

# Executive Report

May 21, 2008

## Report from the OHA

### Physician Behaviour in the Professional Environment

On March 25, 2008, representatives of the Ontario Hospital Association (OHA), College of Physicians and Surgeons of Ontario (CPSO) and the Ontario Medical Association (OMA), conducted an educational videoconference entitled, *Managing Physician Behaviour in a Professional Environment*. The purpose of the conference was to raise awareness and understanding among hospital executives and physician leaders about the outcome of CPSO's *Disruptive Physician Behaviour Initiative*. Participants learned about the prevalence, impact and causes of disruptive behaviour among physicians; the CPSO's new policy published in February 2008, *Physician Behaviour in the Professional Environment*; as well as methods and tools for creating codes of conduct and interventions designed to prevent and manage situations of physician disruptive behaviour. To access an archive of this event, visit the OHA Media Site at [www.oha.com](http://www.oha.com), under "Professional Development and Events - Distance Learning - OHA Mediasite."

A second videoconference geared towards physicians will take place on **Thursday, May 29, 2008** at 8:00 am. To register for the event or for more information, visit [www.oha.com](http://www.oha.com), under "Professional Development and Events - Distance Learning - Videoconferences." For further information, contact Rebecca Moonah at 416-205-1355 or [rmoonah@oha.com](mailto:rmoonah@oha.com).

Both the March 25 and May 29 seminars will also be held in Sudbury, Thunder Bay, London, Ottawa, and Toronto. These sessions are open to all area hospitals and physicians. To register, visit [www.oha.com](http://www.oha.com), under "Professional Development and Events - Conferences." For further information about these sessions, contact Cassandra Varga at 416-205-1352 or [cvarga@oha.com](mailto:cvarga@oha.com).

### OHA Benefit Plans Carrier Survey

In 2007, the OHA conducted a market study to assess which insurance carrier would best fit the needs of its members. Based on this review, the OHA and the Benefit Plans Advisory Committee (BPAC) elected to partner with Desjardins Financial Security (DFS). In partnering with DFS, the goal was to provide better insurance programs for employees at a more competitive cost to Ontario health care providers.

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# Report from the OHA (continued)

The benefits transition for 180 member organizations began on August 1, 2007. During this transition, the OHA worked with members to learn more about their specific benefit needs and to ensure that they are receiving high quality, high value benefit products and services. Now that this transition is well underway, one of the first initiatives of the newly expanded BPAC is to provide a forum for direct feedback. To hear what members have to say, the OHA is conducting a short, anonymous survey to help measure member satisfaction with the OHA benefit plans and the services offered through DFS.

This survey will be sent to OHA benefit plan administrators this week. Your feedback is important and will directly impact the management of the OHA benefit plans and provide direction on how to increase efficiency and enhance benefit solutions and practices. The results will be reported in a future BPAC publication. The deadline to complete this survey is **May 30, 2008**. The survey consists of 14 questions and will take approximately five minutes to complete.

If you have any questions or would like to participate in this survey, contact [bpac@oha.com](mailto:bpac@oha.com).

## *Hospital Perspectives* Summer/Fall 2008 Edition – Call for Submissions

The OHA is seeking stories for an upcoming *Hospital Perspectives* issue that will showcase innovative e-Health initiatives underway in hospitals across Ontario. Articles should demonstrate the value and success of hospitals' focus on e-Health. Submissions should be no more than 600 to 800 words and should be accompanied with high resolution photographs – a minimum of 300 dpi. The submission deadline is **June 4, 2008**.

The Winter/Spring 2008 edition of *Hospital Perspectives*, which features noteworthy capital development projects from across the province, is now available online at [www.oha.com](http://www.oha.com), under “Communications - Publications - Hospital Perspectives.”

A link to the Winter/Spring 2008 issue is also available through this week's *Executive Update* email.

If you are an OHA member and would like to submit a feature article, contact Tamarah Harel at [tharel@oha.com](mailto:tharel@oha.com).



