

Executive Report

May 14, 2008

Report from the OHA

OHA Investigates Current State of e-Health Human Resources

The e-Health and Provincial Health Human Resources Strategy departments at the Ontario Hospital Association (OHA) are investigating the current state of e-Health human resources in Ontario through a supplement to its *Labour Market Survey (LMS)*. Administering this online survey is necessary to capture e-Health human resource data that the OHA has not traditionally sought. Through the analysis of results, the OHA can better understand the landscape of e-Health human resources in the province.

As e-Health becomes increasingly vital to a high-functioning, integrated and patient-centred health care system, the OHA believes it is also important to identify and plan for the human resources that will build, support and maintain e-Health. Thus, the LMS supplement aims to:

- Capture data on current staffing, current vacancies and projected supply of e-Health personnel;
- Identify the strategies and sources of recruitment for e-Health personnel;
- Identify and understand the impacts of barriers to recruitment and retention of e-Health personnel; and
- Identify current strategies for the planning, development and training of e-Health personnel.

The survey supplement has been sent to all hospital Chief Human Resource Officers through a unique link. Subject-matter experts who can help with the completion of the supplement include Chief Information Officers, Directors of

Information Systems (IS)/Information Technology, or Managers of IS or Clinical Information. The deadline for participation is **May 23, 2008**.

For further information, contact Elise Chien at 416-205-1497 or echien@oha.com.

Mental Health and Patient Safety: Call for Posters

To help bridge the gap in the current understanding of patient safety in the mental health sector, the OHA has issued a call for posters for the *Mental Health and Patient Safety: The Beginning of Our Journey* conference, to be held on September 19, 2008. Researchers or teams who have created an innovative program or initiative in mental health and patient safety and who wish to present a poster at the conference are encouraged to submit an abstract by **June 16, 2008**. Abstracts should be a maximum of 1,000 words. Detailed guidelines are available on the OHA website at www.oha.com, under "Professional Development and Events - Conferences - *Mental Health and Patient Safety: The Beginning of Our Journey*." A link to the guidelines has also been provided in this week's *Executive Update* email.

A conference abstract review committee will review all proposals. Individuals submitting abstracts will be notified of the results of the review via email by July 6, 2008.

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

(continued on next page)

Report from the OHA (continued)

Standing Committee on Social Policy to Review Privacy Legislation

On May 12, 2008, the Standing Committee on Social Policy was authorized to review the *Personal Health Information Protection Act*. Section 75 of the legislation, which came into effect in November 2004, requires that a committee of the Legislative Assembly begin a comprehensive review of the legislation no later than three years after the legislation has come into force.

Pursuant to the government motion, the standing committee is required to report to the House its opinions, observations and recommendations concerning amendments to the *Personal Health Information Protection Act, 2004*, no later than one year following the assignment of the order to the standing committee. Further information will be provided as it becomes available, including the scope of the review and any opportunity for input. For further information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com.

PIDAC Releases Best Practices for Hand Hygiene

The Provincial Infectious Diseases Advisory Committee (PIDAC) has recently developed a best practices document for Ontario entitled, *Best Practices for Hand Hygiene in All Health Care Settings*. The document provides infection prevention and control practices for knowing why and when to perform hand hygiene, understanding barriers and enablers that might influence hand hygiene, choosing hand hygiene agents, and applying the correct hand hygiene techniques. A link to the document is available in this week's *Executive Update* email. Hospitals should use this document in conjunction with the Ministry of Health and Long-Term Care's (MOHLTC) *Just Clean Your Hands* program.

The MOHLTC will be hosting a province-wide educational videoconference in cooperation with the OHA. Principle authors of the document will be on-hand to review its key components, as well as answer questions. In the coming weeks, a flyer with the details of the videoconference will be distributed.

Questions about the best practice document can be directed to pidac.moh@ontario.ca, or by contacting your local Regional Infection Control Network (RICN) offices. Questions about the

Just Clean Your Hands program should be directed to handhygiene@ontario.ca. For further information, contact Karen Sequeira at 416-205-1328 or ksequeira@oha.com.

Just Clean Your Hands Training Update

The OHA has partnered with the MOHLTC to deliver 14 regional training sessions across the province to support hospitals in developing or enhancing hand hygiene programs. To date, over 95% of hospitals have registered and will participate in one of these very informative sessions. All remaining sessions are at capacity; however, an extra session will be offered (date to be confirmed) to accommodate hospitals that have not been able to register for a session. Next week, an email will also be sent to hospitals that have not participated in a session, providing further details. All program material is available online at www.justcleanyourhands.ca. For further information, contact Karen Sequeira at 416-205-1328 or ksequeira@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). When making hotel reservations, be sure to 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.healthachieve.com for more information or call 416-205-1361.

