

Executive Report

November 5, 2008

Report from the OHA

CPSI Research Competition Reminder

The Canadian Patient Safety Institute (CPSI) announced its fourth research competition in September 2008 to continue its strategic mandate of increasing the scope and scale of research and evaluation activities in patient safety. The primary goal for the competition is to develop knowledge about patient safety that can be helpful in a variety of settings and circumstances in organizations across Canada. Research funded will have patient safety as a primary focus.

The CPSI is currently accepting applications. The competition closes on **December 2, 2008**.

For further information visit www.patientsafetyinstitute.ca, or contact Dominique Taylor at dtaylor@oha.com.

November 2008 ALC Survey: Due November 17

The Ontario Hospital Association (OHA) is requesting that all hospitals complete a survey this month as part of a series of surveys related to the Alternate Level of Care (ALC) issue facing Ontario hospitals.

The purpose is to collect timely information on the challenge of ALC patients to hospitals in order to provide the OHA with accurate evidence for ongoing discussions with the government on the need for urgent solutions, as well as assessing the impact of proposed solutions. The OHA will continue to share the aggregate data collected with hospitals and Local Health Integration Networks (LHINs).

The OHA is also monitoring the use of post-acute beds for ALC patients and encourages all complex continuing care,

rehabilitation and mental health facilities to respond and provide information on the number of people waiting for alternate levels of care.

Member input is critical to helping the OHA monitor the ALC issue. Please complete the survey no later than 4:00 pm on **November 17, 2008**.

For further information, contact Andrea Wong at 416-205-1444 or awong@oha.com.

HealthAchieve
Inspiring Ideas & Innovation | 2008

HealthAchieve is North America's premier health care show, which drew over 8,600 delegates and more than 330 exhibitors to Toronto this year. HealthAchieve2008 featured prominent speakers such as Prime Minister Jean Chrétien and General Rick Hillier (Ret.), former Governor General of Canada, Adrienne Clarkson; and TV personality and surgeon Dr. Mehmet Oz.

A host of health care professionals from around world gathered for three action-packed days from November 3 to 5.

A number of awards were also handed out during the show to recognize excellence and leadership in health care.

The winner of this year's *Patient Safety Award* sponsored by 3M is Trillium Health Centre's Infection Prevention and Control Team for the alcohol-based hand rub challenge.

(continued on next page)

Report from the OHA (continued)

The team from Peterborough Regional Health Centre has been selected as this year's winner of the *Innovation in Clinical Practice Team Award* for their submission entitled, "Contrast Nephropathy Following Diagnostic Coronary Angiography: Risk Estimation and Prevention."

Dr. Ed Brown, Chief Executive Officer, and Dr. Rob Williams, Medical Director, North Network and the Ontario Telemedicine Network, have been awarded this year's *Small, Rural and Northern Award of Excellence*.

Dr. Debra Bourmes, Director of Nursing, New Knowledge and Innovation at University Health Network, and Managing Editor for *Nursing Science Quarterly*, is this year's *Nursing Leadership Award* recipient, sponsored by Johnson & Johnson Medical Products.

Jonathan Bennett and Alicia Doris, Peterborough Regional Health Centre, are the 2008 *Community Affairs and Communications Network Award* winners.

The 2008 recipients of the *Healthy Hospital Innovator's Awards*, developed in partnership with the National Quality Institute (NQI), are:

- Cornwall Community Hospital;
- St. Joseph's Care Group (Thunder Bay);
- William Osler Health Centre;
- University Health Network; and
- St. Joseph's Health Care London.

Other hospitals that have gone on to achieve Levels 2-4 in the NQI Performance Excellence Program (PEP) Certification in Organizational Quality and Healthy Workplace were also recognized:

- Level 2: Halton Healthcare Services;
- Level 3: Saint Elizabeth Health Care;
- Level 4: Toronto East General Hospital and Trillium Health Centre, which are the first hospitals to achieve a Level 4 certification.

This year's *Green Health Care Awards* in the following categories went to:

- The Credit Valley Hospital for Energy Efficiency (sponsored by Enbridge);
- Hanover and District Hospital for Pollution Prevention;
- St. Michael's Hospital for Overall Leadership (sponsored by GE Healthcare); and
- Howard Cheeseman, Chair, WCH Green Team, Women's College Hospital for Individual Leadership.

The *Leading Practices Award* winners for 2008 are:

- Windsor Regional Hospital (Leadership/Overall Winner), sponsored by Agfa HealthCare;
- St. Mary's Regional Cardiac Care Centre (Technology), sponsored by HP Canada;
- Windsor Regional Hospital (Access to Care), sponsored by Accenture;
- North York General Hospital (Access to Care), sponsored by Roche;
- The Hospital for Sick Children (Patient Safety), sponsored by 3M Health Care;
- North York General Hospital (Education), sponsored by IBM;
- Windsor Regional Hospital (Patient and Family Centred Care), sponsored by McKesson Canada; and
- Quinte Health Care (Patient and Family Centred Care), sponsored by Ray & Berndtson.

