

Executive Report

June 18, 2008

Report from the OHA

BPAC Enhances Member Communications

The Benefit Plans Advisory Committee (BPAC) is dedicated to enhancing the overall governance of the Ontario Hospital Association (OHA) Benefit Plans. As part of its efforts, the BPAC has launched an informative and relevant newsletter, *BPAC Buzz*, to help build transparency and open communications with members.

BPAC Buzz will be published up to six times a year and will include in-depth articles on key BPAC events, announcements, decision processes, change initiatives, and projects. The first edition was recently emailed to benefit plan administrators, Chief Executive Officers (CEOs), Chief Human Resources Officers, and occupational health contacts. A link to the newsletter is also included in this week's *Executive Update* email.

In addition to the newsletter, the BPAC will also begin hosting monthly teleconferences, dubbed the "Benefit Beehives," for benefit plan administrators, starting **June 18, 2008**. The Benefit Beehive will help connect members, allowing them to easily share best practices and lessons learned. The teleconferences will take place on the third Wednesday of every month (except December) and will feature guest speakers and specific topics while giving members an opportunity to ask questions of OHA and Desjardins Financial Services representatives. Details about the teleconferences have been sent to OHA Benefit Plan Administrators.

To learn more, call 416-205-1445 or email bpac@oha.com.

Health System Facts and Figures Website Features e-Health Indicators

The OHA's Health System Facts and Figures website has been updated with new information on e-Health adoption among hospitals and physicians.

These new additions include graphs showing:

- Distribution of hospital e-Health adoption levels on selected clinical applications in Ontario;
- Information systems and communication expenditures by Local Health Integration Network (LHIN) and by health care sector; and
- National/international comparison of physician use of various clinical applications and technologies.

To access the website, visit www.healthsystemfacts.com. For further information, contact Andrea Wong at 416-205-1444 or awong@oha.com.

HealthAchieve
Inspiring Ideas & Innovation | 2008

Seeking Nominees for the *Innovation in Clinical Practice Team Award*

The *Innovation in Clinical Practice Team Award* recognizes excellence in clinical practice among Ontario's health care professionals, and is open to any individual or group. Adjudicators will make their final selection based on the following criteria: the extent to which the submission represents an innovative clinical practice or process, the evidence and outcomes to support the innovation, and the extent to which the submission reflects a multi-disciplinary approach. Responses should be kept brief (1000 words or less) and online submissions are preferred. The deadline for submission is **July 31, 2008**.

For further information, visit www.healthachieve.com or contact Susan Jacobs at 416-205-1364 or sjacobs@oha.com.

Report on Health Care

CVH Receives *Diamond Safety Award*

The Credit Valley Hospital (CVH) has been granted the first ever Diamond level of the *BD* (Becton, Dickinson and Company) *Safety Recognition Award*, designed to recognize health care institutions for their commitment to providing a safer environment for staff and patients through the use of *BD* safety-engineered devices and programs. Sharps injuries can lead to the transmission of serious diseases such as hepatitis B, hepatitis C and HIV within the institution. Patient safety and the prevention of health care-associated infections (HAIs) are a major cause of morbidity and mortality.

In April 2008, *BD* announced 18 hospitals across Canada as winners of the *BD Safety Recognition Award*, but this is the first diamond level award to be given in the history of the program. *BD* is pleased to provide CVH with an educational grant to further advance their efforts in providing a safer environment for their patients and health care workers.

Aging Population and Chronic Diseases Causes Strain on Health System

New data released on June 11, 2008, from the *2007 National Physician Survey* (NPS) reveals that Canadian physicians are experiencing a health system under stress with patients who have complex health needs, emergency departments that are overloaded, and insufficient physician numbers due to the shortfall of broad-based generalists who are so essential for the care of older populations with multiple chronic diseases. Generalist specialists like family physicians, internists, pediatricians and general surgeons are an integral part of the health system in this country. However, these specialties are facing resource shortages, and the NPS survey indicates large numbers plan to retire within the next two years.

