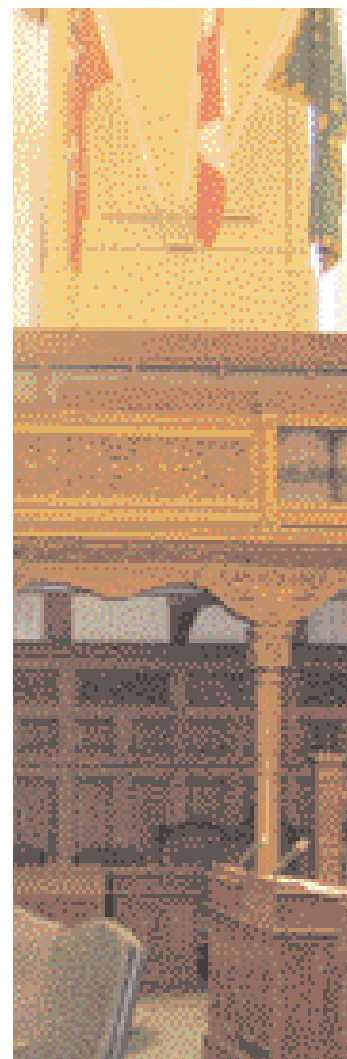
By applying the standards and process of Ontario's Wait Time Strategy (WTS) - introduced in 2004 - to the ER challenges, the government hopes to make the

same progress it has made in other areas of the WTS. Since being introduced in 2004, wait times for cataract surgery has been reduced by 61.4 per cent, CT scans by 54.3 per cent, knee replacement by 41.6 per cent, hip replacement by 36.2 per cent, cancer surgery by 18.5 per cent, and MRI scans by 9.2 per cent.

### SSHA Receives Coveted Communication Awards

Smart Systems for Health Agency's (SSHA) *GET CAUGHT!* privacy and security awareness campaign has won a prestigious *2008 Gold Quill Award*, presented by the International Association of Business Communicators (IABC), as well as two IABC *Toronto Ovation* awards. IABC's *Gold Quill Awards* program has been the hallmark of excellence in business communication for more than 35 years. The 2008 competition drew 1,040 entries from 30 countries.

The theme of SSHA's winning campaign is to "get caught doing the right thing." It encouraged staff to practice privacy and security on a daily basis - a responsibility for SSHA as a key player in the growing field of electronic communication of patient information in Ontario. The program used humour to highlight privacy and security-required behaviours. Images of the campaign elements are available at [www.ssha.on.ca](http://www.ssha.on.ca), under "What's New."



# OHA Conferences

## Consent to Treatment

May 26, 2008

Toronto

Health care organizations and providers need to understand the law of consent and how it impacts their practices and procedures in different contexts and situations. In addition to setting out Ontario consent laws, the *Health Care Consent Act* provides the authority for the Consent and Capacity Board to hold hearings under the *Mental Health Act*, the *Health Care Consent Act*, the *Personal Health Information Protection Act*, the *Substitute Decisions Act* and the *Mandatory Blood Testing Act*.

This conference will focus on the general principles of consent, related recent developments and will also examine consent in specific contexts such as dealings with pediatric, geriatric and psychiatric patients. This conference will also address the role of the public guardian and trustee and the Consent and Capacity Board. Finally, panel discussions and presentations will look at complex cases, end-of-life issues and difficult discharge cases. For further information, contact Kerry Vincent at 416-205-1306 or [kvincent@oha.com](mailto:kvincent@oha.com).

## GCE Regional Chair Forums

May/June 2008

The Governance Centre of Excellence (GCE) is pleased to extend an invitation to all hospital board members for the regional board governance forums taking place in May and June 2008. Participants will have a chance to network with colleagues in an informal setting and discuss governance challenges and issues unique to hospitals in their region. To guide these discussions, results and analysis from the recently completed governance survey will be presented.