The 2008 *Ted Freedman Award for Innovation in Education* (sponsored by HP Canada) recipient is Thunder Bay Regional Health Sciences Centre for their submission *Multi-Site Telemedicine Cardiac Rehabilitation Program for Residents of Northwestern Ontario*. Additionally, two organizations received the 2008 *Certificate of Excellence* in recognition of their outstanding work; they are: CSTAR at London Health Sciences Centre and St. Michael's Hospital, and its Foundation, Ontario MOHLTC, Amgen-Wyeth and Abbott.

For further information about HealthAchieve, visit www.healthachieve.com or contact Susan Jacobs at 416-205-1364 or sjacobs@oha.com.

Report on Health Care

KGH Aims to Guide Behaviour

Kingston General Hospital (KGH) hopes to promote an equitable and respectful work environment with the recent introduction of a new code of behaviour. More than 100 people from all parts of KGH contributed to the development and implementation of the hospital-wide code of behaviour over the past several months. KGH is one of many Ontario hospitals now implementing codes of behaviour as outlined in the recent Dupont-Daniel Inquest.

Better known as *Be Real*, the policy has four core principles: respect, equality, accountability and leadership, and expectations for behaviour for anyone who works in, or with, the hospital. The policy also provides a partial list of inappropriate behaviours and a four-stage process for changing those behaviours.

More than 250 staff attended the launch of the *Be Real* program during early October 2008. Since then, about 340 staff attended 24 sessions on the code and its principles led by 20 staff facilitators from various disciplines across the hospital. Also in the works is a leaders' guide to help managers develop their own rules and responsibilities based on the code's four principles.

Gala Raises a Record \$5.5 Million

This year's *Angel Ball Gala 2008* raised a record \$5.5-million for the Li Ka Shing Knowledge Institute of St. Michael's Hospital, in large part thanks to generous personal donations of \$10 million each from Mildred and Bernie Syron; Bob, Linda, Mark and Stacey Krembil of the Krembil Foundation; and Toni Danisi and David Young.

The gala brought together the visual, performing and culinary arts to support St. Michael's Hospital. Funds raised at the gala will go to the Li Ka Shing Knowledge Institute of St. Michael's Hospital, which will contain two landmark buildings - the Keenan Research Centre and the Li Ka Shing International Centre in Health Care Education. The Institute will be one of the first in the world where research and education come together in a hospital setting to focus on advancing best practices in health care faster than ever before. This exciting project will bring together researchers, educators, doctors, nurses and other health care professionals.

Funds from the *Angel Ball Gala* are helping complete the St. Michael's Hospital Foundation's current \$140 million *Advancing Care. Every day.* campaign.

NYGH First to Achieve Wait Time Milestone

North York General Hospital (NYGH) has become the first hospital in Ontario to have every single cancer surgery patient receive their operation within the targets set out in the Ontario Wait Time Strategy.

Since the launch of the Wait Time Strategy in 2004, NYGH has consistently been one of the best performing hospitals in Ontario with respect to cancer surgery wait times. The hospital is one of the Greater Toronto Area's largest cancer centres with recognized expertise in breast, colon and prostate cancers.

Cancer surgery wait times have decreased by 30% in Ontario since 2005. NYGH has been a strong regional partner in driving improvements in cancer services within the community.

New Report Examines Patient Safety Measures in Ontario Hospitals

According to a new analysis from the Canadian Institute for Health Information (CIHI), 99% of the 103 Ontario hospitals participating in a 2008 patient safety survey reported that they had a formal hand hygiene policy in place, and just more than one-third of these (38%) established an auditing process to ensure that proper handwashing procedures are being followed. Hand hygiene is recognized in Canada, and internationally, as a top patient safety priority measure in preventing the spread of infections, and auditing is a key component in ensuring observance of hand hygiene policies.

Community hospitals were the most likely facility type to have a formal mechanism in place for auditing hand hygiene practices procedures, more than half (59%) reported that one will be developed in 2008, with full implementation planned for 2009.

To access the full release and the report, visit www.cihi.ca, under "Latest News."

Report from Queen's Park

Improving Care with Nurse Practitioner-Led Clinics

The Ontario government is issuing a call for three new nurse practitioner-led clinics. The clinics will be located in Sault Ste. Marie, the Erie-St. Clair LHIN catchment area and the North West LHIN catchment area.

Nurse practitioner-led clinics are a changing and innovative approach to serving patients. This local team-based model consists of nurse practitioners working collaboratively with other health care professionals, like family doctors, to provide quality care that is closer to home.

Those individuals or groups interested in setting up a nurse practitioner-led clinic must submit an application to the Ministry of Health and Long-Term Care (MOHLTC) by 5 p.m. on December 08, 2008.