According to the NPS survey, 80% of physicians overall identified the growing needs of chronic patient care is most demanding. They are seeing more and more Canadians suffering from diabetes, cancer, heart disease and mental health issues.

The needs of patients for urgent care exceed the capacity of the system to respond in a timely way. While 65% of family physicians can see a patient in urgent need of care within one day, only 37% of all other specialists can respond in that timeframe. Limited access to family physicians and other

specialist physicians is putting pressure on overloaded emergency departments. A summary of the report is available on the NPS website, www.nationalphysiciansurvey.ca.

Building Efficiency in Health Care

After years of fine-tuning their paperless processes, Hôtel-Dieu Grace Hospital (HDGH) in Windsor has established a model environment of efficiency in their health records department. Since 1997, HDGH has been using an electronic document management system called SolComHealth.

HDGH not only gained efficiency results, but they were able to integrate all patient data from individual systems into one comprehensive and paperless view. This accomplishment sparked benefits for the whole hospital enterprise, such as:

- Instant access for physicians to patient information;
- Health care providers in the ER can retrieve the patient's complete medical record; and
- Over 50 clinics and 1,200 users have simultaneous access to patient information.

HDGH shares their expertise of electronic medical records with other area hospitals, including Windsor Regional Hospital, Chatham-Kent Health Alliance (CKHA) and Leamington District Memorial Hospital.

AGH/FVM Exemplifies New Integrated of Model of Care

The newly renovated Almonte General Hospital (AGH) and the new Fairview Manor (FVM) long-term care home officially opened on June 13, 2008. The AGH/FVM Redevelopment Project included the construction of the new 112-bed Fairview Manor on land adjacent to the hospital and a major renovation and expansion of AGH's emergency, ambulatory care, diagnostic imaging, obstetrical and medical-surgical departments. The hospital, new FVM and former FVM buildings are connected by a 15,000-square-foot covered link. This new, integrated model of care will help provide a wider range of services, closer to home. The redevelopment project also creates a leading-edge, integrated health care facility that will provide acute care, complex continuing care, long-term care and other services to the community at one location.

Executive Announcements

CKHA's video, *Caring People, Caring for People*, has earned a *Virtuoso Award* from the International Association of Business Communicators' (IABC), which recognizes excellence in communications across southwestern Ontario.

Stevenson Memorial Hospital (SMH) announced on June 12, 2008 the appointment of Gary Ryan as President and CEO, effective immediately. Mr. Ryan has served as interim-President and CEO since September of 2007.

Ineke Haan took over from Yvonne Lambert as Board Chair of the Middlesex Hospital Alliance on June 10, 2008.

Report from Queen's Park

Legislation Aimed to Increase Access to Health Professionals

Ontario is introducing new legislation that would ease the way for internationally trained health care providers to practice in the province. The legislation - *Increasing Access to Qualified Health Professionals for Ontarians Act* - will, if passed, change the mandate of all regulatory colleges to acknowledge that access to health care is a matter of public interest. Ontario has 23 regulated health professions.

This legislation is one part of a bigger plan to remove barriers for internationally trained doctors. Over the summer, the government will be working closely with The College of Physicians and Surgeons of Ontario (CPSO) on regulation changes that would ease the transition to practice for foreign-trained doctors. The plan, based on the *Report on Removing Barriers for International Medical Doctors* by Etobicoke-Lakeshore MPP Laurel Broten, Parliamentary Assistant to the Minister of Health and Long-Term Care, details five major recommendations on how to further increase the number of international medical doctors in Ontario.

Find out how internationally-trained doctors can qualify for professional practice in Ontario at www.healthforceontario.ca, under "Access Centre for Internationally Educated Health Professionals."

