

Executive Report

November 26, 2008

Report from the OHA

Accessible Information and Communications Standard Released for Public Consultation

On November 17, 2008, the Ministry of Community and Social Services (Ministry) released the proposed Accessible Information and Communications Standard (Standard) for a 60-day public review period. The proposed standard outlines how businesses and organizations, including hospitals, may be required to:

- Inform persons with disabilities that there is accessible information and communication available;
- Charge no more for alternate accessible formats than the regular cost paid by other consumers;
- Ensure that individuals with disabilities are not disadvantaged in terms of the timeliness, quality and availability of communication, given or received;
- Establish a user request, feedback and complaints process to allow persons with disabilities to identify their communication needs and communicate with the organization;
- Provide emergency and public safety information required under existing law (e.g., evacuation procedures) to the public and employees in formats and communication methods that can be used and understood by persons with disabilities;
- Develop, implement and maintain policies, procedures and practices to comply with the Standard and write a statement of commitment to accessibility; and
- Ensure that employees, volunteers and others who are responsible for designing or providing and receiving information and communication on behalf of the organization, receive accessibility training.

The proposed Standard, including a Frequently Asked Questions document and a Cost Impact Assessment, can be accessed on the Ministry web site at www.mcscs.gov.on.ca.

Comments on the proposed Standard can also be submitted directly to the Accessibility Directorate until January 16, 2009 at public.review@oliverwyman.com. If you are interested in commenting on the Standard, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com by no later than **December 31, 2008**.

Readers Benefit from Advice on Governance

The fall issue of the *Governance Update* featured the new *Ask Us...Your Governance Expert* section. Each issue of the newsletter will feature questions submitted by readers along with their responses, based on advice from governance experts, such as the Governance Centre of Excellence (GCE) certificate course faculty. Questions can be about general governance, executive recruitment, Chief Executive Officer (CEO) compensation or any issue related to health care governance.

A link to the GCE course faculty biographies is provided in this week's *Executive Update* email. For further information, and to submit questions or feedback, contact Lina Pallotta at 416-205-1313 or lpallotta@oha.com.

Reminder: OAHPP Call for Nominations

The Board of Directors of the Ontario Agency for Health Protection and Promotion (OAHPP) is seeking to strike a strategic planning sub-committee of the board which will be responsible for providing advice on the content and priorities of the OAHPP's rolling, three-year strategic plan. To access the call for nominations/members, visit www.oahpp.ca, under "What's New." The deadline for submissions is December 3, 2008. For further information, contact Karen Sequeira at 416-205-1328 or ksequeira@oha.com.

Report on Health Care

RVH Wins Award for Cancer Treatment

Royal Victoria Hospital (RVH) was recently honoured at the *Cancer Care Ontario Quality and Innovation Awards* for establishing Canada's first portable radiation treatment facility. The radiation treatment clinic, which opened in April 2008, has treated more than 200 patients from across Simcoe Muskoka – patients who, in the past, would have had to travel long distances for their life-saving radiation therapy.

The state-of-the-art facility is the result of a valuable partnership between RVH, the Ministry of Health and Long-Term Care (MOHLTC), Cancer Care Ontario, and the Odette Cancer Centre at Sunnybrook Health Sciences Centre (Sunnybrook). The provincial government invested \$6.1 million in the facility, while an interprofessional radiation oncology team from Sunnybrook assisted in developing RVH's radiation program. Sunnybrook staff members continue to provide joint leadership and expertise for the radiation treatment services at RVH.

The clinic uses an innovative modular design, rather than traditional concrete radiation shielding, and will allow the entire unit to be moved to another community once the new Simcoe Muskoka Regional Cancer Centre opens in 2012.

The early addition of the radiation facility at RVH has allowed the hospital to recruit full-time radiation therapists, nuclear medicine physicists, and radiation oncologists three years in advance of the opening of the Cancer Centre.

