

Executive Report

October 1, 2008

Report from the OHA

2008 Regional Salary Survey Report Now Available

The Ontario Hospital Association's (OHA) Hospital Employee Relations Services (HERS) department is pleased to announce the release of the *2008 Regional Salary Survey Report* - a compensation survey of 132 middle-management, professional, service, and clerical positions in Ontario hospitals. One hundred and twenty-one hospitals participated in this survey, and the report is now available for purchase.

The survey can be purchased for \$750 + GST for full members and \$1500 + GST for associate and affiliate members. For further information, contact David McCoy at 416-205-1490 or dmccoy@oha.com.

OHA Member Satisfaction Survey Deadline Extended to Friday

The OHA is pleased to report that 61% of Members have responded to the OHA's new Member Satisfaction Survey. This initial response is encouraging, but feedback from all members is important. The OHA is encouraging Members to complete the survey, which has been sent directly to Board Chairs and hospital Chief Executive Officers (CEOs). The deadline to complete the survey is now extended to Friday, **October 3, 2008 at 4:00 p.m.** For questions or comments, contact Lorraine Ladha at 416-205-1330 or lladha@oha.com.

CPSI Announces Research Competition

The Canadian Patient Safety Institute (CPSI) has announced its fourth Research Competition to continue increasing the scope and scale of research and evaluation activities in patient safety. The primary goal of the competition is to develop knowledge about patient safety that can be helpful in a variety of settings and circumstances across Canada.

To qualify, research must have patient safety as its primary focus. In 2008, CPSI will direct research funds toward important areas

of patient safety where further information is needed. Requirements are available at www.patientsafetyinstitute.ca, under "Research Competition Announcement," and the application deadline is Tuesday, **December 2, 2008** at 12:00 p.m. MT. For further information, contact Dominique Taylor at 416-205-1372 or dtaylor@oha.com.

HealthAchieve
Inspiring Ideas & Innovation | 2008

Communicator of the Year Award: Deadline is this Friday

The OHA is seeking nominations for the *Communicator of the Year Award* which will honour one Ontario hospital communicator for outstanding contributions to hospital or provincial communications initiatives.

To be eligible for the award, nominees must be a member of communications staff (or designate responsible for communication initiatives) at one of the OHA's member hospitals, organizations or associations. A link to the submission guidelines has been included in this week's *Executive Update* email. Submissions are due on **October 3, 2008**. For further information, contact Tamarah Harel at 416-205-1346 or tharel@oha.com.

Register Online Before October 10, 2008

HealthAchieve2008 will take place on November 3, 4, and 5, 2008, at the Metro Toronto Convention Centre. Delegates are encouraged to register online by visiting www.healthachieve.com before October 10, in order to get their badges in the mail prior to the show. For hard copies of the registration form, visit www.healthachieve.com under "Registration." For further information, call 416-205-1361, 416-205-1362 or email healthachieve@oha.com.

Report on Health Care

Health Informatics Standards Released

Health informatics professionals can now access the latest standards, available in the *Standards Collaborative Guide & Standards Catalogue*. The free catalogue is Canada's first reference tool on electronic health record (EHR) standards. Pan-Canadian health information standards are a critical building block to establishing an interoperable EHR system to benefit all Canadians.

The catalogue is a key reference source that provides a listing of pan-Canadian health information standards, their status and business functions. The guide also highlights benefits for EHRs, including integrating health informatics systems in large health service delivery settings and in health regions. It also defines the standards approval process and outlines Infoway Standards Collaborative services.

To access a copy of Infoway's *Standards Collaborative Guide and Standards Catalogue*, visit the Resource Centre at www.infoway-inforoute.ca. For further information, contact the Infoway Standards Collaborative InfoDesk toll-free at 1-877-595-3417 or email standards@infoway-inforoute.ca.

PRRs Add to ED's Quality Care

In the past several months, the Emergency Department (ED) at Brampton Civic Hospital has been undergoing a number of staffing and process changes to both reduce wait times and increase responsiveness to patients.

One initiative designed to reduce patient stress and improve the flow of communication is the addition of Patient Relations Representatives (PRRs) in the ED who support patients in the waiting room and care units. They are on-hand seven days a week from 11:00 am to 11:00 pm, the ED's busiest times, offering assistance to patients, helping them be as comfortable as possible, and explaining processes that may be confusing.