Community Partnership Program

The Community Partnership Program is a new community-based initiative of HealthForceOntario (HFO). The program will provide on-the-ground physician recruitment support to community

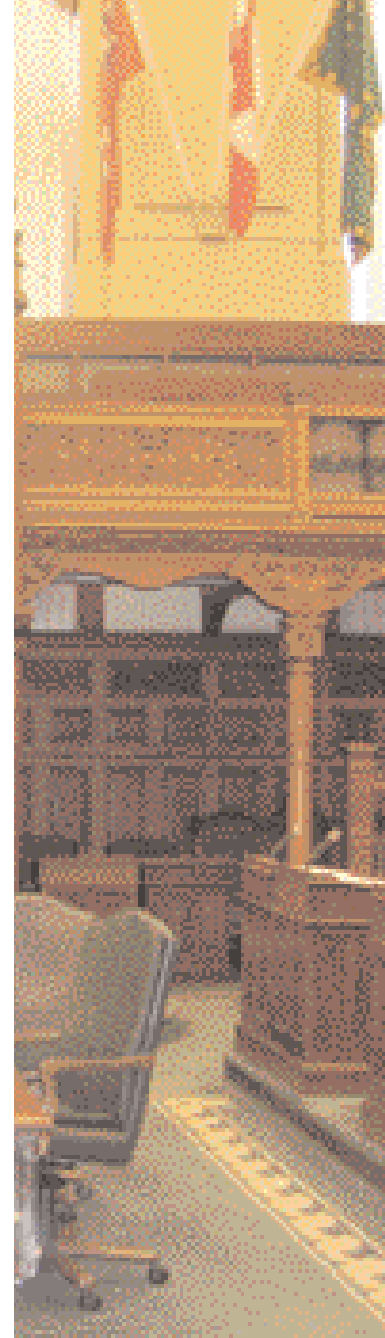
recruiters, health care organizations and health care providers within LHINs across Ontario.

In the coming weeks and months, the HFO Marketing and Recruitment Agency (HFO MRA) will hire regional Partnership Coordinators to work within each LHIN, who will have ready access to the resources and expertise of HFO MRA to support them in their role. They will work with partners and stakeholders within their respective LHINs to augment and support local physician recruitment and retention efforts; strengthen ties between local and provincial physician recruitment activities; and develop and implement a comprehensive and integrated regional physician health human resource plan. For further information, contact communitypartnership@healthforceontario.ca.

Greater Accountability in LTC Homes

Ontario is introducing a new level of transparency and accountability - as recommended in Shirlee Sharkey's report on staffing and care standards for long-term care (LTC) homes - by publicly reporting and measuring health outcomes and resident satisfaction. In principle, the government accepts the recommendations contained in the report, titled *People Caring for People: Impacting the Quality of Life and Care of Residents of Long-Term Care Homes*.

The Ontario Health Quality Council (OHQC) will be tasked to measure and publicly report quality of care and resident satisfaction in LTC homes. To view the full report, visit www.health.gov.on.ca, under "June 17."



OHA Conferences

Hospital Executive Compensation – Pay-for-Performance

July 9, 2008

12:30pm to 2:00pm (EST)

The Governance Centre of Excellence (GCE) presents a videoconference focusing on Pay-for-Performance.

Hospital boards are responsible for appointing the best possible President and CEO and for ensuring that clear, measurable goals are communicated appropriately and ultimately met. Policy makers and the public are now demanding that hospitals and hospital leaders perform at higher standards, and that there is transparency and accountability in making sure that executive compensation matches executive performance.

One way hospitals can attract talented leaders is by implementing an executive compensation management framework based on sound principles and practices. To assist hospital boards with creating or improving upon this framework, the OHA established a Reference Group in 2005 which, in working with the Hay Health Care Consulting Group, developed guidelines and principles for hospital executive compensation. The videoconference will provide an opportunity to ask questions of the publication's authors. Presenters include, [Greg Shaw](#), Vice President, Strategic Human Resources Management, OHA and [Moshe Greengarten](#), Associate Director, Hay Group Health Care Consulting. This videoconference is limited to 50 sites. Visit www.oha.com/distancelearning for registration information. For further information, contact [Lina Pallotta](mailto:Lina.Pallotta@oha.com) at 416-205-1313 or lpallotta@oha.com.

