

Executive Report

October 15, 2008

Report from the OHA

Compliance Framework for Directors of Public Hospitals Now Available

The *Compliance Framework for Directors of Public Hospitals* (Compliance Framework) prepared by the Ontario Hospital Association (OHA) in collaboration with Borden Ladner Gervais LLP, is intended as a reference guide for hospital boards and their members to help them understand when, and under what circumstances, the board may need to seek advice or require additional information.

The Compliance Framework does not provide an in-depth analysis of applicable law as there are more than 200 statutes applicable to health care providers. Rather, it is intended to identify some of the key legislative provisions which, in limited circumstances, could result in personal liability being imposed on directors.

Hospital members will be receiving a complimentary copy of the *Compliance Framework* in the next few days. Additional copies can be purchased through the OHA website, under "Communications - Publications for Sale - Publication #324," at a cost of \$35 for OHA members, and \$100 for non-members. A bulk sale price of \$25 applies for purchases of 20 copies or more. For further information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com.

Research Competition Focuses on Patient Safety

The Canadian Patient Safety Institute (CPSI) has partnered with the Canadian Health Services Research Foundation (CHSRF) to provide funding for a patient safety program as part of the CHSRF 2009 Research, Exchange, and Impact for System Support (REISS) competition. The purpose of this

competition is to fund programs that will have substantial impact on health system decision-making in patient safety. This funding opportunity goes beyond traditional research funding to promote high-impact research; high quality, capacity-building initiatives; and effective dissemination and implementation of results. The letter of intent is due on **October 29, 2009**.

For details, visit www.patientsafetyinstitute.ca, under "Research - Funding Opportunities." For further information, contact Dominique Taylor at 416-205-1372 or dtaylor@oha.com.

HealthAchieve
Inspiring Ideas & Innovation | 2008

Register Online Before October 30, 2008

HealthAchieve2008 will take place on November 3, 4 and 5, 2008, at the Metro Toronto Convention Centre (MTCC). Delegates are encouraged to register online by visiting www.healthachieve.com before October 30, 2008. After this date, delegates will have to register on-site at the registration desks located in the main lobby of the MTCC. For a hard-copy registration form, visit www.healthachieve.com, under "Registration."

Book early to ensure your choice of hotel. When making hotel reservations, be sure to identify yourself as a delegate attending HealthAchieve2008 in order to qualify for the special hotel rates. For further information, contact 416-205-1361/416-205-1362 or healthachieve@oha.com.

Report on Health Care

Ornge Adds New High Performance Aircraft to Fleet

Ornge, Canada's leading innovator in the field of transport medicine, announced that it is purchasing six new Pilatus PC-12 Next Generation aircraft. The first four aircrafts will begin service in 2009, the remaining two in 2010, out of Sioux Lookout, Timmins and Thunder Bay.

This move is part of Ornge's ongoing efforts to modernize and make improvements to medical transports on behalf of Ontario patients. These new airplanes will provide medical services for patients requiring advanced and critical care during transport. The Swiss-made Pilatus PC-12 planes will fly farther and faster than existing planes.

Ornge handles about 18,000 calls a year from accidents and on-scene trauma calls to hospital-to-hospital patient transfers, operating from a number of bases across the province. It coordinates all aspects of Ontario's aero medical transport system, the new critical care land transport program, and the authorization of air and land ambulance transfers between hospitals.

CKHA Expands Diabetes Clinic

Chatham-Kent Health Alliance (CKHA) and the Home and Community Care Program of Walpole Island have formed a new partnership to develop, implement and collaborate on programs to better serve the people of Bkejwanong First Nation (Walpole Island). Their shared goal is to introduce interventions that can reduce the risk of developing diabetes amongst aboriginal peoples, better manage the symptoms and improve health outcomes.

Each month, two members of CKHA's diabetes team will see eight to ten pre-scheduled clients of any age at the Walpole Island Elementary School. The diabetes team is comprised of a diabetes-certified registered nurse and dietitian. Clients and their family can choose to meet with them together, or individually.

Patient referrals to the Diabetes Outreach Clinic, as well as transportation to the school, is provided through the Home and Community Care Program.

CKHA's Diabetes Centre serves over 2,500 patients annually, aged 5 to 90. In addition to Walpole Island, it offers clinics in Chatham, Wallaceburg, Tilbury and Ridgetown.

New Doctors Gain Experience at Providence Care

A partnership between Queen's University and Providence Care is giving newly graduated doctors a unique opportunity to provide regular medical care to high-need patients - elderly residents of a local long-term care home.

The program, launched this summer, allows doctors who are studying to become family physicians to do a four-month rotation of their required two-year residency at Providence Manor, a 243-bed long-term care home in downtown Kingston. While at Providence Manor, they assume the medical care of an assigned group of the home's residents in cooperation with the residents' attending physicians, who continue to oversee all medical care provided.

