

Executive Report

March 26, 2008

Report from the OHA

Update on the 2008 OMA/MOHLTC Negotiations

The Physician Services Framework Agreement between the Ontario Medical Association (OMA) and the Ministry of Health and Long-Term Care (MOHLTC) expires on **March 31, 2008**. Because hospitals are materially affected by the outcome of these negotiations, the Ontario Hospital Association (OHA) launched a process to ensure that hospital interests are considered throughout the negotiations. To inform these discussions, OHA staff conducted a member consultation process (i.e. plenary) in November 2007.

To date, OMA and MOHLTC bargaining teams have engaged in preliminary discussions to prepare for negotiations. A number of OHA staff - including President and Chief Executive Officer (CEO) **Tom Closson** - have also met informally with the OMA bargaining team. Because the OMA and hospitals share many of the same concerns, both parties agreed to maintain communications throughout the negotiations process and to work together towards solutions, using a systems-based approach. A meeting has also been scheduled between the OHA and MOHLTC staff responsible for OMA negotiations at the end of this month.

The OHA will continue to rely on the results of the November plenary, along with the guidance and advice of the OHA's Reference Group on Hospital Physician Issues (RGHPI) and other OHA member working groups and councils to inform communications with the OMA and the MOHLTC. The OHA will provide members with updates on these negotiations as information becomes available.

Members interested in reviewing the November 2007 plenary report can visit the OHA website at www.oha.com/OMA Negotiations (username and password are required).

For questions or comments, contact **Heather Stewart** at 416-205-1321 or hstewart@oha.com.

BPAC Names New Chair

As part of the OHA's commitment to improving the overall governance of its benefit plans, a revived Benefit Plans Advisory Committee (BPAC) has been established. Following a call for membership in January 2008, the new committee is now in place, and at its second meeting last week, **Fabian Hebert**, CEO of Smooth Rock Falls Hospital, agreed to take on the position of Chair. Under Mr. Hebert's leadership, the BPAC is committed to making recommendations to the OHA regarding the design and management of the benefit plans.

One of the first activities for the BPAC is compiling an up-to-date, accurate list of individuals responsible for administering the benefit plans in all Ontario hospitals. An email to all human resources leads was sent **Monday, March 24** requesting the contact information for benefit plan administrators in each hospital. Prompt and accurate replies from hospitals will assist the OHA and the BPAC to facilitate clear and timely communication about the OHA benefit plans.

For further information, contact **Molly Rotering** at 416-205-1445 or mrotering@oha.com.

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Report from the OHA (continued)

2008 Patient Safety Guidebook and Patient Safety Award Submissions Due Friday

Submissions for the *2008 Patient Safety Guidebook* and *Patient Safety Award* are due on **March 28, 2008**. The guidebook will contain examples of practical, effective patient safety strategies and will be organized around the Canadian Council on Health Services Accreditation's (CCHSA) six patient safety areas. Hospitals that have introduced patient safety practices in one or more of these areas will be highlighted in the guidebook.

Submissions should be a maximum of 500 words and will be judged on originality and innovation, broad applicability, practicality and relevance, accordance with the CCHSA patient safety areas and required organizational practices, and demonstrated effectiveness and improvement in processes or patient outcomes. All submissions will be considered for the *Patient Safety Award* to be presented at HealthAchieve2008.

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

Reminder: Just Clean Your Hands Training Begins this Week

The OHA is partnering with the MOHLTC to deliver train-the-trainer sessions across the province on the *Just Clean Your Hands* program, which began on March 25, 2008. To view the complete list of training sessions and to register up to three people from your hospital, visit www.oha.com/justcleanyourhands.

During the *Just Clean Your Hands* training sessions, hospital teams will explore how the *Just Clean Your Hands* program can be used to implement a hand hygiene program in their own hospital or how elements of the program can be used to enhance existing hand hygiene campaigns. It is strongly recommended that a multi-disciplinary group attend; hospitals should send resources able to cover the roles of trainer, implementation coordinator and auditor.

