

Executive Report

October 29, 2008

Report from the OHA

Converting to DFS-Administered Plans Requires No Extra Fee

Currently, 110 Ontario Hospital Association (OHA) Benefit Plans members are administering their own group benefit plans instead of having their carrier, Desjardins Financial Services (DFS), administer the plan for them.

In the past, carriers charged a percentage on top of the insurance premium for this service. However, DFS does not charge an extra fee to administer benefit plans. Therefore, given that there is no longer a financial incentive to self-administer group benefit plans, the OHA is encouraging hospitals to consider moving to a DFS-administrated plan.

If your organization chooses to switch to a DFS-administered system, DFS will provide you with a detailed implementation plan.

For further information, contact Terry Siriska at 416-205-1397 or tsiriska@oha.com.

OHA and OMA Working to Establish Problem Solving Teams

To help hospital boards/management and medical staff work together to resolve difficult issues, the OHA and the Ontario Medical Association (OMA) are currently working to establish joint Problem Solving Teams. The terms of reference can be found by visiting www.oha.com, under "Programs - Employee Services - Problem Solving Teams." The document can only be accessed by OHA members.

For further information, contact Greg Shaw, Vice President, Strategic Human Resources Management at 416-205-1382 or gshaw@oha.com.

Ruling in the ONA v. RVHS System Application for Judicial Review

On October 27, 2008, the Ontario Superior Court of Justice (Divisional Court) released its judgment in the Ontario Nurses Association (ONA) v. Rouge Valley Health System (RVHS) judicial review. The judgment was released following an application brought by ONA for judicial review of a decision made by the RVHS Board of Directors (board) on March 25, 2008.

ONA's application challenged the nature of the board's decision which approved a plan for consolidation of the hospital's mental health program, and whether the board was required to hold a meeting of the hospital's Fiscal Advisory Committee (FAC) and receive its recommendations prior to approving the proposal. The application for judicial review was dismissed, as the Court found that there was no statutory requirement for the hospital to obtain recommendations from, or consult with the FAC. Further, the Court ruled that the "internal decisions of a board of a not-for-profit corporation addressing serious budget problems (namely the consolidation of mental health services in this case) are not statutory decisions and are not subject to the Court's review."

A background document, which sets out a more detailed analysis of the decision, will be available at www.oha.com, under "Communications, Legislative Issues and Analysis."

For further information, contact Melissa Radolli at 416-205-1322 or mradolli@oha.com.

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Report from the OHA (continued)



Exciting Announcements Planned for HealthAchieve

As HealthAchieve's Exhibit Floor continues to evolve into a premier source of cutting-edge information and services in health care technology, service and delivery, industry leaders are using the event as the ideal place to launch new programs and services.

Two very important announcements are planned to take place on HealthAchieve's Exhibit Floor next week.

The first announcement will be made by the Ontario Minister of Labour, the Honourable Peter Fonseca. The highly anticipated announcement is said to be about support for workplace safety among health care workers. Hear the Minister's live announcement Monday, November 3rd at 1:00 pm in Exhibit Space 1100.

The second announcement, scheduled for Tuesday, November 4th at 2:00 pm, will be the introduction of a new product from technology industry leaders, Panasonic Canada. By eliminating paperwork, improving workflow, and increasing patient care efficiency, Panasonic will be dramatically changing the landscape for e-Health around the world with a product announcement specifically designed for the health care market. Visit Exhibit Spaces 2304 and 2306 at 2:00 pm to learn more!

For further information about activities on HealthAchieve's Exhibit Floor, contact Isabella Wai at 416-205-1354 or iwai@oha.com.

Exhibit Floor Highlights

The Exhibit Floor is open from 9:00 am to 5:00 pm on Monday, November 3 and Tuesday, November 4, 2008 and features a number of exciting opportunities for hospital members 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.

Highlights of this year's Exhibit Floor include:

- *Silicon Alley*, which is larger than ever to accommodate more e-Health vendors and will showcase companies at the top of their game with technology in the health care industry;
- *The Green Lane*, focusing on environmentally responsible health care delivery, products and services;
- *Lucky Draws*, a number of opportunities are available to win some great prizes, including \$10,000 cash from Toyota or a Philips Cineos DVD/SACD Home Theatre System, among many others;
- *The Wellness Studio*, featuring healthy cooking demonstrations with Chef Bonnie Stern and Nutritionist Fran Berkoff;
- *Isabella's Café*, the perfect place for networking and building relationships while enjoying complimentary beverages and internet access; and
- *The Personal Care Health Centre*, where complimentary massages, blood pressure and glucose testing and flu shots will be offered.

