

# Executive Report

October 22, 2008

## Report from the OHA

### OHA and Ministry Launch *Clean Hands Protect Lives* Campaign

On Tuesday, October 21, 2008, the Ontario Hospital Association (OHA) and the Ministry of Health and Long-Term Care (MOHLTC) jointly launched the new *Clean Hands Protect Lives* province-wide campaign designed specifically to educate Ontario health care patients about the importance of effective hand hygiene.

With a heightened awareness toward the importance of hand hygiene in recent months, Ontario hospitals are mobilizing to enhance patient and health care provider safety through improved hand hygiene practices within their organizations. This campaign is about educating patients on both personal and provider hand hygiene. The timing of the launch also aligns with recent findings on hand hygiene from the Auditor General of Ontario's *Special Report on the Prevention and Control of Hospital-acquired Infections*.

The official public launch took place at Trillium Health Centre - West Toronto, a hospital that has effectively demonstrated a culture of patient safety, and featured short presentations by The Honourable David Caplan, MOHLTC, and Tom Closson, President and CEO of the OHA. For further information, contact Dominique Taylor at 416-205-1372 or dtaylor@oha.com.

**HealthAchieve**  
Inspiring Ideas & Innovation | 2008

### HealthAchieve Offers Sessions on Community Engagement

HealthAchieve has two educational sessions focused on community engagement. On Monday, November 3, the *Community Affairs and Communications Network (CACN) Session* will feature Sue Davis from Vancouver Coastal Health

who will share her insights on community engagement, and Shel Holtz from Holtz Communications and Technology, who will speak about community engagement in the 21<sup>st</sup> century: social networking, dark sites, blogs and more.

On Tuesday, November 4, the *Community Engagement Session* will feature Larry Walker, President of The Walker Company, who will talk about developing and directing dialogue - building trust through community engagement. The session will also explore practical ways Boards of Directors can provide accountable, trustworthy community engagement to enhance public awareness of their programs, plans, progress and performance. Participants will also anonymously answer questions about their community engagement problems and practices, and compare their responses with those of their colleagues. For further information on sessions and speakers, visit [www.healthachieve.com](http://www.healthachieve.com) or contact Susan Jacobs at 416-205-1364 or sjacobs@oha.com.

### Experience HealthAchieve's Exhibit Floor

At HealthAchieve2008, all member hospitals can enjoy free access to the Exhibit Floor, open from 9:00 am to 5:00 pm on November 3 and November 4. Non-members can also visit the Exhibit Floor for a nominal fee of \$150.00 per day.

The Exhibit Floor features exciting opportunities to learn about the most innovative advances in health care technology, delivery and service. With more than 350 exhibitors and special attractions from Canada, the U.S., Malaysia, the United Kingdom and Thailand, the Exhibit Floor is a must-see showcase of cutting edge technology and innovations set to transform the future of health care.

Delegates are encouraged to register online by visiting [www.healthachieve.com](http://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 further information, contact 416-205-1361/416-205-1362 or [healthachieve@oha.com](mailto:healthachieve@oha.com).

# Report on Health Care

## WOHC Begins Work on New Multi-Purpose Health Centre

William Osler Health Centre (WOHC) recently announced that it is proceeding with the re-development of the Peel Memorial Hospital site. The planning and design phase has started and construction is slated to begin in 2010. A new multi-purpose health centre is expected to be completed in 2012.

The new Peel Memorial will provide Brampton, Etobicoke and surrounding communities with urgent care, ambulatory care, and outpatient surgical procedures, with a focus on primary care and chronic disease prevention and management, as well as inpatient complex continuing care and rehabilitation. This new facility will ensure that WOHC can fully develop regional centres of excellence, providing services directly in the community.

WOHC will manage all phases of the Peel Memorial redevelopment project, including the planning and design and bidding and construction. It is anticipated that the planning and design stages will take approximately 18 months to 24 months to complete, with construction taking another 24 months.

## HRRH Selects Firm for Redevelopment Project

Humber River Regional Hospital (HRRH) announced that HOK Architects Corporation has been retained to provide the planning, design and compliance components of the hospital's redevelopment project. The planning, design and compliance team will develop the site master plan and prepare key documents to form the guidelines and performance requirements that the successful building team must work with when preparing the overall design for the new hospital.

The centerpiece of the redevelopment plans will be a modern facility with approximately 700 beds, state-of-the-art diagnostics, more emergency room capacity and modern infectious disease containment systems to protect the community.

## HDGH Hosts Symposium on Respect in the Workplace

Hotel-Dieu Grace Hospital in Windsor is organizing a one-day symposium on *Creating a Culture of Respect in the Workplace* - sponsored in part by Caesars Windsor and the Windsor Star - taking place November 26, 2008. The planned program features renowned experts in the field of workplace violence prevention.

Topics include identifying problems and solutions for work rage; tools, tips and tactics for policy and program development in preventing workplace violence; understanding the context of domestic violence and raising awareness to bring about change; and success stories from three organizations that have implemented violence prevention programs.

For further information, contact Kim Spirou, Vice President Communications and Development, HDGH at 519-973-4411 ext. 3233. A link to the information and registration flyer is also available in this week's *Executive Update* email.

## *I Believe ProAm* Scores One for Cancer Care

The *I Believe ProAm*, a unique tournament that pairs Canadian Tour, Nationwide and Great Lakes Tour professionals with local amateurs, was held September 15, 16 and 17, 2008. The three-day event took place at three challenging courses - the Barrie Country Club, the Georgian Bay Club in Thornbury and the Mad River Golf Club in Creemore.

The ProAm, formerly the *RVH Corporate Challenge*, has been successful in raising over \$200,000 since its inception in 2001 for the Simcoe Muskoka Regional Cancer Centre plus this year's contribution of \$46,000.