Participants will then champion the *Just Clean Your Hands Program* in their hospitals, training front-line health care providers in their local settings on when and how to perform hand hygiene.

For further information, contact Karen Sequeira at 416-205-1328 or ksequeira@oha.com

GTA/905 Healthcare Alliance Rebrands to Reflect Growing Membership

The GTA/905 Healthcare Alliance (Alliance) has long been an advocate for hospitals in the high growth regions surrounding Toronto. Continuing these efforts and given the needs of hospitals in other high growth communities in Ontario, the Alliance is expanding.

In addition to hospitals in the high growth regions of Durham, Halton, Peel, York, and Dufferin County, Alliance membership now includes hospitals in the fast-growing regions of Kitchener-Waterloo, Guelph, Cambridge, West Ottawa, Fergus and Wellington North. To reflect this new reality, the GTA/905 Healthcare Alliance changed its name to Growing Communities Healthcare Alliance on March 20, 2008. The six new Alliance members are Cambridge Memorial Hospital, Groves Memorial Community Hospital, Guelph General Hospital, North Wellington Health Care, Queensway Carleton Hospital and St. Mary's General Hospital.

A link to the news release on this rebranding initiative is provided in this week's *Executive Update* email.

For further information, contact Tariq Asmi at 416-205-1331 or tasmi@gcha.ca.

Report on Health Care

SMH to Reopen Birthing Unit

Stevenson Memorial Hospital (SMH) has announced that its Birthing Unit will re-open on a full-time basis effective **April 21, 2008**, with **Dr. Alison Barrett** as the lead obstetrician. The re-birth of the unit is made possible by joint efforts from the MOHLTC, SMH, Southlake Regional Health Centre, the Physician Recruitment and Retention Committee and a very active community.

Equipping the unit is also very important to the success of the Maternal Child Program. The SMH Foundation has committed to raising the \$350,000 needed for equipment.

CIHI Report Examines Costs of Treating Patients

Patient stays in acute care hospitals account for the largest share (47%) of hospital spending in Canada, according to a new report from the Canadian Institute for Health Information (CIHI), released on March 18, 2008. The report, which examined 2.4 million recorded hospital stays (outside of Quebec), estimates that on average, each patient stay costs almost \$7,000, with a wide variation in cost by medical condition.

The study focuses on the cost of treating those patients admitted to hospital for at least one night and does not include the cost of emergency care, day surgery, long-term care, hospital clinics or fee-for-service payments to physicians. The *Cost of Acute Care Hospital Stays by Medical Condition in Canada, 2004-2005* is the first report of its kind to examine what hospitals spend by patient stay and by medical condition. The report includes only national figures, though costs are expected to vary from province to province.

For further information and to access the full report, visit www.cihi.ca, under "Latest News - March 18, 2008."

Sisters of St. Joseph's of Hamilton Leave a Legacy of Care

St. Joseph's Health System recently released an important documentary entitled *Legacy*, detailing the history of the Sisters of St. Joseph's of Hamilton and their contributions to health care in southwestern Ontario, and globally, through their *International Outreach Program*.

Legacy is a 17-minute documentary as told by the sisters themselves, along with current health care workers from each of the organizations founded by the sisters. The film highlights how the courage, determination and compassion of the sisters continues today through the health care workers in each of its member institutions.

Joseph Brant Combats C. Difficile

The Joseph Brant Memorial Hospital (Joseph Brant) is working with a number of agencies and experts to control the spread of *C. difficile* (*C. diff*) inside the hospital, including the Halton Region Health Department, Central South Regional Infection Control Network and a team of infectious disease experts at the University Health Network. Joseph Brant also established a *C. diff* Outbreak Committee that meets weekly to oversee and ensure that the hospital's infection prevention and control measures are in place.

The committee is implementing an aggressive action plan that covers disease management, cleaning, hand hygiene, equipment, antibiotic use, precautions and education, information and awareness.

For detailed information, visit www.jbmh.com.

