

Executive Report

May 28, 2008

Report from the OHA

Congratulations to the OHA's Longest Serving Employee



The Ontario Hospital Association (OHA) would like to congratulate Warren DiClemente, Vice President, Educational Services and Operations, who celebrated 35 years of service with the OHA in May 2008. Warren joined the OHA on May 25, 1973.

Warren is a seasoned business professional who has integrated both the theory and practice of lifelong learning and professional development into his personal life and career. Warren also has a lengthy track record as a leader and entrepreneur, demonstrating expertise in building internal teams and external partnerships. He has a history of corporate loyalty and a commitment to leadership and excellence.

Through his leadership, the OHA's Educational Services division has excelled and remains Canada's leader in providing timely and relevant health care-focused conferences and education programs including the OHA's Governance Centre of Excellence, Distance Learning, and the Certificate and Diploma Course in Health Care Management, to OHA members and the broader health care sector. Under his guidance, HealthAchieve, the OHA's flagship event, has grown to be the largest health care association convention in North America, drawing approximately 9,000 delegates annually and attracting world-class, keynote speakers such as Colin Powell, Queen Noor of Jordan, Wynton Marsalis, Rudy Giuliani, David Suzuki, Justin Trudeau, Malcolm Gladwell and Benjamin Zander.

Warren also leads the internal operations of the OHA. In this role, he has been instrumental in re-establishing key internal programs and committees that led to significant improvements in team cohesion and morale, as indicated by the OHA's recent employee engagement results topping 97% for overall staff engagement.

Please join the OHA in congratulating Warren on his success, which is a testimony of his dedication and commitment to the OHA and its members.

Call for Participation: 2007/2008 OHA Absence Survey

The *OHA Absence Survey* is an initiative led by the Organizational Health Management Services department of the OHA's Strategic Human Resources Management division. The survey provides benchmark data on both the rates and costs of medical absence. New additions to this year's survey include:

- Enhanced benchmark reports for participant hospitals;
- A new section titled "Health Supporting Culture"; and
- The opportunity to network and share with other hospitals.

As in previous years, comparisons will be shown between Local Health Integration Networks (LHINs), regions and hospital classifications; and based on individual hospital needs, further comparisons can be made after the initial report is complete.

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Report from the OHA (continued)

The final report for the 2007/2008 *OHA Absence Survey* is scheduled for release in October 2008. All participants will receive a copy of this report free-of-charge, together with an individual benchmark report. Organizations that wish to complete the survey will receive a unique URL (survey link) via e-mail that will provide access to the online survey. The OHA would like to thank hospitals in advance for their commitment to this project.

For further information, or if you are interested in participating, contact Kimberly Burrows at 416-205-1387 or kburrows@oha.com.

Transitional Provisions of *Naturopathy Act, 2007* in Force Beginning September 1, 2008

The May 24, 2008 edition of the *Ontario Gazette* designated **September 1, 2008** as the day on which sections 1 and 12 of Schedule P of the *Health System Improvements Act, 2007* - which enacts the *Naturopathy Act* - will come into force. Section 1 of Schedule P sets out the definitions under the new legislation, and section 12 outlines the transitional provisions which will come into force before the remaining sections of the new *Naturopathy Act* are enacted. These transitional provisions provide for the appointment of a transitional Registrar and a transitional Council by the Lieutenant Governor in Council. The council and registrar can do anything that is necessary or advisable for the implementation of Schedule P and anything that they could do once the Act is in force, including accepting and processing applications for registration.

For further information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com.



2008 Leading Practices Electronic Display: Call for Submissions

HealthAchieve, in cooperation with *Healthcare Quarterly*, is accepting submissions for the Leading Practices Electronic Display.

The display offers provinces, regions, hospitals, health care institutions and health management organizations, locally and abroad, the opportunity to share what they have done to improve the “patient experience” in health care; and thus, submissions should focus on the patient experience.

The definitive patient experience is one that is responsive to patients’ needs and typically includes the promotion of safety and well-being; access to quality care; the provision of helpful information; allowing patients the right to choose, to be heard and to collaborate in a comfortable and functional environment; facilities that are easy to find, reach and navigate; appetizing food, clean linen and thorough housekeeping services; privacy, comfort and dignity; and a culture of wellness and healing.

The deadline for submissions is **Friday, July 11, 2008**. Visit the HealthAchieve website at www.healthachieve.com/leadingpractices for complete details and to access an online submission form.

Inquiries can be directed to Lina Pallotta at lpallotta@oha.com.

