

Executive Report

August 20, 2008

Report from the OHA

Critical Incident Template Disclosure Form Now Available

On June 11, 2008, the Ontario Hospital Association (OHA) launched *An Ontario Guide to Disclosure: Implementing the Amendments to Regulation 965* under the *Public Hospitals Act*. The Guide is intended to assist Ontario hospitals and their staff and physicians in understanding their new obligations to disclose critical incidents to patients, which became law on July 1, 2008.

In response to a number of requests, Borden Ladner Gervais LLP has developed a Template Disclosure Form to assist hospitals in documenting disclosure made to patients. This form will be provided in PDF and Word versions so that hospitals can customize it according to their current disclosure practices. Organizations that have already purchased and received copies of the Guide can access the form, free of charge, from the OHA website under “Communications - Publications for Sale - Publication #323.”

For further information, contact Cyrelle Muskat at 416-205-1316 or cmuskat@oha.com or Melissa Radolli at 416-205-1322 or mradolli@oha.com.

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

The OHA is pleased to present the *Small, Rural and Northern Award of Excellence*. This prestigious 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.

Candidates for the *SRN Award of Excellence* must be nominated by a colleague or individual who is able to provide a brief summary of the candidate’s contribution to their hospital and/or community in one of several categories. A selection committee comprised of members of the OHA Small, Rural and Northern Hospital Provincial Leadership Council and the Chair of Region 1 will review the nomination forms and select the winner.

The recipient will be notified in October 2008 and will be presented with an award at the *Rural and Northern Session* during HealthAchieve2008. The award winner will be recognized in the OHA’s *Hospital Perspectives* and *Executive Report* publications.

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Report from the OHA

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A link to the submission guidelines is provided in this week's *Executive Update* email. The completed nomination forms and supporting documentation must be received by the OHA no later than **Monday, September 29, 2008**.

For further information, contact Deborah Cumming at 416-205-1391 or dcumming@oha.com.

OHA Will Present to Standing Committee on Social Policy on Privacy Legislation

On Thursday, August 28, 2008, the OHA will be presenting to the Standing Committee on Social Policy. Previously, on June 3, the Standing Committee was tasked with conducting a review of the *Personal Health Information Protection Act* as required by subsections 75(a) and 75(b) of the legislation. The OHA's oral presentation and written submission to the Committee will focus on the issues identified through the OHA's recent Privacy Survey distributed to members. A copy of both the oral and written submissions will be available on the OHA's website under "Communications - Legislative Issues and Analysis - Privacy and the Personal Health Information Protection Act" on August 29.

For further information, contact Melissa Radolli at 416-205-1322 or mradolli@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.

Also, 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.

Program Highlights Being Mailed

Printed copies of HealthAchieve2008's *Program Highlights* have been printed and will be sent to hospitals shortly. The *Program Highlights* provides an in-depth look at all of the activities taking place at HealthAchieve2008, including keynote speakers, specialized tracks, exhibit floor highlights, receptions and entertainment. If you would like to receive a personal copy of the *Program Highlights*, call 416-205-1361 or email healthachieve@oha.com. The *Program Highlights* are also available online at www.healthachieve.com.

Report on Health Care

NYGH Wins National Environmental Award

North York General Hospital (NYGH) has been awarded a 2008 Canadian Council of Ministers of the Environment (CCME) Pollution Prevention Award for the hospital's overall pollution prevention efforts.

NYGH won the award because of numerous pollution prevention achievements at the hospital's general site over the past several years, including:

- A 97% reduction in the quantity of nonylphenol ethoxylate (NPE) used in cleaning products;
- A 75% reduction in hazardous waste generation; and,
- A sharps container recycling program.

Pollution prevention awareness through the efforts of the hospital's Green Team, launched in 2006, has created a 'think green' culture throughout each department of the organization and positioned NYGH as a community leader in environmental planning and action.