Executive Announcements

The Wait Time Alliance (WTA) welcomed the Society of Obstetricians and Gynaecologists of Canada (SOGC) as its 13th member on March 17, 2008.

Humber River Regional Hospital (HRRH) has appointed **Barbara Willitts** as Program Director for Acute Medicine, Emergency Services, Geriatrics, Inpatient

Rehab, Endoscopy, Family Practice and Neurodiagnostics. Ms. Willitts began her role on March 3, 2008.

The Sault Area Hospital (SAH) has appointed **Tracy MacDonald** as its new Vice President and Chief Operating Officer.

Report from Queen's Park

WTIS Expansion a Success

The provincial Wait Time Information System (WTIS) has successfully expanded to capture wait time data for additional adult ophthalmic, orthopaedic, cancer and general surgery procedures. Wait Time-funded hospitals completed a tremendous amount of work by mid-March 2008, and are now using the expanded WTIS functionality to report data in near real-time, as applicable, in addition to reporting on the initial five service areas.

There are now more than 500 new users added to the system, and approximately 2,600 clinicians using WTIS, capturing approximately 1.6 million procedures. WTIS expansion enables a more comprehensive picture of wait times across the province. It also addresses hospital and clinician feedback from previous phases to expand the system, thus capturing wait times for more procedures.

The WTIS expansion also included two pilots. One captured paediatric surgical procedures at London Health Sciences Centre and St. Joseph's Health Care, London, which was successfully deployed on March 3rd. The second introduced the collection of Wait 1 data and the mandatory capture of referral and consult dates in the Toronto Central Local Health Integration Network (TC LHIN) Hip and Knee Program. While the collection of Wait 1 information is mandatory in the TC LHIN, the ability for any clinician or hospital to collect this information is built into the application.

Further expansion to the WTIS is planned for 2008/09 to help hospitals better manage wait lists and resources and to further improve access to care in Ontario.

For further information, contact wtio@cancercare.on.ca.

Ontario's Critical Care System Set for Improvement

Dr. Avery Nathens has been named as Medical Director for *CritiCall* Ontario. *CritiCall* is responsible for facilitating the efficient flow of patients requiring acute medical services across Ontario. This includes coordinating clinical consultations and patient transfers between hospitals. Every year, over 10,000 critically ill patients are moved from one Ontario hospital to another in order to access the correct specialty service.

Dr. Nathens will work with hospitals and physicians from across the province to develop improved protocols for inter-facility medical consultation and patient transfer. A priority task will be to work with the members of the Neurosurgical Expert Panel to ensure patients requiring neurosurgical care can get access to care as close to home as possible.

CCO Releases Action Plan

Cancer Care Ontario (CCO) released the *2008-2011 Ontario Cancer Plan* on March 20, 2008. The action plan is designed to boost cancer screening rates, improve access to diagnostic and treatment services, make cancer services better and safer, and put new cancer research into practice, faster. This is the second Ontario cancer plan; the first was released in 2004.

For further information, visit www.cancercare.on.ca under "Highlights."



OHA Conferences

Preventing Workplace Violence: Enabling a Culture of Respect April 11, 2008 Toronto

The Dupont-Daniel Inquest recommendations have provided a framework for examining the root causes of workplace violence. At this conference, participants will examine the various forms of workplace violence and the resources needed to develop an effective workplace violence prevention program. Topics include an overview of workplace violence, how to empower staff by holding physicians accountable, establishing a workplace violence prevention program, consequences of workplace violence, an Ottawa study on health care professionals and disruptive behaviour, and lessons from the field. The goal of this conference is to provide practical methods in the prevention of workplace violence and the promotion of a culture of respect and safety. For further information, contact Sara Simone at 416-205-1314 or ssimone@oha.com.