Report on Health Care

TBRHSC Builds First Integrated High Definition Surgical Suites in Canada

Thunder Bay Regional Health Sciences Centre (TBRHSC) has completed a major renovation project and turned two of their operating rooms into the first fully-integrated, minimally invasive surgical suites in Canada with a true high definition (1080p) picture. This new technology provides much clearer images compared to standard endoscopy equipment, allowing surgeons improved visualization when performing laparoscopic surgery.

The new suites will enhance the growing laparoscopic surgical program at TBRHSC, improving post-surgery recovery times and reducing average length-of-stay. The suites have also been outfitted with the latest in videoconferencing equipment. This gives the newly designated academic facility the ability to participate in teaching and telementoring sessions with other surgical programs throughout Ontario and the rest of Canada

Web-based Report Provides Snapshot of Cancer Services

Results of the *2008 Cancer System Quality Index* show that key cancer services in Ontario are more accessible, timely and safe, while additional effort is needed to raise screening rates and address the needs of Aboriginals and other under-served communities. The index was launched in 2005 by the Cancer Quality Council of Ontario, in partnership with Cancer Care Ontario (CCO). Now in its fourth year, the index presents a rolling snapshot of activity in 32 key indicators that cover the spectrum of cancer services, from prevention through to end-of-life care.

Wait times for radiation and cancer surgery continue to decrease, and despite fast rising demand for cancer drugs, chemotherapy wait times remain stable. The quality and safety of cancer services also continue to improve as more cancer drugs are ordered and managed electronically and more services are being delivered according to evidence-based quality standards.

To access the *Cancer System Quality Index* via the CCO website, visit www.cancercare.on.ca, under “Ontario Cancer System - Quality and Performance Improvement.”

New Child and Family Services Facility Officially Unveiled

A new 32,000 square foot facility for Glengarda Child and Family Services officially opened on May 9, 2008. The facility is located in a former hospital linen building in the Windsor Regional Hospital Western Campus. Glengarda is mandated as a child and family intervention program offering children’s mental health services to families whose children are in need of treatment carried out in a highly structured environment.

The new home for Glengarda has been renovated for optimal energy efficiency and a sustainable design. The existing two-storey structure was extensively renovated and verified by Natural Resources Canada’s Commercial Building Incentive program to be 64.4% more energy-efficient than a building designed to code. The facility is currently considered to be the most energy-efficient elementary or secondary facility in Ontario and the third most energy-efficient in Canada.

New Robotic Device Enhances Surgery in Toronto

St. Michael’s Hospital is the first hospital in Toronto to acquire a new generation of advanced surgical robotic device, the Da Vinci System. This platform will revolutionize the way that complex operations can be carried out through tiny incisions and very short hospital stays.

The hospital performed the first robotic-assisted radical prostatectomy (an operation performed to cure prostate cancer) in Toronto in late March 2008.

Executive Announcements

The Centre for Addiction and Mental Health appointed **Dr. Bruce Pollock** MD, PhD, FRCP as Vice President of Research. Dr. Pollock is also Professor and Head, Division of Geriatric Psychiatry at the University of Toronto as well as the Sandra A. Rotman Chair in Neuropsychiatry, Rotman Research Institute, Baycrest.

On May 12, 2008, the Credit Valley Hospital announced its new President and Chief Executive Officer, **Michelle DiEmanuele**. Ms. DiEmanuele will take over from **Wayne Fyffe** on August 12, 2008.

Report from Queen's Park

Government Invests in Nursing Education

Ontario's oncology nurses who specialize in treating cancer will soon get advanced training. The Anna Maria de Souza Knowledge Transfer Centre for Oncology Nursing at Princess Margaret Hospital will offer cancer nurses the latest education in cancer prevention, diagnosis, treatment and palliative care. Ontario will provide \$15 million over the next five years to support the centre.

Demands on hospitals for cancer care are rising. Every eight minutes, someone in Ontario is diagnosed with the disease. Oncology nurses will be able to study at the centre or through online courses and workshops across Ontario. Their training in chemotherapy, symptom management and health promotion will help many of the 64,000 people diagnosed with cancer every year.

Health Minister to Walk in Nurses' Shoes

Minister of Health and Long-Term Care **George Smitherman** is spending a day walking in the shoes of front-line nurses in celebration of nursing week.

This is believed to be the first time an Ontario Minister of Health is shadowing nurses over a lengthy period of time to experience, first-hand, the pressures that nurses face in their daily working environments. This will provide the Minister with a

unique perspective on the roles of nurses which he will share with media.

Beginning before 7:00 am on May 14, 2008, the Minister will job shadow three nurses at St. Michael's Hospital: one in an intensive care unit, one in an orthopaedic unit and one in the emergency room.

New Hi-Tech Tool for Nurses Coming Soon

Ontario nurses will be soon be able to instantly access drug databases, diagnostic materials and medical dictionaries at their patient's bedside to deliver faster and more effective care. It is part of a new plan to deliver hand-held computer devices known as Personal Digital Assistants (PDAs) to up to 2,000 front-line nurses in Ontario. This is the first provincial government-funded nursing initiative of its kind in Canada.