## *The 2008 Ted Freedman Award for Innovation in Education*

The OHA, in cooperation with Longwoods Publishing, is looking for the best “innovation in education” program that advocates and enables education in health, health services or health management at a health care organization.

Any individual or group can submit a nomination electronically. Submissions should meet all of the following criteria:

- The value of the innovation as an agent of change;
- Evidence to substantiate the innovation;
- Outcomes to substantiate the innovation; and
- Appropriate use of technology.

Submit your program nominations to [Llopez@longwoods.com](mailto:Llopez@longwoods.com) by **Friday, September 5, 2008**.

For further information, visit [www.healthachieve.com](http://www.healthachieve.com) or contact Lina Pallotta at [lpallotta@oha.com](mailto:lpallotta@oha.com).

# Report on Health Care

## CVH Introduces New Sharp Software to Highlight Hospital News

Exposing patients and families to reliable health and wellness information is a focus of Credit Valley Hospital's (CVH) new and improved internal television station known as *Credit Valley Current*, through a new partnership between SHARP and CVH. The hospital has launched a High Definition (HD), multi-zoned digital information program featured on HDTV screens strategically located throughout the hospital.

A new digital signage software created exclusively by SHARP is being piloted in a hospital setting at CVH. The software allows the flexibility to tailor specific programming to the patients in that area (such as emergency and oncology), and to showcase award-winning health and wellness videos or preventive medical tips for patients and visitors. The hospital presently has seven different programs showing concurrently. The multi-zoned areas also provide current weather, news, sports and traffic in addition to hospital event schedules.

*Credit Valley Current* will also be an integral part of the hospital's new expansion project. The programming will include regular construction site "walkabouts", progress reports, webcam screen captures as well as important messaging to support the Hospital Foundation's \$45 million fundraising campaign for the phase two construction project.

## HIROC's RMSAM™ Featured in Accreditation Canada's *Qmentum* Program

Accreditation Canada - formerly The Canadian Council on Health Services Accreditation (CCHSA) - and Healthcare Insurance Reciprocal of Canada (HIROC) are pleased to announce the inclusion of references to HIROC's *Risk Management Self-Appraisal Modules* (RMSAM™) within Accreditation Canada's new accreditation program, *Qmentum*.

HIROC's RMSAM™ is a practical web-based, self-appraisal tool used by health care organizations to identify risk areas requiring action and to prioritize action plans over a four-year period. It emphasizes a proactive approach to identifying and managing diverse risk exposures with the added benefit of individual and team learning. Based on nearly 20 years of HIROC claims experience, RMSAM™ reflects preventable and costly issues that often result in incidents and claims reported by Canadian health care organizations.

Inclusion of RMSAM™ features into the *Qmentum* program reflects the continued strong relationship between Accreditation Canada and HIROC. Both organizations signed a partnership agreement in May 2005 aimed at assisting health service organizations and providers manage risk, prevent adverse events, and ultimately improve patient safety.

If you have any questions or comments, contact Jessica Peters, Accreditation Canada at 1-800-814-7769; or Joanna Noble, HIROC at 1-800-465-7357. A link to the full news release is provided in this week's *Executive Update* email.

## The Ottawa Hospital Receives Conservation Award

The Ottawa Hospital's effort to reduce its use of electricity by upgrading certain systems has been recognized by Hydro Ottawa through its *Company for Conservation Award*. Recent upgrades yielded yearly electricity savings estimated to be over \$1.2 million. As part of the project, the hospital also reduced its environmental footprint by recycling its existing lighting tubes and ballasts saving 9.8 tons of glass, and diverting 123 kg of aluminium, 154 kg of phosphorous and 1.02 kg of mercury from going to a landfill site.