Trustee Session Speakers Help Define the Board’s Role in Quality and Patient Safety

HealthAchieve is pleased to announce the keynote speakers for the *Trustee Session* on **Monday, November 3, 2008**, aimed at addressing the board’s role in quality and patient safety. **Dr. David Pryor**, Chief Medical Officer for Ascension Health, the largest not-for-profit health care delivery system in the United States and **Dr. Robert Bell**, President and Chief Executive Officer of the University Health Network (UHN), will be presenting during the session. Dr. Pryor will present the Ascension Health transformational quality journey and the importance of board engagement in the process. Dr. Bell will discuss the importance for management to report a safety and quality strategy to the board. Their presentations will be followed by a panel discussion moderated by **Evan Solomon**, CBC Television broadcaster, journalist and author.

Report on Health Care

Global News to Feature GTA Area Hospitals

Global News Ontario will be taking its award-winning *News Hour* team on the road for a special edition of its *News from the Neighbourhood* series starting on June 2 through June 6, 2008, airing live at 6 p.m. every evening. The series will focus on in-depth local stories on five renowned local hospitals around the Greater Toronto Area (GTA). Anchors Leslie Roberts and Anne-Marie Mediwake, meteorologist Anthony Farnell and Susan Hay will visit families and feature each hospital's unique medical programs, health care services, new treatments that help people live longer, healthier lives and how they are serving the communities by improving the health of families across the GTA.

The week-long series will also include a daily edition of Susan Hay's *Making a Difference* segment, where she will feature inspirational stories of heroic health care providers making a positive impact in their communities. Health specialist Beatrice Politi and special features reporter Allison Vuchnich will examine several health care services provided by each hospital, such as specialized treatments for children, labour and delivery programs and physicians who still make house calls.

The broadcast schedule will include:

- Monday, June 2 - Hospital for Sick Children, Toronto
- Tuesday, June 3 - Credit Valley Hospital, Mississauga
- Wednesday, June 4 - York Central Hospital, Richmond Hill
- Thursday, June 5 - Northumberland Hills Hospital, Cobourg
- Friday, June 6 - Sunnybrook Health Sciences Centre, Toronto

Visit www.globalontario.com for more information.

New PRHC Opens its Doors

Just one month before the **June 8, 2008** patient move to the new 715,000-square-foot Peterborough Regional Health Centre (PRHC), the hospital opened its doors to the community for a ribbon-cutting ceremony and guided tours. Ontario Health and

Long-Term Care Minister George Smitherman together with PRHC President and CEO Paul Darby kicked off the weekend of events. Two local choirs sang, the Wshkiigamong Women Hand Drum Group performed an Honour Song, and members of PRHC's Spiritual Care Advisory committee offered a spiritual blessing. Following the ribbon cutting ceremony, 6,000 physicians, staff, volunteers, community members, dignitaries and donors visited the new PRHC during the May 9, 10 and 11 events. The new hospital will see consolidation of its two former sites as well as enhanced and expanded patient care services.

New Centre Aims at Improving Inner City Health

Researchers at St. Michael's Hospital received a \$2 million boost from BMO Financial Group for a new research unit centered on helping Toronto's vulnerable and inner city populations. The donation will create the BMO Vulnerable Populations Unit, within the Centre for Research on Inner City Health in the new Keenan Research Centre of the Li Ka Shing Knowledge Institute of St. Michael's Hospital. This leading centre will conduct innovative research to help those who need it most in the community.

As the gap between the rich and poor widens, more Ontario families are living below the poverty line. Substandard housing, limited access to healthy food, and social isolation caused by poverty are all extremely damaging to health. This kind of research will hopefully also benefit people in other urban centres like Toronto across Canada and around the world. As part of the Centre's efforts to improve inner city health and reduce health disparities, researchers are leading projects from the revitalization of Regent Park and a computer-assisted tool to help doctors detect domestic violence, to making HIV-screening a part of routine medical care and uncovering the relationship between body mass index and affluent or disadvantaged neighbourhoods.

Executive Announcements

Dr. Fergus Craik, a senior scientist at Baycrest's Rotman Research Institute internationally recognized for his experimental study of human memory processes, was elected a Fellow of The Royal Society, on May 16, 2008.

On May 8, 2008, Toronto East General Hospital (TEGH) became the first organization in Canada to successfully achieve the National Quality Institute's (NQI) PEP Level 4 Status, the highest level of organizational quality and wellness within NQI's Progressive Excellence Program for the health care sector.

Michael Hurley was recently re-elected to the Executive Board of the Canadian Union of Public Employees (CUPE) Ontario at the union's 45th annual convention in Niagara Falls.

Report from Queen's Park

Ontario Launches Transparency in Patient Safety Indicators

The Ontario government is introducing full public reporting on eight patient safety indicators – including *Clostridium difficile* (*C. difficile*) – as part of a comprehensive plan to create an unprecedented level of transparency in Ontario's hospitals. Dr. Michael Baker, physician-in-chief at UHN, is being appointed Executive Lead – Patient Safety to oversee the government's patient safety agenda. He will build upon initiatives already implemented such as the hospital hand hygiene program.