Call for Nominations: 2008 Quality and Innovation Awards

Cancer Care Ontario (CCO) and the Cancer Quality Council of Ontario (CQCO) are pleased to announce the third annual call for nominations for the *2008 Quality and Innovation Awards*. Once again, these awards will recognize significant contributions to quality or innovation in the delivery of cancer care. Eligible applicants must be involved in the delivery of cancer care within Ontario. Successful applicants will be notified in early November and asked to attend an awards dinner in Toronto on November 19th, 2008.

Please review the application instructions and forms available through the CCO website and submit your completed

nomination by **September 30th, 2008** to: qualityandinnovation.awards@cancercare.on.ca.

For more information about the nomination process and criteria, and to download the application forms, visit www.cancercare.on.ca/qualityawards.

NHS enters negotiations for new St. Catharines health care complex

Following an extensive evaluation process, Plenary Health has been selected as the preferred proponent to enter into negotiations with Niagara Health System (NHS) for the new health care complex in St. Catharines.

Plenary's concept makes efficient use of the land, with potential for on-site future development. The concept boasts good clinical functionality combined with a compact, vertical design, which minimizes inside travel distances and provides good wayfinding. The initial design also includes 80% private patient rooms, in line with new standards for infection control.

Over the next few months, active negotiation will take place between NHS, Infrastructure Ontario (IO) and Plenary Health, leading up to a contract with a locked-in financing rate. The final cost of the project will be shared when all of the contracts are final, expected early this fall. Plenary will be eager to get on site as soon as the final contracts are signed.

The state-of-the-art building will include a new acute care community hospital for residents of St. Catharines, Thorold and Niagara-on-the-Lake, replacing two aging hospitals in St. Catharines. It will also be accompanied by facilities to support three new regional programs that previously have not existed in Niagara, enabling patients with cancer, heart disease and mental health issues to be cared for closer to home.

Report from the Capitals

Organ Donation and Transplantation Streamlined in New National System

Federal, provincial and territorial ministries of health recently announced a combined investment of \$35 million over the next five years to create an integrated national system to significantly improve organ donation and transplantation in Canada.

Under the new funding arrangement, the Canadian Council for Donation and Transplantation (CCDT) has merged with Canadian Blood Services, which has expanded its mandate and operations beyond blood services and into organ and tissue donation and transplantation.

Provinces and territories, except Québec, will provide half the total funding, and jurisdictions will collaborate with Canadian Blood Services in the creation of three priority national registries to more quickly match patients and donors across Canada. National and provincial registries are critical tools for clinicians and patients.

Health Canada is pleased to have financially supported the excellent work of the CCDT over the last six years. This work has served to identify key priorities and solutions for improving the coordination of organ and tissue donation and transplantation across Canada.

Health Canada's support to Canadian Blood Services (\$3.58 million per year for five years) is targeted for public education and awareness, support for leading clinical practices and performance improvement, and for developing a strategic plan.

Canadian EHR Projects Quadruple in Four Years

Canada's electronic health record (EHR) projects increased by 12% last year and have quadrupled since 2004. Canadians want their medical information available electronically to the clinicians who care for them. That is starting to happen in communities across Canada. Collaboration among governments is at an all-time high and with continued federal funding, Canada Health Infoway (Infoway) is well on its way to providing every Canadian with an EHR by 2016.

Working with its federal, provincial and territorial partners, *Infoway* is quickening the pace of development and implementation of EHRs. *Infoway* approved \$311.5 million in new EHR investments in 2007-08, bringing the total cumulative value of its investments to \$1.457 billion. The investment brings the total number of projects underway to 254, representing a four-fold increase from the 53 projects that were underway in 2004.

These efforts are translating into real benefits for patients from coast-to-coast. Patients in remote northern communities are connected with health care professionals in urban centres through telehealth, improving their access to care, and electronic medical records are generating much-needed efficiencies in the face of growing clinician shortages, increasing chronic disease and growing administrative demands.