OHA's Health Care Leadership Summit

September 3, 4 & 5, 2008

Huntsville

This conference is designed to provide hospital CEOs with an opportunity to dialogue and share perspectives on important issues such as health care integration. This year's summit will showcase other high-performing health care systems and will compare them to Ontario, feature the performance culture imperative, and provide CEOs with an opportunity to strategize about the future of Ontario's health care system. The summit will be chaired by [Cliff Nordal](#), President and CEO of London Health Sciences Centre and St. Joseph's Health Care, London. For further information, contact [Eva Bell](mailto:EvaBell@oha.com) at 416-205-1342 or ebell@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 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](mailto:MarisaBavaro@oha.com) at 416-205-1309 or mbavaro@oha.com.

Health Care Financial Managers

September 8 & 9, 2008

Toronto

The Health Care Financial Managers Association (HCFMA) and the OHA have designed this conference to address health care issues, improve business performance, and review finance issues in the changing health care system. Featured speakers, [David Chilton](#) and [Dr. Peter Jensen](#), will provide insightful and creative perspectives on economics, business leadership, and innovation.

The agenda will cover a variety of topics, including the 2007/08 financial results (Hospital Report funding); an update from the Ministry of Health and Long-Term Care (MOHLTC) and the Office of the Auditor General of Ontario, a look at the Health-Based Allocation Model (HBAM), Hospital Service Accountability Agreement (HSAA) negotiations, International Financial Reporting Standards (IFRS), green health care, transforming health care support services, employee future benefits, and succession planning. For further information, contact [Sara Simone](mailto:SaraSimone@oha.com) at 416-205-1314 or ssimone@oha.com.

Lean/Six Sigma in Health Care

September 15, 2008

Toronto

Six Sigma and Lean are two powerful performance improvement methodologies anchored in the scientific method that aims to define, measure, analyze, improve, and control proven solutions. Lean/Six Sigma is an effective strategy that has been used for several years by

(continued on next page)

OHA Conferences (continued)

businesses outside of the health care community to improve their bottom line while also improving process performance, customer satisfaction and quality. In recent years, health care organizations have increasingly adopted the Lean/Six Sigma approach to improve their operational and clinical processes while reducing medical errors and improving patient safety and satisfaction.

This one-day conference will demonstrate how to apply Lean and Six Sigma principles to your health care organization from the advice of leading experts in North America. For further information, contact Kerry Vincent at 416-205-1306 or kvincent@oha.com.

Health Care Governance Forum September 16 & 17, 2008 Toronto

Ontario's hospitals have a proud history of voluntary community governance. Almost 3,500 Ontarians serve as trustees of their local hospitals and bring the voices and perspectives of their neighbours to bear on 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 the leadership of the hospital trustee more important than ever. This conference provides a valuable opportunity for trustees to network, to learn, and to share best practices with colleagues. 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) & 19, 2008

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 national and international 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.

Incident Management System (IMS) For Health Care Facilities October 20, 21 & 22, 2008 Toronto

The identification of SARS in Canada in March, 2003 put health care organization preparedness to the test. The Incident Management System (IMS) is a recognized North American standard essential for management of emergency incidents of any nature. In the United States and Canada, IMS is increasingly used by emergency medical services. Many hospitals and other health care providers are starting to implement IMS within their organization, which is essential to executing an effective coordinated, multi-agency response. Large scale incidents will be addressed by multiple first responders. IMS will allow for standardization of language, a common approach, enhanced communication, management of human and physical resources, and partnerships with other emergency services.

This course is geared toward hospital staff directly involved in the development and operations of emergency management planning and procedures within their organization and will be of interest to individuals who have direct responsibility for safety and security, emergency procedures, risk management, including senior administrators, critical care providers, emergency department staff and clinical educators. For further information, contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com.



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The Executive Report is a weekly
publication of the OHA

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