In addition to general assistance, the PRRs can also help in monitoring patients in the waiting room. If a patient's condition deteriorates, the PRR can flag this for the triage nurse. It has only been a couple of months, but the response so far has been positive. Having the PRRs readily available is helping create a more patient-centred emergency process.

HDGH CCOT Celebrates First Anniversary

The Critical Care Outreach Team (CCOT) at Hôtel-Dieu Grace Hospital in Windsor celebrated its one-year anniversary on September 25, 2008 with an open house in the Learning Centre. Members of the CCOT were on-hand to share their successes and extend their thanks to staff on the in-patient units who have used their services over the past year.

This new program was launched in September 2007 by Dr. Eli Malus, Medical Director, Intensive Care Unit (ICU) and Mary Cunningham, Acute Care Nurse Practitioner. The CCOT mandate is two-fold. Its first priority is to always provide quick access to critical care services to all in-patients, and its second, is to track all ICU patients for 48 hours after discharge. One value-added benefit of the team is the opportunity for on-the-spot education. Another unique aspect of the CCOT is an awareness of end-of-life issues and care planning.

The CCOT complement includes eight physicians and 20 registered nurses who have received advanced training so that they can provide rapid response to critically ill patients throughout the hospital, outside the ICU.

St. Joseph's Pilots Respiratory Care Team

St. Joseph's Health Centre has received one of only 10 grants from HealthForceOntario to pilot an interprofessional respiratory care team. The Assertive Interprofessional Respiratory (AIR) team, which consists of a Registered Respiratory Therapist, a Registered Pharmacist and a Registered Nurse, will begin training and learning collaboratively on October 3, 2008. Starting in January, the team will be posted in the ED for six months, weekdays from 9:00 am to 5:00 pm.

Very few EDs in Toronto have Respiratory Therapists on staff, but this project makes them a core member of the AIR team. By sharing their unique professional knowledge, each team member will be able to work to their full scope of practice, with the outcome of improving wait times and time to treatment for patients with respiratory conditions.

Following the pilot, the project team will assess the trial and create a planning and implementation toolkit to support others who aim to implement interprofessional teams within their organizations.

Report from Queen's Park

Improving Patient Safety in Hospitals

Mandatory public reporting of *C. difficile* rates began on September 26, 2008, for the first time ever in Ontario. Rates must be posted on the websites of all Ontario hospitals and the Ministry of Health and Long-Term Care's (MOHLTC) public site.

Public reporting enables hospitals to monitor *C. difficile* rates in their facilities so that the most appropriate infection control measures and highest possible standards of patient safety can be put in place. Numbers for August 2008 show that there were 319 cases of *C. difficile* associated disease found among the 228 hospital sites in Ontario. The provincial *C. difficile* rate was 0.39 per 1,000 patient days.

The Ontario Agency for Health Protection and Promotion is also working with the Institute for Safe Medication Practices Canada and infectious disease expert **Dr. Allison McGeer** to support hospitals in the most effective use of antibiotics. This work is important because prolonged exposure to certain classes of antibiotics presents a real risk for *C. difficile* associated disease to emerge.

Ontario is also boosting patient safety measures by creating infection control resource teams, and funding 66 more infection prevention and control practitioners in hospitals and local health units.

Ontario Integrates eHealth Under One Agency

Ontario has appointed **Dr. Alan Hudson** as the Chair of eHealth Ontario, a restructured agency responsible for all aspects of eHealth in Ontario including creating an EHR for all Ontarians.

eHealth Ontario will bring together the - MOHLTC's eHealth program and the province's Smart Systems for Health Agency (SSHA) under one banner.

Three key eHealth priorities have been identified for the next few years, including a Diabetes Registry, a Health Portal to centralize health information on an

easily accessible website, and ePrescribing which will eliminate hand written prescriptions and reduce medication errors.

Dr. Hudson - who is leading the government's efforts to reduce wait times in emergency rooms (ER) and for key procedures - will chair the Board of Directors for eHealth Ontario, which will have individuals from the broader health, business and information technology sectors.

Also named as board members are **J. David Livingston**, President and CEO of Infrastructure Ontario; **Matthew Anderson**, CEO of the Toronto Central Local Health Integration Network (LHIN); **Heather Sherrard**, Vice President of clinical services at the University of Ottawa Heart Institute; and **Ken Deane**, Assistant Deputy Minister, Health System Accountability and Performance Division, MOHLTC.