PDAs provide nurses with instant access to a range of clinical tools that allow them to quickly diagnose and counsel patients at the bedside with a few simple clicks. PDAs also have the potential to reduce medical errors.

This \$3 million investment will allow long-term care homes, hospitals and other organizations to buy 1,390 hand-held devices for front-line nurses. This initiative is part of HealthForceOntario, the government's health human resources strategy.



OHA

Conferences

Moving Forward - Rural/Northern Hospital Strategy

May 21, 2008
Toronto

The OHA is pleased with the government's election commitment to improve life for rural and northern Ontario residents by developing a rural/northern hospital strategy. Last year, representatives from many small hospitals participated in the development of the Joint Policy and Planning Committee's (JPPC) Core Services Report, released in June 2007, which served as a productive precursor to the development of the government's rural/northern strategy.

The goal of the forum is to bring small and northern hospitals together to discuss how to build on the third phase of the report to ensure that it is meaningful and useful for small hospitals, and to look at ways of shaping the government's rural/northern hospital strategy. For further information, contact Shannon Byck at 416-205-1357 or sbyck@oha.com.

Consent Issues in Health Care

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.

Labour Relations in a LHIN Environment

May 30, 2008
Toronto

This conference will provide insight into the labour relations challenges facing Ontario's health care system as it continues to

transform and evolve. Participants will also look at regional integration in other provinces.

This one-day conference will provide participants with a practical and legal overview of labour relations under the Local Health Integration Networks (LHINs) and will 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.

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 an understanding of 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 ssimone@oha.com.

(continued on next page)

OHA Conferences (continued)

The Board's Role in Quality Oversight and Improvement June 11, 2008 Toronto

This conference provides board members with the background and knowledge needed for successfully promoting a culture of quality within their organizations. Speakers at this year's event include: **Ruthe-Anne Conyngham**, Past Chair, OHA and Past Chair, St. Joseph's Health Centre, London; **Dr. Christopher Carruthers**, Chief of Staff, The Ottawa Hospital; **Dr. Michael Baker**, Provincial Lead, Patient Safety and Quality, Health System Accountability and Performance Division, MOHLTC and Physician-in-Chief, University Health Network; **Kathy Stauffer**, Vice Chair, Board of Directors and Chair of the Patient Safety, Risk Management and QI Committee, Brant Community Healthcare System; and **Simon Hagens**, Manager, Benefits Strategy and Analysis, Canada Health Infoway. For further information, contact **Josie Mazzola** at 416-205-1356 or jmazzola@oha.com.

Making the Business Case for e-Health June 17, 2008 Toronto

In the fight for scarce resources, demonstrating the value of projects focused on emerging technologies is an ongoing challenge. However, all providers and planners are affected by e-Health. Conference participants will have the opportunity to benefit from the experience of others and participate in discussions with a variety of speakers representing perspectives from both within Ontario and western Canada. Participants will learn how to make a successful business case for e-Health, what a successful strategic investment in e-Health looks like, the directions and priorities of the province and LHINs with respect to e-Health, opportunities for integration and existing priorities across health system providers, and the techniques for measuring the value of e-Health investments. For further information, contact **Shannon Byck** at 416-205-1357 or sbyck@oha.com.

Failure Mode and Effects Analysis Workshop June 18, 2008 Toronto

The Institute for Safe Medication Practices Canada (ISMP Canada) and the OHA are partnering to offer a one-day Failure Mode and Effects Analysis (FMEA) workshop. The workshop curriculum is derived from the Canadian Failure Mode and Effects Analysis Framework©. FMEA has been in use for many years in other high-risk industries, such as aerospace, aviation and nuclear power. It is a preventative approach to improving health care safety by making necessary process improvements. It can be applied to processes at all levels of the health care system.

Workshop goals include identifying processes in health care that lend themselves to FMEA, conducting an abbreviated FMEA on a health care process, and developing the expertise to serve on a FMEA team in a health care setting. Early registration is recommended as attendance is limited to 60 delegates. For further information, contact **Shannon Byck** at 416-205-1357 or sbyck@oha.com.

Capital Planning June 20, 2008 Toronto

This year's conference promises to be an informative and interesting session that will provide the latest developments in capital planning as well as what to expect post-construction. Participants will have the opportunity to listen to presentations and take part in roundtable discussion groups.

Topics include post-construction from both a Canadian and international perspective, organizational readiness, legal issues to consider during the course of construction, and the role of LHINs in the infrastructure puzzle. There will also be a panel on market capacity based on an environmental scan. For further information, contact **Sara Simone** at 416-205-1314 or ssimone@oha.com.



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

Executive Report

The Executive Report is a weekly publication of the OHA

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