

Executive Report

October 8, 2008

Report from the OHA

ALC Survey: Due October 15, 2008

The Ontario Hospital Association (OHA) requests that all hospitals complete this month's Alternate Level of Care (ALC) survey. The purpose of the survey is to collect timely information on the challenge of ALC patients to inform ongoing discussions with the government regarding urgent solutions, as well to assess the impact of proposed solutions. The OHA will continue to share aggregate data 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. Please complete the survey no later than 4:00 pm on **October 15, 2008**. For further information, contact Andrea Wong at 416-205-1444 or awong@oha.com.

Hospital Perspectives Fall/Winter 2008 Edition - Call for Submissions

The OHA is seeking stories for an upcoming *Hospital Perspectives* issue that will showcase a range of health care initiatives underway in hospitals across Ontario. Articles should demonstrate the value and success of these programs and highlight their benefit to patients, staff or the community. Submissions should be no more than 600 to 700 words and should be accompanied with high resolution photographs - a minimum of 300 dpi. The submission deadline is **November 7, 2008**.

The Summer 2008 edition of *Hospital Perspectives*, which features noteworthy e-Health projects from across the province, is now available online at www.oha.com, under "Communications - Publications - Hospital Perspectives," or through this week's *Executive Update* email. If you are an OHA member and would like to submit a feature article, contact Tamarah Harel at 416-205-1346 or tharel@oha.com.

Governance Update: Fall Issue Available

The fall 2008 issue of the *Governance Update* newsletter is now available. This issue features the third interview in the series on *Leaders Building the Health System of Tomorrow*. Dr. Alan Hudson, Lead of Access to Services and Wait Times, Ministry of Health and Long Term Care (MOHLTC) discussed governance issues, challenges and access to care.

A new feature of the newsletter will be launched in the winter issue: *Ask Us...Your Governance Expert*. Each edition of the newsletter will feature questions submitted by readers with respect to issues of general governance, executive recruitment, CEO compensation or any other issue related to health care governance needs. Governance experts, such as the Governance Centre of Excellence (GCE) certificate course faculty, will help answer these questions. For further information and to submit questions/comments, contact Lina Pallotta at lpallotta@oha.com.

HealthAchieve
Inspiring Ideas & Innovation | 2008

Jean Chrétien Coming to HealthAchieve

HealthAchieve is pleased to announce another exciting keynote speaker for its *Official Opening Session*. A born leader, Canada's 20th Prime Minister, Jean Chrétien, has made his mark as a legislator and a statesman. His career of over 40 years in the public service spanned six prime ministers, during which time he held numerous cabinet posts and led Canada as Prime Minister for over 10 years. One of the most respected world leaders of the past decade, Prime Minister Chrétien is a captivating speaker who will draw on insights from his extraordinary career, discuss leadership and issues facing today's organizations. For further information on sessions and speakers, visit www.healthachieve.com or contact Susan Jacobs at 416-205-1364 or sjacobs@oha.com.

Report on Health Care

CKHA Builds for a Worthy Cause

January 2008 marked the first stages of detailed planning by the Chatham Kent Home Builders Association for the 'three day' home build that took place on September 11 - 13, 2008, as part of the Foundation of Chatham-Kent Health Alliance's (CKHA) \$3.5 million *Making the Right Investment - MRI Campaign*. The plans to erect an 1800 sq. ft. luxury home in the Groves of Prestancia in Chatham-Kent were developed by a number of professionals who combined extensive years of home building experience.

In just 39 hours, over 240 tradesmen and 150 volunteers built a luxury home. The home not only includes over \$400,000 in donated materials but also offers a year of perks such as one year interest-free mortgage, one year free digital cable and internet service and more. While the house is listed for \$385,000, the negotiated purchase price will be donated in its entirety to the *Making the Right Investment - MRI Campaign*.

3SO Saves Much-Needed Hospital Funds

The six founding member hospitals of the Shared Support Services Southeastern Ontario (3SO) and the Government of Ontario signed an innovative agreement that creates a partnership to implement leading practices for supply chain management, which will generate efficiencies to ultimately improve patient care. 3SO's objective is to regionalize supply chain services to generate savings for each member hospital. The savings will be redeployed to improve front-line patient care.

The start-up capital for the project will be financed by OntarioBuys and the member hospitals. While six hospitals initially formed the alliance, the organization is capable of supporting additional hospitals and non-hospital organizations.

3SO is a not-for-profit, non-share capital corporation formed voluntarily by Brockville General Hospital, Kingston General Hospital, Perth and Smiths Falls District Hospital, Providence Care, Quinte Healthcare Corporation, and Religious Hospitallers of St. Joseph of the Hotel Dieu of Kingston.

RVHS Foundation Honours its Volunteers

The Rouge Valley Health System (RVHS) Foundation acknowledged the contributions made by the nearly 300 adult and student auxiliary volunteers to the daily life of Rouge Valley Ajax and Pickering hospital. Six auxiliary members received an *Ontario Volunteer Award*, representing 120 years of volunteering. *Student Volunteer Awards Night* was held on June 26; the attending students had given 4,944 hours at Rouge Valley Ajax and Pickering hospital.

Members of the auxiliary are often the first point-of-contact for visitors to the hospital, providing directions and answering questions. The auxiliary also helps support the purchase of much-needed medical equipment and necessary non-medical equipment.

