

Executive Report

July 16, 2008

Report from the OHA

OHA Survey Sent as Part of PHIPA Review

The Standing Committee on Social Policy has been tasked with completing a review of the *Personal Health Information Protection Act (PHIPA)* over the coming months. As part of this review, the Ministry of Health and Long-Term Care (MOHLTC) is soliciting feedback from organizations as to what changes, if any, are necessary to ensure that PHIPA is well-positioned to address the current and future environment within which health care is being, and will be, provided.

On July 10, 2008, the Ontario Hospital Association (OHA) sent each hospital's privacy officer/privacy contact a survey requesting input and feedback on specific issues relating to PHIPA. The survey includes questions that the MOHLTC identified as areas of focus, as well as questions developed specifically by the OHA. The Standing Committee on Social Policy will be holding public hearings on Thursday, **August 28, 2008**, and the OHA has requested the opportunity to present at these hearings.

If your hospital has not received the survey and would like the opportunity to provide feedback, the survey can be accessed through a link provided in this week's *Executive Update* email. Please complete the survey no later than Wednesday, **August 6, 2008**.

Questions and comments can be directed to Melissa Radolli, Legislative Advisor, at 416-205-1322 or mradolli@oha.com.

2008 e-Health Adoption Survey: Clinical Capabilities Launched

On July 3, 2008, hospitals across Ontario received the OHA's annual *e-Health Adoption Survey: Clinical Capabilities*. For the past three years, the results from this survey have allowed the OHA to better understand the rate of adoption across the

province, in turn helping inform discussions with key decision-makers about e-Health priorities for the province's health care system. It has also allowed hospitals to benchmark their e-Health adoption against their peers.

This year, the OHA has made the survey easier to complete. Hospitals that participated last year have their 2007 responses already populated into the 2008 survey, requiring only a confirmation and/or update to previous answers. This should drastically shorten the amount of time required to complete the survey.

Participating hospitals will have the opportunity to benchmark their level of e-Health Adoption, identify strengths and vulnerabilities in specific e-Health areas, and learn from and leverage peer successes. Hospitals can explore all of the above by using the OHA's dynamic Interactive Results Tool. To access the tool, visit www.oha.com, under "Programs - e-Health - Hospital e-Health Adoption: Interactive Results Tool." A link to the tool is also provided in this week's *Executive Update* email.

Given the success of the survey over the past three years and the increasingly prominent role of e-Health in Ontario, all hospitals are encouraged to participate again this year. Last year's participation rate was over 94%.

For further information, contact Martha Murray at 416-205-1312 or mmurray@oha.com.

OHA Videos Launched at Queen's Park

The OHA Complex Continuing Care and Rehabilitation (CCC/Rehab) Provincial Leadership Council and the OHA Mental Health and Addiction Provincial Leadership Council

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Report from the OHA

(Continued)

have launched videos highlighting each sector's vital and unique role in strengthening the province's health care system and in enhancing the quality of care for patients across the continuum.

The launch events, which took place at Queen's Park in Toronto, gathered together Members of Provincial Parliament (MPPs), hospital leaders, and community partners to provide a greater understanding of the unique role each sector plays in the province's health care system.

The OHA developed a communications package to supplement each video and to further emphasize their key messages. The materials contained in the communications packages include:

- DVD copies of the videos;
- Brochures featuring information highlights from the videos; and
- Briefing notes outlining system-wide benefits in optimizing each sector (CCC/Rehab and Mental Health and Addiction).

Links to the full communications package for each video are accessible through the OHA website at www.oha.com or through this week's *Executive Update* email.

For further information about the CCC/Rehab video, contact Enza Ferro at eferro@oha.com; and for further information about the Mental Health and Addiction video, contact Deborah Cumming at dcumming@oha.com.

Mandatory Blood Testing Act, 2006 Amended to Include Physicians and Medical Students

On June 27, Regulation 449/07 under the *Mandatory Blood Testing Act, 2006* (Act) was amended to expand the list of designated individuals under the Act who are allowed to apply to a medical officer of health to have a person's blood sample analyzed. Section two of the Act stipulates that an application to a medical officer of health can be submitted in cases where the applicant comes into contact with another individual's bodily substance while providing emergency health care services or emergency first aid to the said individual, as a result of illness, injury, or if the individual was unconscious due to an accident or other emergency. An application can also be made by a person who is part of the prescribed class upon exposure to another person's bodily substance during the course of his or her duties.

Section three of Regulation 449/07 has been amended to expand this prescribed class to include Members of the College of Physicians and Surgeons of Ontario (CPSO) and medical students engaged in training.

A copy of the amended Regulation can be found at www.e-laws.gov.on.ca. For further information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com.