Region 1 North West Annual Educational Conference Advancing Safety & Quality Care: Critical Health Care Issues & Strategies April 16, 17 & 18, 2008 Thunder Bay

This conference will provide an excellent forum for health care leaders and trustees to network, learn and discuss both the opportunities and challenges facing health care today, with a specific focus on identifying strategies and engaging organizations in reporting quality of care and patient safety indicators. This conference will address a range of issues, including e-Health strategies, patient safety and quality, Hospital Standardized Mortality Ratios (HSMR), the CCHSA's new accreditation standards, the evolving role of LHINs and the Joint Policy and Planning Committee's *Core Services Report*. A CEO breakfast, trustee and hospital breakout sessions, and section meetings will also provide participants the opportunity to share ideas and experiences. Speakers include Dr. Michael Baker, Provincial Lead, Patient Safety and Quality, Health System Accountability and Performance Division, MOHLTC and Dr. Andrew McDonald, Chair, MAC Quality of Care Committee, Sunnybrook Health Sciences Centre. For further information, contact Joanne Grzywina at 416-205-1341 or 1-800-598-8002, ext. 1341 or jgrzywina@oha.com.

Conference for Administrative Professionals April 24 & 25, 2008 Toronto

This OHA conference has become the conference of choice for today's administrative professional in the health care industry. Sessions provide valuable updates on developments in the field and interesting hands-on opportunities. This is a chance to sharpen your skills and develop valuable technical, management and communication skills through expert-run sessions. For further information, contact Shannon Byck at 416-205-1357 or sbyck@oha.com.

Ontario's Critical Care Strategy – Integration, Innovation and Collaboration April 28, 2008 Toronto

On January 2006, Minister of Health and Long-Term Care George Smitherman, launched the *Critical Care Strategy* which recognizes effective critical care delivery as a fundamental cornerstone in improving overall health system utilization and performance. A significant component of the strategy is its focus on gathering and reporting improved levels of information about Ontario's critical care patients and the resources required to care for them. This information is gradually being used to support providers in making the best decisions about caring for patients now and in the future.

This is the second in a series featuring commentary from leading critical care providers, patient safety advocates and health policy planners on these components of the strategy. This conference is presented in partnership with the MOHLTC's Critical Care Secretariat and Ontario's Critical Care LHIN Leaders. For further information, contact Shannon Byck at 416-205-1357 or sbyck@oha.com.

Preventing Workplace Violence: Enabling a Culture of Respect May 22, 2008 (London) May 26, 2008 (Ottawa) June 5, 2008 (Thunder Bay) June 10, 2008 (Sudbury)

Violence in the health care work environment threatens the delivery of effective, quality care and diminishes individuals' rights

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OHA Conferences (continued)

to a safe working environment; the Dupont-Daniel Inquest recommendations have provided a framework for examining its root causes. Participants will examine the various forms of workplace violence and the resources needed to develop an effective workplace violence prevention program. Topics include an overview of workplace violence, how to empower staff by holding physicians accountable, establishing a workplace violence prevention program, an Ottawa study on health care professionals and disruptive behaviour, and lessons from the field. The goal of this conference is to provide practical methods in the prevention of workplace violence and the promotion of a culture of respect and safety. This conference will launch in Toronto on April 11th. For further information, contact Joanne Grzywna at 416-205-1314 or jgrzywna@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 role within the larger organization and focus on industry-specific elements of the health care organization. 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 416-205-1309 or mbavaro@oha.com.

Labour Relations in a LHIN Environment May 30, 2008 Toronto

Featuring a variety of leaders from the LHINs, 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, such as the effect of these changes on labour relations and the consequences of LHIN funding authority. Participants will also look at regional integration in other provinces.

This one-day conference will provide participants with a practical and legal overview of the labour relations under the LHINs and 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.

Challenges, Issues & 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. The latest challenges, solutions and best practices in Aboriginal health care across the province will be explored. 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. Mark your calendars now to network with peers, view exhibits and a best practices poster display. For further information, contact Joanne Grzywna 416-205-1341 or 1-800-598-8002, ext. 1341 or jgrzywna@oha.com.



200 Front Street West, Ste. 2800
Toronto, ON M5V 3L1
Tel: 416 205 1300
Fax: 416 205 1360
www.oha.com

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Editor:
Tamarah Harel
416 205 1346
tharel@oha.com