New RFP for HRRH Released

On January 4, 2008, Infrastructure Ontario released the Planning, Design and Compliance (PDC) Consulting Services RFP (Request for Proposal) for Humber River Regional Hospital's (HRRH) new acute care hospital project. The RFP invites companies to submit proposals to provide planning, design, and compliance consulting services.

As the centrepiece of the redevelopment plans, the new facility will be a technologically-advanced acute care hospital with more beds, state-of-the-art diagnostics, more emergency room capacity and modern infectious disease containment systems.

In August 2007, the Ontario government announced that approximately 30 acres of provincial lands located at Keele Street and Wilson Avenue in Toronto would be the new home of HRRH.

Executive Announcements

Lennox and Addington County General Hospital announced the appointment of **Mr. Wayne Coveyduck** as its new Executive Director. Mr. Coveyduck will begin his orientation on December 1, 2008 and officially begin his new role on January 1, 2009.

SCO Health Service, one of Ontario's oldest and leading continuing health care providers, has been renamed **Bruyère Continuing Care**.

Report from Queen's Park

New Law Reduces Legal Barriers to Apologies

On October 7, 2008, the government introduced legislation that would allow people and organizations to offer a sincere apology without legal consequences, which can take away hard feelings, help resolve disputes, and reduce the number of lengthy, costly lawsuits.

The *Apology Act* would, if passed:

- Allow individuals and organizations, such as hospitals and other public institutions, to apologize for an accident or wrongdoing, without it being used as evidence of liability in a civil legal proceeding under provincial law.
- Help victims by acknowledging that harm has been done to them - an apology is often key to the healing process.
- Promote accountability, transparency and patient safety by allowing open and frank discussions between patients and health care providers.
- Enhance the affordability and speed of the justice system by fostering the resolution of civil disputes and shortening or avoiding litigation.

The proposed legislation would not affect a person's right to sue or their right to compensation for harm done.

CritiCall Ontario Providing More Service to Physicians and Patients

CritiCall Ontario - the province's medical resource for hospital-based physicians who are caring for critically ill patients - has expanded its call centre, implemented

new state-of-the-art technology and moved to a new facility designed specifically for this purpose. These enhancements translate into increased and better service for physicians who need specialist support or for transferring critically ill patients to other hospitals.

CritiCall Ontario is working with Telus to implement the first Canadian implementation of Telus's iScheduler application for referrals and waitlists, which integrated with Telus's CallCentreAnywhere application. The solution provides CritiCall call agents with patient referral capabilities, allowing information to securely follow patients to wherever they receive medical attention and also provides reporting capabilities for improved health system planning.

The new technology will support multi-disciplinary care teams. If there is a specialist in one facility and another somewhere else, the system will trigger the most appropriate consultation site and order conferencing directly from the desktop computer. For example, a critically ill patient may need an intensivist, a trauma surgeon and air ambulance all involved in the same consultation. Once a patient plan is created, a patient e-ticket will be sent to the participants to document the plan. The new system allows for the collection of better, more timely data and archiving of information, as well as embedding triggers that help providers and CritiCall call agents identify the most appropriate health care facility for meeting each patient's needs.



OHA Conferences

Annual Human Resources Symposium – Finding and Filling the Gap: Workforce and Human Resources Planning October 16, 2008 Toronto

Organizations struggling to maintain a balance between the supply and demand of human resources (HR) are relying on workforce planning strategies and techniques. Join health care HR leaders and people managers for an in-depth conference focused on finding and filling gaps in the workforce. This interactive, one-day program will showcase the latest trends and leading-edge practices, teaching participants how to develop programs and strategies for their own organizations. For further information, contact Shannon Byck at 416-205-1357 or sbyck@oha.com.

Achieving Excellence in Region 4: Critical Health Issues, Strategies and Solutions October 20 & 21, 2008 Kitchener

Hospital boards must manage a growing complexity of health issues that need to be addressed within both hospital communities and the broader health care system. Recognizing these current challenges, the conference will highlight challenges, strategies and solutions on various topics, such as patient safety; infection prevention, control and reporting; health human resources; Ontario's e-Health strategy; a LHIN update; and, a panel discussion on community engagement. All delegates will be entered into a draw for a chance to win a complimentary pass to HealthAchieve2008 (Nov. 3, 4 and 5). For further information, contact Joanne Murphy at 416-205-1341 or 1-800-598-8002, ext. 1341 or jmurphy@oha.com.

OHA Region 2 Annual Meeting - Patient Safety and Beyond: Strategies to Achieve Sustainable Success October 23 & 24, 2008 Ottawa

With new public reporting obligations coming into effect, leadership in the development, promotion, implementation and evaluation of safety components is essential for the delivery of effective patient care.

This year's program will include topics on infection prevention, control and reporting; patient transportation; a clinical services

review on community engagement; building a culture of good governance; engaging doctors in a shared quality agenda; evaluating Chiefs of Staff; and a panel discussion on health providers in the world of LHINs. The dinner's keynote speaker is Dr. Andrew Pipe, Director of the Prevention and Rehabilitation Centre at the University of Ottawa Heart Institute. For further information, contact Joanne Murphy at 416-205-1341 or 1-800-598-8002, ext. 1341 or jmurphy@oha.com.

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 on a 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.

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

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OHA Conferences (continued)

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.

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.

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.



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