HealthAchieve
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New Speakers Announced

HealthAchieve is pleased to announce keynote speaker Dr. Atul Gawande for the *Patient Safety Session* on **Monday, November 3**. Dr. Gawande is a practicing surgeon and an accomplished writer, teacher and speaker. He offers audiences a unique perspective on the practice of medicine, health care reform, and the human struggle to do better and improve performance. Dr. Gawande's latest book, *Better: A Surgeon's Notes on Performance*, uses the high stakes challenges he faces as a surgeon to explore the universal struggle to perform well. He also leads the World Health Organization's global campaign to reduce avoidable deaths and complications in surgery.

The *Rural and Northern Health Care Session* on **Tuesday, November 4**, has added Dr. Nick Bontis to its line-up of speakers. Dr. Bontis is a leading strategy and management expert recognized internationally. Tom Stewart, editor of *Harvard Business Review*, states that "he is not only a pioneer in the field of intellectual capital, but one of its real experts as well." His expertise has been tapped by several *Fortune 500* companies and even the United Nations who hand picked him for a high-profile initiative. With humour and passion, he empowers individuals, teams and organizations to build their brainpower for high performance and a sustainable, competitive advantage.

Dr. John Izzo is the *Human Resources Session* keynote speaker, which takes place on **Tuesday, November 4**. Dr. Izzo is a thought-provoking and best-selling author who has devoted his life and career to working with thousands of leaders, professionals and front-line employees to foster workplaces of excellence, purpose, learning and renewal. His most recent book, *The Five Secrets You Must Discover before You Die*, takes the reader on a heart-warming and profound journey to find lasting happiness. He has also travelled the world researching, advising and speaking on issues related to workforce trends, positive corporate cultures, professional work-life balance, creating change and connecting with like-minded leaders.

Program Highlights Now Available Online

An online version of *HealthAchieve2008 Program Highlights* is now available. The program highlights includes information about sessions, special attractions on the exhibit floor and registration. A link to the online document is provided in this week's *Executive Update* email. You can also visit www.healthachieve.com, under "About the Show - Program Highlights."

For further information about sessions, contact Susan Jacobs at 416-205-1364 or sjacobs@oha.com.

Report on Health Care

WOHKN Portal provides Region with 24-hour Access to Health Resources

The Western Ontario Health Knowledge Network (WOHKN) project is now complete. It is the first in Canada to achieve a voluntary, cost-neutral quality initiative of its kind.

WOHKN encompasses four health care partners spanning 29 sites and serves approximately 18,200 staff and physicians. The WOHKN portal gives clinical professionals and health administrators from the participating partners (Grey Bruce Health Services, London Health Sciences Centre, Shared Library Services, and St. Joseph's Health Care, London) access to a wide range of electronic health resources. These resources include databases, electronic journals, e-books and clinical decision-making tools (e.g., Cochrane Library). The University of Western Ontario (Western) is also a key partner in this project.

Significant outcomes of the portal include:

- 155 rural physicians, not affiliated with Western, now have access to important medical databases, which were previously not available, to support evidence-based clinical practice;
- Over 700 nursing and allied health academic and professional journals are available to support inter-professional, evidence-based clinical practice; and
- Over 150 important, relevant business and health administration titles are available to inform hospital management practices.

For more information about WOHKN, visit www.wohkn.ca.

NHH Provides 2008-2009 Health Professions Scholarship

Northumberland Hills Hospital (NHH) has been accepting applications for the 2008-2009 *Health Professions Scholarship*. Available to aspiring health care professionals from the area looking for financial support for their education, the awards will be presented later this summer.

Created in 2003, the purpose of the *Health Professions Scholarship Program* is to provide financial assistance to students from the west Northumberland community who are pursuing a career in the health care sector. Two students currently enrolled in a health profession or allied health profession program at an accredited university or community college will be awarded a scholarship.

New Regional IT Support Organization Established

The Alexandra Marine and General Hospital (AMGH) and the Huron Perth Healthcare Alliance (HPHA) have signed a memorandum of understanding outlining the creation of the Huron Perth Enterprise Information Technology Service (HPEITS).

HPEITS is a shared service arrangement meant to foster a more regional approach to health care IT planning and to provide economies of scale for health care IT support services in Huron and Perth counties.

HPEITS is a regional IT support service providing a full range of health care IT services including supporting the current regional Meditech hospital information system, with both AMGH and HPHA as customers. HPEITS also provides IT departmental management and staffing, systems security, network management, implementation of software/hardware, and has been actively involved in implementing the provincial wait time and other e-access initiatives within Huron and Perth counties.

Executive Announcements

Peter Wallace has been appointed Deputy Minister of Finance and Secretary of Treasury Board, effective September 15, 2008. Mr. Wallace's most recent assignment has been as the Deputy Minister of Energy.

The Children's Hospital of Eastern Ontario (CHEO) has recently appointed Tyson Roffey as its Chief Information Officer (CIO).