CADTH Supports Decision-making for Diabetes

To mark Diabetes Awareness Month, the Canadian Agency for Drugs and Technologies in Health (CADTH) has launched a virtual library on their web site to provide information about diabetes available at www.cadth.ca/diabetes. The products have been developed through CADTH's three core programs: Health Technology Assessment (HTA), the Common Drug Review (CDR), and the Canadian Optimal Medication Prescribing and Utilization Service (COMPUS).

CADTH programs help health care professionals, policy makers, administrators, and consumers make informed decisions about diabetic care. By providing credible, impartial and evidence-based information about the most clinically beneficial and cost-effective drugs and technologies, CADTH identifies which options will deliver the best outcomes for both patients and the health care system. Find out more by visiting www.cadth.ca/diabetes.

NEMHC Adopts Recovery Philosophy of Care

In June 2007, the Northeast Mental Health Centre (NEMHC) officially adopted a recovery philosophy of care, where individuals play a central role in their recovery journey. It is a holistic, individualized approach that focuses on an individual's strengths, is enhanced by peer support, and most of all, provides patients with respect, responsibility and hope that they can and will overcome the obstacles before them.

Since its adoption at NEMHC in 2007, 130 staff members have formally volunteered to be part of implementing the change. These staff formed 10 action teams, each of which is time-limited and focused on specific tasks and outcomes.

This integrated approach to recovery is exemplified by NEMHC's human resources (HR) department, where recovery competencies have been built into job descriptions, hiring practices and will soon be included in performance appraisals. In addition, all new employees receive education about recovery during mandatory orientation sessions. HR's role in recovery is to ensure that all staff fully understand, support and actively live NEMHC's core values.

NEMHC was recognized at HealthAchieve2007 for this initiative, *A Profile on Recovery: Coming Out of the Shadows*, which featured 23 past consumers who came forward to share their personal recovery journeys with the organization and greater community.

Executive Announcements

St. John's Rehab Hospital announced the appointment of **Joyce Bailey** as Chair of its Board of Directors, effective June 23, 2008.

The Central East Local Health Intergration Network (LHIN), with the support of the Ontario Stroke Network, has designated Lakeridge Health Oshawa as a District Stroke Centre.

Report from Queen's Park

Government to Revitalize Ontario's Public Health System

According to an annual report to the Ontario legislature, *Operation Health Protection*, the Ontario government's plan to revitalize the province's public health system has resulted in significant improvements, but still more work needs to be done to address the issue of leadership vacancies in senior public health positions.

Dr. David Williams, Acting Chief Medical Officer of Health, released an annual report that reviews *Operation Health Protection*, the three-year action plan to improve public health that was launched by the government in 2004. Key accomplishments include:

- Improvements to the province's capacity to deal with infectious and communicable diseases;
- The creation of the Ontario Agency for Health Protection and Promotion;
- Investments in the renewal of the Ontario Public Health Laboratories; and

- Improvements to health emergency preparedness and response through the creation of the Emergency Management Unit in the MOHLTC.

Dr. Williams also called on government to address the issue of leadership vacancies in the public health system and to respond to the recommendations of the Capacity Review Committee. The committee was established as part of *Operation Health Protection* to examine capacity issues at the local public health unit level. The committee's final report was released in May 2006 and made 50 recommendations to strengthen local health units.



OHA

Conferences

Risk Management in Obstetrical Care December 12, 2008 Toronto

Recognizing the challenges of increasing expectations, differing policies and realities, and the resulting implications for health care organizations, the OHA, in conjunction with Healthcare Insurance Reciprocal of Canada (HIROC) and Borden Ladner Gervais LLP, is pleased to offer a one-day conference on issues associated with risk management in obstetrical care.

Clinical and legal experts will guide participants through existing knowledge taken from examining obstetrical claims and will provide strategies on how to apply these lessons. The program will review the 2007 Society of Obstetricians and Gynaecologists of Canada (SOGC) guidelines, followed by an expert panel offering further insight and exploration into the guidelines' impact on health care professionals and their organizations.