Participants enjoy private golf courses and benefit from private instruction from their own professional golfer. This year's event featured professionals, many of whom go on to play in the Nationwide and PGA, from Canada, the U.S. and South Africa. For further information, contact the RVH Foundation office at 705-739-5600 or visit [www.ibelieveproam.com](http://www.ibelieveproam.com).

# Executive Announcements

Chris O'Callaghan recently took on the role of first Executive Director at the Ontario Stroke Network.

Hotel Dieu Hospital in Kingston celebrated its 900-plus employees and 260 volunteers, at its 5th annual Award of Excellence ceremony on October 16, 2008.

## Report from Queen's Park

### Wait Time Strategy Expands

Ontario is setting the most aggressive wait time targets for general surgeries in Canada as part of an expansion of its successful Wait Time Strategy.

General surgery targets are being set for procedures such as gall bladder removal, hernia repairs, anorectal and some intestinal surgeries, as well as for orthopaedic and ophthalmic surgeries.

Targets for each surgery are set in four categories, ranging from urgent to elective surgery. Where urgent surgery is required, targets are less than 24 hours for general and ophthalmic surgeries and one week for orthopaedic surgery. For all three surgery groups, in cases of mild or occasional symptoms and elective surgeries, targets range from 12 to 26 weeks.

Current wait times are below the provincial target in all three areas. Ontario is also investing \$11.64 million in funding for 8,240 additional general surgery procedures to help ensure that these times remain on target.

Wait times are available by hospital at [www.ontariowaittimes.com](http://www.ontariowaittimes.com).

### New Agreement with Doctors Improves Access To Care

The government has reached a new agreement with the Ontario Medical Association (OMA) that includes a shared commitment to help 500,000 Ontarians without a family physician find one.

The commitment is the driving force behind a new program called Health Care Connect that will connect patients with family health care providers who are taking on new patients. Health care professionals in each of the 14 Local Health Integration Networks (LHINs) will connect people with appropriate health care providers in their community. The program will be launched in February 2009.

Other key components of the agreement ratified by OMA members on October 18 include:

- Reducing congestion in hospital emergency rooms;
- Providing funding for 500 nurses to join group practices;
- Helping patients who have chronic diseases - such as diabetes - better manage their condition and reduce their need for emergency health services;
- Ensuring Ontario remains the jurisdiction of choice for future physicians with a new program that will defer interest on medical resident debt; and
- Improving access to community mental health services provided by physicians.



# OHA Conferences

## Advanced Certificate in Board Governance November 1 & 2, 2008 Toronto

This two-day certificate course is designed for hospital trustees interested in advancing their contribution to their board and being involved for more than one term. To register, participants must have obtained the OHA Essentials Certificate in Health Care Governance from the new curriculum, or its equivalent.

The course is a combination of interactive scenario/case studies, presentation and peer collaboration, laid out over two days. Following a brief review of core governance concepts, participants will discuss key strategic positioning and planning issues from a hospital and LHIN perspective. The course will also focus on other key areas such as building physician capacity and ensuring financial viability. The board's ability to measure the success of the hospital in meeting its strategic plan will be explored in the context of balanced scorecards and performance indicators. The formal part of the course will end with a didactic presentation on scenario planning: how to anticipate and adapt to planned and unplanned scenarios. Part way through the course, participants will engage in discussion with a hospital CEO and Chair duo on how to draw the line between management and board responsibilities. For further information, contact Josie Mazzola at 416-205-1356 or [jmazzola@oha.com](mailto:jmazzola@oha.com).

## Management Information Systems (MIS) Guidelines, Level II November 12, 13 & 14, 2008 Toronto

This course was developed in cooperation with Canadian Institute for Health Information (CIHI), the MOHLTC and the Joint Policy and Planning Committee (JPPC).

MIS Indicators link financial and statistical data together to generate information about the cost and utilization of resources in the provision of health care services. These include indicators related to staffing, workload, finance, productivity and utilization. This course will use case studies to help the participants understand how MIS data can be used to enhance strategic and operational decision-making through the use of facility and functional centre indicators.

Case studies will provide the learner with the opportunity to analyze data, learn the limitation and strengths of the indicators, and to apply that knowledge to real life situations that may arise in the course of their daily work. The information will be of particular interest to those who use the data for decision-making, rather than those who are responsible for data collection and reporting. For further information, contact Marisa Violante at 416-205-1309 or at [mviolante@oha.com](mailto:mviolante@oha.com).

## 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 develop 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](mailto:jmazzola@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 support needs of the RAI-MH. 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](mailto:kvincent@oha.com).

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# 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](mailto:sbyck@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, emergency department staff and clinical educators. For further information, contact Marisa Violante at 416-205-1309 or [mviolante@oha.com](mailto:mviolante@oha.com).

## Creating a Culture of Health and Wellness through Effective Leadership February 2, 3 & 4, 2009 Toronto

This program has been developed by the OHA in cooperation with the Ontario Safety Association for Community and Healthcare (OSACH). Participants will acquire the tools to create a culture of health and wellness in their organization through the development of a comprehensive health and safety management system.

Program objectives include creating an outline for a framework of a health and safety management system in the health care setting; identifying the legislative requirements of health care organizations to meet their health and safety roles and responsibilities; looking at how to prepare a due diligence defense; describing the processes to reduce health and safety risks through hazard identification, analysis, and control; assisting organizations in the development of a prevention program to reduce occupational injury and disease and Workplace Safety and Insurance Board costs; and identifying contributing factors for healthier and safer workplaces. For further information, contact Marisa Violante at 416-205-1309 or [mviolante@oha.com](mailto:mviolante@oha.com).



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