# Executive Announcements

The Rouge Valley Health System (RVHS) has recently announced the following appointments: **Dr. Karen Chang** as Interim Medical Site Leader, Paediatrics at RV (Centenary); **Dr. Paul Meinert** as Interim Medical Site Leader, Paediatrics at RV (Ajax-Pickering);

**Dr. Romas Stas** as Associate Chief of Staff; and **Dr. Eric Fonberg** as the new Interim Corporate Chief of Emergency.

**Darryl Perry** was recently appointed as OHAfrica's Chief Executive, to provide leadership to the

development of its strategic vision and to establish key partnerships here and abroad.

**Gail Paech**, Assistant Deputy Minister, e-Health, will assume a senior leadership role within the Government of Ontario and work

across a number of different ministries to reduce the burden on Ontario businesses while protecting the public interest. She will also have carriage of the e-Health file until a replacement is named.

## Report from Queen's Park

### OTN Launches Redeveloped Website

The Ontario Telemedicine Network (OTN) has redeveloped its website, which while still meeting the information needs of its primary audiences – Members, Telemedicine Coordinators and patients and their families – is designed to help support health care professionals in their use of telemedicine.

The site is more robust, easier to navigate and hosts a number of new features, including resource libraries, videos and a “Specialty Care Professional Directory” which provides physicians with basic information regarding consulting services provided via OTN. The site also introduces the use of passwords, allowing for the posting of more targeted, audience-specific information. For members, telemedicine coordinators and health care professionals, the passwords are easy to apply for and immediately available.

The website represents the first in a series of new tools OTN is developing to encourage greater use of telemedicine across Ontario. Members are encouraged to visit the site ([www.otn.ca](http://www.otn.ca)) and to apply for a password. For further information, contact **Rhona Lahey**, Communications and Government Relations, OTN at 613-244-3131 or [rlahey@otn.ca](mailto:rlahey@otn.ca).

### Ontario Citizens Asked to Help Shape Health Care Policy

For the first time in Canada, a Citizens' Council is being created to help inform Ontario's prescription drug funding policy. With new drugs constantly coming to market and limited public funds available, drug funding decisions have become increasingly complex. The new Citizens' Council will provide a real voice to Ontarians by engaging them in an open process that will help to shape the future direction of Ontario's drug policy.

The Council is modelled after the National Institute for Health and Clinical Excellence (NICE) Citizens Council in the United Kingdom, which has been highly successful in bringing the views and opinions of the general public forward on national health issues since 2002.

Recruitment for the Ontario Citizens' Council began on May 20, 2008 and ends on June 30. Composed of 25 individuals representing a cross-section of ages, cultures and regions of the province, the council will meet twice annually to reflect upon pressing matters of provincial drug policy and to give advice to the government. Following each meeting, the council will provide a report to the Minister of Health and Long-Term Care, and to the Executive Officer of the Ontario Public Drug Programs.



# OHA Conferences

## Medical Staff Management June 10, 2008 Toronto

The OHA, in conjunction with Borden Ladner Gervais LLP, presents this one-day conference highlighting two areas of interest for Chiefs of Staff, Chief Nursing Officers and other hospital administrators responsible for the management of health care professionals.

The first half of the day will cover the reporting obligations for health care providers under the recent changes to the *Regulated Health Professions Act (RHPA)*, and the new requirement for reporting critical incidents to patients, which becomes law on July 1, 2008. The impact of the Dupont-Daniel Inquest and lessons learned will also be addressed.

The afternoon session will examine inter-professional collaboration, including the integration of complementary therapies into traditional hospital practice and the role of non-regulated and regulated alternative care givers in the practice environment. For further information, contact Kerry Vincent at 416-205-1306 or [kvincent@oha.com](mailto:kvincent@oha.com).

## Health Promoting Hospitals June 12 & 13, 2008 Toronto

Historically, hospitals and health services have developed around their ability to treat disease and support patients' health. This focus has been challenged in recent decades to include health promotion as an effective response to counter rising levels of chronic disease and to improve overall health. Much progress has been made in improving health within the hospital setting by looking at the broader cultural, social and environmental issues which can support health and well-being. There is also increasing evidence for health promotion at the organizational level and in clinical settings that align with quality improvement approaches.