Visitors must register online at www.healthachieve.com. For further information, call 416-205-1361 or 416-205-1362 or healthachieve@oha.com.

Register Soon for HealthAchieve2008!

HealthAchieve2008 will take place on November 3, 4, and 5, 2008, at the Metro Toronto Convention Centre (MTCC). After October 30, delegates will have to register on-site at the Delegate Registration Desks located in the main lobby of the MTCC.

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

Southlake Recognized in Prestigious Competition

Southlake Regional Health Centre (Southlake) has been recognized as one of the *Greater Toronto Area's Top 75 Employers for 2009* by Mediacorp Canada Inc.

The 2009 edition of the list was published in the October 18 edition of the *Toronto Star*. The prestigious award recognizes employers throughout the Greater Toronto Area (GTA) that work to create a positive and rewarding work environment for their employees.

This year's recognition is a great achievement for Southlake whose culture puts a strong emphasis on creating an environment that is committed to living the organization's values. Over the past year, Southlake has revamped its employee recognition program to acknowledge individuals who make exceptional contributions to the hospital's overall success and align with the organization's Core Commitment strategic plan and nine principles of hardwiring: *Transforming from good to shockingly excellent*.

Southlake was recognized as a *GTA Top Employer* for the great emphasis the organization places on supporting its employees through various programs including retirement planning and preparation, and ongoing education opportunities.

St. John's Rehab Hospital to Rebuild People's Lives

Recently, the provincial government approved the early construction phase that will lead to the redevelopment of St. John's Rehab Hospital.

St. John's Rehab Hospital's redevelopment project will bring all of its outpatient services under one roof: the 49,000-square-foot, state-of-the-art John C. and Sally Horsfall Eaton Centre for Ambulatory Care. Incorporating dramatically expanded and improved multidisciplinary treatment space and a modern new

therapy pool, this addition will allow the hospital to care for the more than 50,000 outpatient visits it sees each year.

The hospital will also renovate its inpatient wing to expand and enhance treatment space, spreading its 160 beds from four to five floors. New outdoor features will include more accessible parking and main entrances, and expanded therapy gardens - a key element in the whole-person approach to recovery.

Estimated to open in 2011, the new facility will enhance the hospital's ability to return people to active, productive lives in their homes, communities and places of work.

WOHC Integrates Rehabilitation Services

William Osler Health Centre (WOHC) is expanding and integrating the rehabilitation services it offers to better serve the needs of patients.

Etobicoke General has a long successful history of meeting the health care needs of rehabilitation patients. Services will continue with a strong focus on the transitional needs of patients waiting for long-term or specialized care placement needs.

The active rehabilitation program is now concentrated in the newly opened 32-bed unit at the Brampton Civic Hospital to meet the needs of patients who have had orthopaedic surgery, or suffer from neurological conditions, including stroke. Outpatient rehabilitation services will continue to be offered at both sites.

Rehabilitation patients at both sites will benefit from a more appropriate model of care and more efficient service for those waiting for long-term or specialized care placement. These changes will also free up much needed acute care bed capacity at both hospitals to meet the critical demand.

Report from the Capitals

VFA Canada Awarded Contract to Support Hospital Maintenance and Improvement

The Ontario Ministry of Health and Long-Term Care (MOHLTC) has selected VFA to assess the condition of public hospitals province-wide and to provide software for capital planning. Ontario is the third provincial health ministry to implement capital planning solutions from VFA Canada.

Under the terms of the agreement, valued at more than \$8 million over four years, assessment teams from VFA Canada, along with partners MMM Group/Rybka Division and Parkin Architects, Ltd., will work with Local Health Integration Networks (LHINs) and individual hospitals to evaluate the condition of over 200 Ontario health care facilities, encompassing 73 million square feet. The contract includes an optional four-year extension.

VFA will also provide more than 500 software subscriptions for VFA.facility®, a web-based facilities capital planning software. The software will be used by representatives of the MOHLTC, LHINs and hospitals to support ongoing facilities asset management, planning and budgeting. Through a Software as a Service (SaaS) model, VFA.facility will give users across the province secure access to a central source of information with accurate, objective information about the physical condition of Ontario's public hospitals.