In addition to the steady progress being made in all EHR programs including registries, diagnostic imaging, lab and drug programs, *Infoway* continues to target investments in replicable solutions that support health system transformation, such as telehealth and public health surveillance.



OHA

Conferences

Health Care Governance Forum/Breakfast with the Chiefs September 16 & 17, 2008 Toronto

The governance of Ontario's hospitals is an increasingly important issue for the general public, the media, and patients. At the OHA's annual *Health Governance Forum*, trustees will have the opportunity to gain valuable information and learn more about the tools they need to respond to the challenges and opportunities facing health care today.

This year's program will be presented in conjunction with Longwoods Publishing's *Breakfast with the Chiefs*, featuring Dr. Alan Hudson as the keynote speaker. A number of other prominent speakers will also be featured. For more information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

Case Mix September 17, 2008 Toronto

This is the first annual Ontario Case Mix Conference, spanning the continuum of health care and organized by the OHA, the Canadian Institute for Health Information (CIHI) and the Ministry of Health and Long-Term Care (MOHLTC).

Ontario's health care researchers and providers are international and national leaders in developing case-mix systems. With the support of the MOHLTC, these systems are being applied across all sectors to form an integral component of assessment protocols, case-mix funding, outcome measurement, quality indicators, and screening algorithms. This year's conference theme will reflect the progress Ontario has made in advancing case-mix methodologies across all health care settings and discuss the changes that lie ahead. For more information, contact Shannon Byck at 416-205-1357 or sbyck@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; current policy directions; recruitment of Aboriginal health care workers; various concurrent workshop sessions; a healers' network; developing sustainable networks/self-governance; and wellness and spirituality: understanding history to understand today's challenges. For more information, contact Joanne Murphy at 416-205-1341/1-800-598-8002, ext. 1341 or jmurphy@oha.com.

Infection Prevention and Control Conference October 6, 2008 Toronto

Professionals need to stay abreast of current infection prevention and control standards and practices to ensure that these practices are implemented effectively within their facilities. In light of recent attention around infection prevention control and new public reporting obligations, the OHA is pleased to present its annual Infection Prevention and Control conference. Delegates will have the opportunity to listen to informative presentations, participate in round table discussions on hot topics in the sector, and learn from their colleagues and experts in the field. For more information, contact Kerry Vincent at 416-205-1306 or kvincent@oha.com.

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OHA Conferences (continued)

Public Reporting of Indicators October 7, 2008 Toronto

On May 28, 2008, the MOHLTC announced new public reporting requirements on eight patient safety indicators as part of a comprehensive plan to create an unprecedented level of transparency in Ontario's hospitals.

This conference will provide the latest developments on public reporting of indicators and the impact on hospitals. Participants will have the opportunity to hear from leading experts on the requirements of reporting, what to do once you know your rate, how to manage the indicators, and the challenges and solutions in moving ahead. For more information, contact Sara Simone at 416-205-1314 or sssimone@oha.com.

Incident Management System (IMS) for Health Care Facilities October 20, 21 & 22, 2008 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 particular interest to individuals who have direct responsibility for safety and security, emergency procedures, and risk managers, including senior administrators, critical care providers, emergency department staff and clinical educators. For more 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 more information, contact Marisa Bavaro at 416-205-1309 mbavaro@oha.com.

If Disney Ran Your Hospital Part II: Coaching Tips for the Patient Experience December 8, 2008 Toronto

Building on the success of *If Disney Ran Your Hospital: Some Things You Would Do Differently*, the OHA is pleased to present Part II of Fred Lee's captivating presentation.

Building off day one, this second day presentation will review the essential elements that separate hospitals from the service industry, and place them in the experience industry. Lee will borrow from theatre to help managers coach hospital staff and show that financial incentives and rewards have unintended consequences that have undermined attempts in many hospitals to improve patient perceptions. Managers will understand the power of imagination in staff motivation, and receive ideas on how to use it, even with the most difficult of patients. For more information, contact Kerry Vincent at 416-205-1306 or kvincent@oha.com.



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