The first group of 14 new doctors began their residency rotation at Providence Manor in July 2008. Fourteen new graduates will start their rotations at the end of October.

Providence Care provides rehabilitation, specialized geriatric care, complex continuing care, specialized mental health care, palliative care and long-term care to residents of southeastern Ontario. One of Kingston's university hospitals, Providence Care has three main sites in Kingston: Mental Health Services, St. Mary's of the Lake Hospital and Providence Manor, as well as 18 community locations.

Executive Announcements

Stevenson Memorial Hospital and the Physician Recruitment and Retention Committee officially announced the recruitment of **Dr. Val E. Ginzburg** as a full-time emergency physician at the hospital.

The Rouge Valley Health System welcomed two new physicians to its team. **Dr. George Xeroulis** joined the Rouge Valley Ajax and Pickering hospital campus as a general surgeon, and **Dr. Elancheliyan Ambalavanar** joins Rouge Valley Centenary as an emergency physician.

Report from the Capitals

Relocation Expense Assistance Program

Physicians and their families can now access funding to move to Ontario. The Relocation Expense Assistance Program (REAP) is a new province-wide initiative offering financial assistance to physicians who move to Ontario from outside the province to start full-time permanent professional medical practice.

Relocated physicians will be reimbursed for eligible moving costs, as well as certification and registration fees incurred to a maximum of \$9,500. Total available funding for REAP is limited in each fiscal year, therefore financial assistance is granted on a first-come, first-served basis.

To be eligible, a physician must have:

- contacted the Recruitment and Relocation Department of the HealthForceOntario Marketing and Recruitment Agency for one-to-one help prior to relocation; and
- relocated to Ontario to start full-time permanent professional medical practice (the practice must have commenced after the start date of REAP: March 31, 2008).

For all eligibility criteria and to learn more about REAP, including the application and approval processes, e-mail relocation@HealthForceOntario.ca or contact 1-800-596-4046.

Building Capacity for HHR Evidence

The Ministry of Health and Long-Term Care (MOHLTC) is committed to building data and

analytical capacity to support evidence-based health human resource planning.

One initiative is developing a Needs-Based Forecasting Model for physicians. The existing model can project how many doctors we will have in the future, but it does not provide information on how many are needed.

To address this gap in knowledge, the MOHLTC, in partnership with the Ontario Medical Association, has launched a project to build a population health needs-based physician forecasting model. The objective of the project is to measure and forecast health needs of the population that can be transformed into physician requirements by specialty and by Local Health Integration Network (LHIN).

The model will also forecast physician supply and attempt to measure the gap against the predicted need for physicians in Ontario. Although this is a physician-based model, it has potential application for other health providers. The most important and innovative component of this project is that it will attempt to measure “need.”

The Conference Board of Canada is currently leading the development of the model, and results from the project are expected by early 2009.



OHA Conferences

Incident Management System (IMS) for Health Care Facilities October 20, 21 & 22, 2008 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, emergency department staff and clinical educators. For further information, contact Marisa Violante at 416-205-1309 or mviolante@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 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.

Essentials Certificate in Health Care Governance for New Trustees November 27, 2008 Toronto

This one-day certificate program is designed to help delegates strengthen their leadership skills, as well as orient them to the important role of trustees within health care organizations. Topics covered will focus on increasing delegates' understanding of health care governance, and the challenges and opportunities presented by

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OHA Conferences (continued)

the complexities of hospital operations. The program will help delegates identify the questions they need to ask in their organizations to ensure they have the necessary information to perform their roles effectively. Delegates will also be encouraged to begin forming their own development plans and long-term goals for success. While the focus of the program will be on hospital governance, those assuming board roles in related health care organizations will also benefit by attending. For further information, contact Josie Mazzola at 416-205-1356 or jmazzola@oha.com.

Conflict Engagement and Disruptive Behaviour December 5, 2008 Toronto

Conflict engagement is a professional competency that is often underrepresented in many organizations. With the increasing emphasis on addressing unprofessional conduct to improve patient safety and create healthy work environments, it is important that organizations begin to integrate dialogic approaches to create non-adversarial mindsets.

Using case-based narratives, skills practice, and dialogue, this interactive session will provide an overview of effective options for addressing these difficult components of the health care culture using techniques that address both individual behavior and system contributions. Shifting toward a collaborative culture requires engagement at deeper levels and well-honed skills for connecting and managing difficult conversations that take place in the health care industry. For further information, contact Sara Simone at 416-205-1314 or ssimone@oha.com.

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

This program will provide the participant 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 12-14, 2009 Toronto

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

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.



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