Dr. Frank Martino, Chief of Family Medicine at William Osler Health Centre, has

been named *Family Physician of the Year* for the Southern Ontario Region by the Ontario College of Family Physicians.

On June 11, 2008, Dewar Burnett was announced as the new Chair of Carleton

Place and District Memorial Hospital's Board of Directors; and on July 1, 2008, Malcolm Robinson was appointed as the hospital's Chief Executive Officer (CEO).

Bloorview Kids Rehab is pleased to announce the appointment of Tracy Kitch to the position of Vice President Programs and Services, effective June 23, 2008.

Report from Queen's Park

MOHLTC Releases its *Results-based Plan Briefing Book 2008-2009*

The MOHLTC has recently released its *Results-based Plan Briefing Book 2008-2009*, wherein the government identified two major priority areas for the next four years: reducing wait times with a special focus on emergency departments (ERs) and delivering quality family health care for all.

Ontario's ER strategy will be a system-based strategy, and improvements will be achieved by focusing on such considerations as:

- Improving health promotion to keep people healthy;
- Improving the prevention and management of diabetes and other chronic diseases;
- Improving and expanding mental health and addictions services;
- Providing more funding for hospitals in high-growth areas; and
- Providing more funding to community-based services to enable seniors to stay in their own homes.

Success will be measured by the reduction in ER wait times and increased public satisfaction.

The second priority area is to provide family health care for all Ontarians. This is an important priority in helping to ensure that people have access to health care in their community virtually around the clock, as opposed to having to rely on hospital emergency departments for non-emergency health care. The government will:

- Establish an Unattached Patient Registry;
- Add 50 new Family Health Teams;

- Establish 25 Nurse Practitioner-led clinics;
- Increase Physician Supply, including 100 New Medical Training Positions; and
- Hire 9,000 new nurses and work toward a goal of having 70% of nurses working full-time.

The MOHLTC has also committed \$154 million over three years to build on Ontario's cancer-screening program to increase early detection and treatment of breast, cervical and colorectal cancers. That funding covers the costs of Prostate-Specific Antigen testing to diagnose and monitor treatment of prostate cancer, and extending the Human Papillomavirus vaccination against cervical cancer.

Both the wait times and the family health care priorities will be supported by key enablers which include e-Health, information management, and an equity policy.

Local Health Integration Networks (LHINs) will ensure delivery of services toward implementation of these priorities.

The MOHLTC *Results-based Plan Briefing Book 2008-2009* and *Annual Report 2007-08* can be accessed at www.health.gov.on.ca, under "July 8."



OHA Conferences

Health Care Risk Management September 3, 4 & 5, 2008 Toronto

This certificate course will impart the necessary skills for risk managers to succeed within their field and will focus on industry-specific elements of the health care organization. Interactive lectures, small group work and case studies will provide 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.

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 today 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 of both 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.

Mental Health and Patient Safety: The Beginning of Our Journey September 18 (Evening Reception) & 19, 2008 Toronto

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

Essentials Certificate in Health Care Governance for New Trustees September 19, 2008 Timmins

This one-day certificate program is designed to help participants strengthen their leadership skills, and to examine the vital role of trustees within the hospital organization. While the focus of the program will be on hospital governance, those assuming board roles in related health care organizations will also benefit by attending. Topics will focus on increasing participants’ understanding of health care governance, and the challenges and opportunities presented by the complexities of hospital operations. The program will also help identify the questions trustees need to ask in their organizations to ensure they have the right information to perform their roles effectively. Participants will be encouraged to begin forming their own development plans and long-term goals for success as a trustee. For further information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

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OHA Conferences (continued)

If Disney Ran Your Hospital September 22, 2008 Toronto

Loyalty is an organization's best source of long-term strategic advantage. But unlike traditional service organizations, Disney does not provide a service. Neither does your hospital. They both provide an experience. Disney is the premier example of this newly-evolved economic category, and hospitals would do well to emulate the most vital qualities that earn Disney the love of its guests and employees.

Fred Lee takes critical aim at service excellence initiatives, quality and performance improvement efforts, and patient satisfaction surveys. Through models and illustrations Lee will demonstrate why these and other common methods and tools may actually mask the critical factors in creating loyalty. Improving patient perceptions takes a completely different cluster of leadership talents than improving outcomes. Managers will learn the critical factors in coaching for improved perceptions.

Lee's captivating presentation is filled with pertinent stories and practical examples, which will leave attendees inspired with fresh insights and energized with hope. Conference attendees will be provided with a copy of Lee's award winning book, *If Disney Ran Your Hospital: 91/2 Things You Would Do Differently*. For further information, contact Kerry Vincent at 416-205-1306 or 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 at 416-205-1341/1-800-598-8002, ext. 1341 or 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.



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