Government Establishes New Occupational Health And Safety Team

On November 3, 2008, the Ontario Minister of Labour Peter Fronseca announced at HealthAchieve that Ontario is creating a new permanently funded team of specialists to help improve the workplace safety of health care workers in Ontario, in response to the recommendations in the SARS Commission final report by Justice Archie Campbell, released in January 2007. Chief Physician Dr. Leon Genesove will lead the new team of health care professionals.

The 17 new health care specialists will improve enforcement of occupational health and safety regulations in health care workplaces for the more than 480,000 workers in Ontario's hospitals, long-term care homes, doctors' offices, medical laboratories and other health care workplaces.

The new team will:

- Help enforce compliance with health and safety legislation in health care sector workplaces;
- Ensure health care providers are better prepared for emergencies, including outbreaks of infectious diseases;
- Support a committee of sector representatives who advise the Minister of Labour on occupational health and safety matters; and
- Assist employers and employees in health care and all other sectors to prevent occupational diseases.

The new Health Care Unit is part of the Safe At Work Ontario strategy that is helping to reduce the rate of injury in provincially regulated workplaces.



OHA Conferences

Certificate for Implementing the *Guide to Good Governance*

November 14, 2008
North Bay

This one-day certificate program is designed for governance committee chairs, board chairs or those entering these roles. It will give participants a deeper understanding of the factors influencing good governance. Participants will identify areas for improvement in the functioning of their boards and create a board governance development plan. This program will be of particular benefit if attended by the board chair together with the chair of the Governance Committee, and the corporate secretary/administrative support to the board.

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

Applied Research Methods November 24, 25 & 26 2008 Toronto

The practical focus and applications-oriented design of this course will enable participants to directly apply course contents to a subject of interest to them, or their organization. Instructional feedback will be offered to participants to ensure the successful undertaking of a research project by the course's conclusion. After completing this course, participants will find their professional and managerial skills enriched through a basic working knowledge of applied research methods pertaining to institutional and community health organizations.

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

Resident Assessment Instrument - Mental Health (RAI-MH)

November 28, 2008
Toronto

The OHA has gathered a group of experts for a day of learning and evaluating the ongoing RAI-MH support needs. This conference will be chaired by Dr. Edgardo L. Pérez, CEO and Chief of Staff of Homewood Health Care Centre and will cover a variety of topics including an Ontario Mental Health Reporting System (OMHRS) status update from the MOHLTC and CIHI; quality applications of RAI-MH; clinical applications, protocols and outcome measures; enhancing the use of RAI-MH data in the continuity of care; clinical accountability and RAI-MH; and using RAI-MH as a forensic tool.

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

Leading Management Through Exemplary Leadership, Level II December 1, 2, & 3, 2008 Toronto

This program will focus on the subject areas of strategic and operational planning, change management, stress management and emotional intelligence, combined with several management topics covered in the Level I program (motivation, strategic leadership, communications, (perceptions and listening teamwork), team building and empowerment. Level II will provide graduates of both programs with a solid base for personal development and leadership in the years ahead.

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

(continued on next page)

OHA Conferences (continued)

Root Cause Analysis Workshop - Intermediate Level December 3, 2008 Toronto

In response to feedback from previous Root Cause Analysis (RCA) workshops, the Institute for Safe Medication Practices Canada® (ISMP Canada) has developed a one-day Root Cause Analysis Workshop.

This workshop is being offered to health care practitioners who have previously attended an RCA workshop and would like to further develop their skills and expertise with the Canadian Root Cause Analysis Framework®. The framework provides a systematic method for analyzing critical incidents and near misses with a high potential for harm, focusing on system-based root causes and contributing factors and not on the individuals involved in an event. All delegates must have attended an RCA workshop within the past three years to register for this workshop. Attendance is limited to 25 delegates.

For further information, contact Shannon Byck at 416-205-1357 or sbyck@oha.com.

Emergency Exercise Design December 8, 9 & 10, 2008 Toronto

This program will provide participants with insight into the requirements of conducting emergency exercises in their workplace. Various types of exercises will be explored, including case studies, tabletop and full-scale exercises.

The strengths and weakness of each type of exercise will be explored, as well as the requirements for their design and staging.

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

Health Care Risk Management January 12, 13 & 14, 2009 Toronto

This is a time of great challenge and opportunity for those managing health care risk. Risk managers need to examine how to broaden the focus from reactive, outcomes-based activities to include more proactive wellness and prevention strategies.

This course will assist risk managers in understanding, developing and implementing an effective risk management program and prepare them for future professional challenges. The design of the course uses interactive lectures, small group work and case studies to give participants the opportunity to learn risk management skills that are unique to health care, including the CQI process, credentialing and clinical risk management. It will 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 practice in health care risk management.

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