For further information, contact Kerry Vincent at 416-205-1306 or kvincent@oha.com.

Certificate in Leading Board Committees January 8, 2009 Toronto

This one-day certificate course is designed for incoming committee chairs and/or existing chairs to help them prepare for their leadership roles. The course is a combination of lecture and interactive scenario/case studies covering topics such as the current health care landscape; the role of board committees, including that of the committee chair; relationship management; meeting management; risk management and the skills required to lead high performing committees. Participants will benefit from discussions and insights from peers and governance experts on being effective leaders and team members on their boards.

For further information, contact Josie Mazzola 416-205-1356 or jmazzola@oha.com.

Preventing Workplace Violence - Addressing and Managing the Risks January 12, 2009 Toronto

Workplace violence has taken on a new urgency and can occur at any organization. The objective of this conference is to give participants the information they need to help identify their organization's risk of violence, determine best practices and offer useful recommendations. Highlights include: a range of perspectives from unions, independent businesses, the public sector, and the private sector; a look into special scenarios such as working alone, cyber-bullying, dealing with a disruptive person; and a how-to guide for protecting an organization from workplace violence.

For further information, contact Linette DeGraaf at 416-205-1455 or ldegraaf@oha.com.

Incident Management System (IMS) for Health Care Facilities January 26, 27 & 28, 2009 Toronto

This course is geared toward hospital staff directly involved in the development and operations of emergency management planning and procedures within their organization. It will be of particular interest to individuals who have direct responsibility for safety and security or emergency procedures, and risk managers, including senior administrators, critical care providers, ED staff and clinical educators.

For further information, contact Marisa Violante at 416-205-1309 or mviolante@oha.com.

Enabling Population-Based Health in Ontario January 30, 2009 Toronto

Population-based health is increasingly impacting policy decisions and care delivery. Health care providers and all levels of government are recognizing the need to look beyond geographic

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OHA Conferences (continued)

boundaries to assess the health needs of specific populations and address those needs in an integrated and coordinated fashion.

The speaker line-up includes a wide range of leaders who understand how to enable population-based health across the spectrum, from screening and prevention to complex chronic care. This conference will discuss the latest developments and progress being made, as well as the critical role of primary and community care in driving population-based health initiatives and demonstrate the importance of e-Health as a key enabler at the provincial, regional and local level. Participants will be exposed to current population-based health initiatives including integrated cancer screening and comprehensive diabetes care.

For further information, contact Eva Bell at 416-205-1342.

Managing Human Resources Course February 9, 10 & 11, 2009 Toronto

Hospital leaders understand that maximizing human capital is essential to achieving optimal patient care outcomes. This program is aimed at strengthening hospital leadership capacity and management competencies required for all those involved in hospital people management. The course will provide tools and resources to managers in the areas of recruitment and retention, change management, organizational effectiveness, employee/labour relations and the creation of healthy and productive work environments. This program will help front-line managers understand the relationship between the success of their employees and that of the organization.

For further information, contact Marisa Violante at 416-205-1309 or mviolante@oha.com.

Volunteer Engagement: Collaborate Today, Thrive Tomorrow February 23, 2009 Toronto

If hospital volunteers are to thrive well into the future, they must move beyond what staff members can do alone. They must have reliable human and financial resources to fulfill their mission, reach new communities, and address emergent community needs now and into the future.

Jill Friedman Fixler's interactive workshop is designed for volunteer engagement professionals who want to increase organizational capacity through the engagement of high-impact volunteers. The workshop covers topics including structuring the volunteer engagement program, creating volunteer engagement opportunities, networking and cultivating connections, capitalizing on volunteer resources, creating and sustaining collaborations, and nurturing high-impact volunteer relationships. Participants will receive tools for volunteer engagement that they can implement in creating their own high-impact, volunteer engagement initiative.

For further information, contact Kerry Vincent at 416-205-1306 or kvincent@oha.com.



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