A number of Ontario hospitals have also previously implemented VFA solutions, including the London Health Sciences Centre, The Ottawa Hospital, Kingston General Hospital, Sunnybrook Health Sciences Centre and St. Michael's Hospital.

For further information, call 1-888-685-3757 or visit www.vfa.com/index_canada.htm.

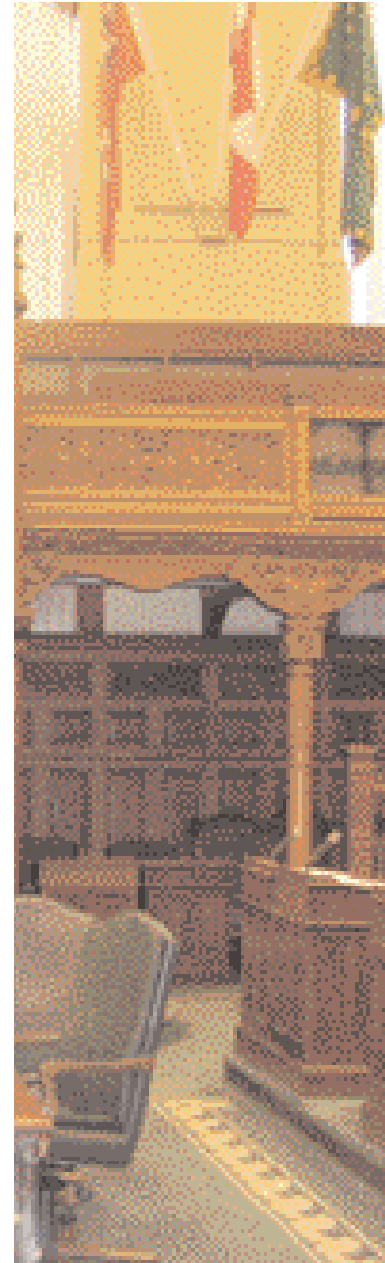
Infoway's Service-oriented Architecture Receives International Recognition

Canada Health Infoway (Infoway) received top recognition in the health care category of the 2008 Service Oriented Architecture (SOA) Case Study Competition, sponsored by the SOA Consortium and CIO Magazine. Infoway's interoperable electronic health record (EHR) architecture, the EHR Blueprint - a framework for a Canadian EHR, was awarded for demonstrating business success and lessons learned in SOA adoption.

Infoway's EHR Blueprint has been able to conceptually address the massive undertaking of linking together tens of thousands of clinics, hospitals, pharmacies and other points of care in the country.

The EHR Blueprint was developed by Infoway in consultation with its jurisdictional partners, the Canadian vendor community and stakeholders. It is a framework that defines a scalable and flexible business and technical architecture that enables the authorized sharing of clinically relevant patient information between health service providers across care settings, health care delivery organizations, and across Canada.

Since its development, the EHR Blueprint has become a valuable tool that provides the guidelines for governments, health regions, hospitals and technology vendors who are aligning their health information system development and implementation to the vision of the interoperable EHR. The EHR architecture has been adopted by all of the jurisdictions in Canada.



OHA

Conferences

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.

Conference for Corporate Secretaries

November 21, 2008

Toronto

Corporate Secretaries play a critical role supporting health care boards in carrying out their governance responsibilities and in providing senior management with support to help ensure effective board oversight.

This year's conference will bring together experienced speakers who will offer practical advice on how to handle the many responsibilities of the corporate secretarial position. Topics addressed include: the board's role in quality; meeting management; roles and relationships; and, stakeholder relationship/community engagement. The role of LHINs versus the MOHLTC will also be discussed.

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

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OHA Conferences (continued)

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.

Risk Management in Obstetrical Care December 12, 2008 Toronto

Risk management in obstetrical care is a significant priority for many health care organizations. 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 and Borden Ladner Gervais LLP, is pleased to offer a one-day conference that takes a practical look at issues associated with risk management in obstetrical care.

Clinical and legal experts will guide participants through existing knowledge taken from examining obstetrical claims and 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, which will

provide further insight and explore the impact these guidelines have on health care professionals and their organizations.

For further information, contact Kerry Vincent at 416-205-1306 or kvincent@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 boundaries in order to assess the health needs of specific populations and address them in an integrated and coordinated fashion.

The confirmed speakers for the conference include 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 Shannon Byck at 416-205-1357 or sbyck@oha.com.



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