Registration is free and open to all hospital board members. Please register for a session at a nearby location as soon as possible. Forum dates and locations are: **May 27, Hamilton; May 28, Toronto; June 3, Thunder Bay; June 4, Sudbury; June 5, Ottawa; and June 9, London.** A detailed agenda and registration information is available on the GCE website at [www.gce-oha.com](http://www.gce-oha.com). For further information, contact Josie Mazzola at 416-205-1356 or [jmazzola@oha.com](mailto:jmazzola@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 understanding 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 or [ssimone@oha.com](mailto:ssimone@oha.com).

## Health Promoting Hospitals

June 12 & 13, 2008

Toronto

Historically, hospitals and health services have developed around their ability to treat disease and support patients' health. This focus has been challenged in recent decades to include health promotion as an effective response to counter rising levels of chronic disease and to improve overall health. Much progress has been made in improving health within the hospital setting by looking at the broader cultural, social and environmental issues which can support health and well-being. There is also increasing evidence for health promotion at the organizational level and in clinical settings that align with quality improvement approaches.

This conference will focus on ways hospitals can improve health for staff, patients, and communities through organizational and cultural change. Participants will have an opportunity to explore effective change management, the World Health Organization's (WHO) Health Promoting Hospitals model, as well as strategies and successes from hospital health promotion initiatives in Quebec and Ontario. For further information, contact Sara Simone at 416-205-1314 or [ssimone@oha.com](mailto:ssimone@oha.com).

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# OHA Conferences (continued)

## Family and Patient-Centred Care: Using the Lived Experience

June 23, 2008

Toronto

The most effective patient care occurs when health care facilities, patients and families work together as a team. This team can better understand the choices and decisions that need to be made by creating an open and transparent culture, which in turn, benefits the patients and their families, and the health care organization.

Fostering and enhancing family and patient-centred care is a multifaceted challenge. Participants will learn about the experiences of many organizations that have achieved remarkable results in family and patient-centred care. Topics for discussion will include lessons learned, organizational leadership, cultural transformation and a family's perspective. For further information, contact Shannon Byck at 416-205-1357 or [sbyck@oha.com](mailto:sbyck@oha.com).

## Mental Health and Patient Safety: The Beginning of Our Journey

September 18, 2008 (Evening Reception)

September 19, 2008

Toronto

The patient safety movement has primarily focused on the acute care setting, which has created a significant gap in the current understanding of patient safety within mental health. These issues are unique and challenging for both providers and patients in the sector, and as such, there remains an overwhelming need to address this gap.

In response to this need, the OHA, in partnership with the Canadian Patient Safety Institute (CPSI), is pleased to present this one-day national conference on patient safety and mental health which will provide valuable information from international and national leading experts. Participants will have the opportunity to discuss the major themes, priority issues and actions for patient safety in mental health; learn about best

practices and programs; and share ideas for advancing the patient safety agenda within the mental health sector. For further information, contact Kerry Vincent at 416-205-1306 or [kvincent@oha.com](mailto:kvincent@oha.com).

## Challenges, Issues and Advances in Cross-Cultural Care: Ontario's Aboriginal Experience

September 24, 25 & 26, 2008

Thunder Bay

This in-depth, multi-stakeholder conference will highlight opportunities and success stories of integration and coordination among health care providers in the north. Building on the success of last year's program, this year's event will highlight innovations developed to improve the health status of Aboriginal peoples. The line-up of events and topics include a pre-conference workshop on Aboriginal cultural perspectives on health; wellness and spirituality; understanding history to understand today's challenges; current policy directions; recruitment of Aboriginal health care workers; various concurrent workshop sessions; a healers' network; and developing sustainable networks/self-governance. For further information, contact Joanne Grzywna 416-205-1341 or 1-800-598-8002, ext. 1341 or [jgrzywna@oha.com](mailto:jgrzywna@oha.com).

## Principles and Applications of Health Law

September 29, 30 & October 1, 2008

Toronto

This course provides an introduction and overview of legal issues and concepts that arise in health care institutions. It is intended primarily for middle management positions but will also be of interest to those in senior positions who want to increase their understanding of legal issues. The course will touch on various topics such as principles of business law, principles of civil litigation and risk management and applications of health law. For further information, contact Marisa Bavaro at 416-205-1309 or [mbavaro@oha.com](mailto:mbavaro@oha.com).



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## Executive Report

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