The ultimate goal of the eHealth strategy is to create an EHR for all Ontarians by 2015. An EHR will provide patients and providers with the ability to access, share and use health information. It will improve health care delivery, increase patient safety, reduce ER wait times and create a more effective health care system.

Events to Honour Dr. Sheela Basrur

Two events are being planned this fall to celebrate the life of **Dr. Sheela Basrur**.

On October 17, 2008 at 4:00 p.m., the Premier, the Federal Minister of Health, the Mayor of Toronto and the family and friends of **Dr. Basrur** will gather to celebrate her life. This is a public event held at Convocation Hall at the University of Toronto.

On November 27 at 5:30 p.m., a fundraising reception will be held at the Carlu in Toronto to raise funds to support programming at the **Sheela Basrur Centre**, part of the new Ontario Agency for Health Protection and Promotion. **Details on both events can be found at: www.sheelabasrurcentre.com.**



OHA

Conferences

Certificate for Implementing the *Guide to Good Governance* October 15, 2008 Ottawa

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 to board chairs, chairs 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.

CEO Compensation and Evaluation October 17, 2008 Toronto

This workshop will build a clearer understanding of the issues and approaches to sound governance practices regarding CEO compensation and evaluation - is vital for organizational success and governance excellence. It is also an important factor in attracting, retaining and engaging the best CEO candidates.

The workshop will provide a hands-on opportunity to examine best practices and to discuss current issues and concerns. For further information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

Region 1 NW Administrative Professionals Conference October 28 & 29, 2008 Thunder Bay

This workshop is designed to provide health care administrative professionals from large or small organizations including hospitals, LHINs, Community Care Access Centres (CCACs), etc., who report to any level of administration, with the tools and information they need to enhance their skill set, boost productivity and bring their best to work and life. The program will feature a mix of

presentations, interactive discussion and opportunities to share ideas and challenges with fellow colleagues. Tuesday night's dinner entertainment includes a motivational musical comedy presentation. For further information, contact Joanne Murphy at 416-205-1341 or 1-800-598-8002, ext. 1341 or jmurphy@oha.com.

Accessibility for Ontarians with Disabilities Act Conference November 17, 2008 Toronto

The Accessibility Standards for Customer Service - (Regulation 429/07 under the *Accessibility for Ontarians with Disabilities Act* or AODA - became law on January 1, 2008. By January 1, 2010, all public sector organizations including hospitals will be required to comply with these customer service standards. Hospitals will face unique challenges and opportunities as they determine how to best address barriers and train staff within existing financial resources and service demands. Later this year, the Information and Communications Standard will be released for public consultation, which will present new challenges to the sector.

The OHA is pleased to present this one-day conference to provide attendees with the information they need to properly implement the Customer Service Standard and to prepare for the Information and Communication Standard.

Participants will learn best practices for implementation from the public and private sector and ways to properly train employees. For further information, contact Kerry Vincent at 416-205-1306 or kvincent@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

(continued on next page)

OHA Conferences (continued)

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. Peréz, 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 the Canadian Institute of Health Information; 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.

If Disney Ran Your Hospital Part II: Coaching Tips for the Patient Experience December 8, 2008 Toronto

Building on the success of *If Disney Ran Your Hospital: Some Things You Would Do Differently*, the OHA is pleased to

present Part II of Fred Lee's captivating presentation. This second-day presentation will review the essential elements that separate hospitals from the service industry, placing them in the experience industry. Lee will borrow from theatre to help managers coach hospital staff and show that financial incentives and rewards have unintended consequences that have undermined attempts in many hospitals to improve patient perceptions. Managers will understand the power of imagination in staff motivation and receive ideas on how to use it, even with the most difficult of patients. For further information, contact Kerry Vincent at 416-205-1306 or kvincent@oha.com.

Financial Management and Budgeting (Home Study) January-December 2009

This course, designed to meet the needs of health care managers, will teach participants to plan more effectively and deal with the issues that affect finances in their areas of responsibility. Topics include making full use of government funding and other sources of revenue; forecasting and justifying workload volumes; assessing and monitoring productivity by using workload productivity indicators; establishing and justifying staffing levels; using proven techniques to analyze budget/actual variances; separating volume-related variances from cost-related variances; dealing more effectively with the finance department and administration regarding financial matters; achieving better financial control of one's department/unit; and assessing the impact of new and/or expanded programs and medical staff changes in your department/unit. For further information, contact Marisa Violante at 416-205-1309 or mviolante@oha.com.



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