On September 30, 2008, all Ontario hospitals will be required to publicly report on *C. difficile* rates in their facilities through a public website. Hospitals will also be required to immediately report *C. difficile* outbreaks to their local public health units so that Medical Officers of Health have the information they need to monitor and respond to emergent outbreaks.

The list of patient safety indicators and the start date for public reporting is as follows:

- *Clostridium difficile* (*C. difficile*): Sept. 30, 2008
- Methicillin-resistant *Staphylococcus aureus* (MRSA): Dec. 31, 2008
- Vancomycin-resistant *Enterococci* (VRE): Dec. 31, 2008
- Hospital Standardized Mortality Ratio (HSMR)–mortality rates: Dec. 31, 2008
- Rates of ventilator-associated pneumonia: April 30, 2009
- Rates of central line infections: April 30, 2009
- Rates of Surgical site infections: April 30, 2009
- Hand hygiene compliance among health care workers: April 30, 2009.

Opening Doors for International Health Care Professionals

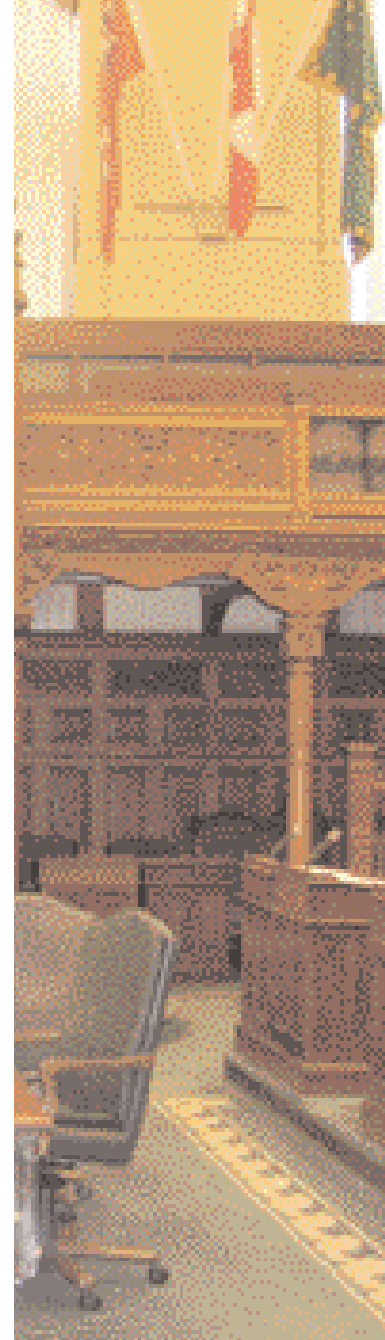
Since the Access Centre for Internationally Educated Health Professionals opened in December 2006, 67 of their International Medical Graduate (IMG) clients have been accepted to a medical residency program in Ontario. The centre is a business unit within the HealthForceOntario Marketing and Recruitment Agency (HFO MRA) which works to help IMGs succeed during Ontario's medical residency-selection process.

The centre provides internationally-trained physicians and other health care professionals with the chance to pursue a health care career in Ontario. Many clients are IMGs who received medical training in their countries of origin, and who now need to complete one of Ontario's medical residency programs in order to practise here. IMGs often face skills and language barriers during the medical residency-selection process which can delay acceptance.

In November 2007, the centre established the IMG Program, a valuable resource for those who are applying for medical residency and practise in the province. The program's goal is to ensure that all IMGs living in Ontario have access to the information and resources they need to be as competitive as possible during the residency-selection process.

Elements of the program include:

- Centralized access to information on eligibility requirements;
- Skills assessment workshops;
- Interview training sessions; and
- One-on-one counseling and ongoing support from an advisor.



OHA Conferences

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 or ssimone@oha.com.

Financial Management and Budgeting

June 9, 10 & 11, 2008

Toronto

Due to popular demand, two additional program dates are now open for registration, scheduled in June and on November 17, 18 and 19, 2008. Register now because space is limited!

Financial management skills are crucial to overcoming challenges during this period of financial constraint and increased pressure to perform. This course, designed to meet the needs of health care managers, will show participants how to plan more effectively and deal with the issues affecting finance within their area of responsibility. For further information, contact Marisa Bavaro at 416-205-1309 or mbavaro@oha.com.

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

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OHA Conferences (continued)

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.

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 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 at 416-205-1314 or ssimone@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 preconference 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 or 1-800-598-8002, ext. 1341 or jgrzywna@oha.com.



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