This conference will focus on ways hospitals can improve health for staff, patients, and communities through organizational and cultural change. Participants will also have an opportunity to explore effective change management, the World Health Organization's (WHO) Health Promoting Hospitals model, as well as strategies and successes from hospital health promotion initiatives in Quebec and Ontario. For further information, contact Sara Simone at 416-205-1314 or [ssimone@oha.com](mailto:ssimone@oha.com).

## MIS Guidelines, Level II: A Certificate Course Leading to MIS Competency June 16, 17 & 18, 2008 Toronto

This course was developed by the OHA in cooperation with the Canadian Institute for Health Information (CIHI), the Ministry of Health and Long-Term Care (MOHLTC) and the Joint Policy and Planning Committee (JPPC).

Management Information Systems (MIS) indicators link financial and statistical data together to generate information about the cost and utilization of resources in the provision of health care services. These include indicators related to staffing, workload, finance, productivity and utilization. This course will use case studies to help participants understand how MIS data can be used to enhance strategic and operational decision-making through the use of facility and functional centre indicators. Case studies will provide the opportunity to analyze data, learn the limitation and strengths of the indicators, and to apply that knowledge to real life situations that may arise in the course of daily work. The information will be of particular interest to those who use the data for decision-making, rather than those who are responsible for data collection and reporting. For further information, contact Marisa Bavaro at 416-205-1309 or [mbavaro@oha.com](mailto:mbavaro@oha.com).

## Family and Patient-Centred Care: Using the Lived Experience June 23, 2008 Toronto

The most effective patient care occurs when health care facilities, patients and their families work together as a team. This team can better understand the choices and decisions that need to be made by creating an open and transparent culture, which in turn, benefits the patients and their families, and the health care organization.

Fostering and enhancing family and patient-centred care is a multifaceted challenge. Participants will learn about the experiences of many organizations that have achieved remarkable results in family and patient-centred care. Topics for discussion will include lessons learned, organizational leadership, cultural transformation and a family's perspective. For further information, contact Shannon Byck at 416-205-1357 or [sbyck@oha.com](mailto:sbyck@oha.com).

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# OHA Conferences (continued)

**Implementing Your Talent Management Strategy**  
June 24, 2008  
Toronto

The Ontario health care system requires strong talent management strategies to deal with the impending shortage of skilled staff and available leadership, and to maintain the needs of employees to ensure that quality care is always being delivered. The goal of this one-day conference is to provide information on a wide range of talent management topics that will assist leaders in recognizing and implementing effective talent management processes within their own organization, and to aid in the growth and development of strategies to maximize employees' potential. For further information, contact Shannon Byck at 416-205-1357 or [sbyck@oha.com](mailto:sbyck@oha.com).

**Essentials of Project Management: Making Projects Happen Successfully!**  
June 27, 2008  
Toronto

The introduction of numerous changes to the hospital sector in Ontario has brought many challenges. Projects need to be executed properly - on time and on budget - and to the satisfaction of an organization's stakeholders. The OHA, in conjunction with the Canadian Management Centre, has created an intensive one-day, interactive workshop that navigates participants through Harvard ManageMentor® Plus, an online learning source that provides users with project management essentials. A one-year subscription to Harvard ManageMentor® PLUS Health Care Services Edition is included in the registration fee at no additional cost (a \$335 value). For further information, contact Rebecca Moonah at 416-205-1355 or [rmoonah@oha.com](mailto:rmoonah@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 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](mailto:kvincent@oha.com).

**Mental Health and Patient Safety: The Beginning of Our Journey**  
September 18, 2008 (Evening Reception)  
September 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.com](mailto:kvincent@oha.com).



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## Executive Report

The Executive Report is a weekly publication of the OHA

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