

Executive Report

September 10, 2008

Report from the OHA

OHA Offers Triage Training to Hospitals

For a limited time, the Ontario Hospital Association (OHA) is offering hospitals the opportunity to have a master trainer visit their hospital to provide triage training to emergency department (ED) nurses. The intent of this training is to improve the triage function including the use of the Canadian Triage and Acuity Scale (CTAS). This is a good opportunity for hospitals to have new staff trained using up-to-date CTAS guidelines, or to provide a refresher course to staff working within the ED. **To request triage training in your hospital or for further information, contact Sandra Williams at 416-205-1453 or swilliams@oha.com.**

Coroner's Jury Verdict and Recommendations: Dukic Inquest

The OHA has received a copy of the Coroner's Jury Verdict and its recommendations following the inquest into the death of Bryan Dukic. The report deals broadly with the issue of police procedure when contacting ambulance dispatch to request emergency medical services (EMS) for ill or injured persons on the scene. The report recommends that all police personnel contact the ambulance dispatch directly when EMS services are requested, rather than via police dispatch, so that ambulance dispatch can directly question officers about the condition of the patient. A further recommendation is that police receive advanced training in the assessment of severe illness or injury. However, the Coroner's Jury recommendations are not legally binding.

A full copy of the verdict is available for hospital review and consideration, as appropriate, at www.oha.com, under "Programs - Patient Safety Support Service - Coroner Reports." For further information, contact Dominique Taylor at 416-205-1372 or dtaylor@oha.com.

OHA Facts and Figures Website Adds Indicators by LHIN

Select indicators by Local Health Integration Network (LHIN) are now available on the OHA's Health System Facts and Figures website, including figures from Statistics Canada's 2007 *Canadian Community Health Survey* and the Canadian Institute for Health Information's (CIHI) *Health Indicators 2008*. The updates can be viewed at www.healthsystemfacts.com, under "Indicators by LHIN." PowerPoint slides are also available through a members-only login.

Updated on a regular basis, Health System Facts and Figures is a handy reference of key facts and figures about health care in Ontario and beyond. For further information, contact Andrea Wong at 416-205-1444 or awong@oha.com.

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Early Registration Deadline Extended

Take advantage of the early registration discount and save up to \$125.00, if you register by **Friday, September 19, 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.

Book early to ensure your choice of hotel during your stay in Toronto. When making a hotel reservation, identify yourself as a delegate attending HealthAchieve2008 to qualify for the special hotel rates. For further information regarding registration, program and exhibit floor information and hotel accommodations, call 416-205-1361/416-205-1362 or email healthachieve@oha.com.

Report on Health Care

Sunnybrook and St. Michael's Hospital Join SIMS Partnership

What started as a simple collaboration between two health care organizations in downtown Toronto less than four years ago has grown to 15 active participants throughout the Greater Toronto Area. Sunnybrook Health Sciences Centre (Sunnybrook) and St. Michael's Hospital are the newest organizations to join Shared Information Management Services (SIMS), an information management and technology (IM/IT) group dedicated to transforming the way health care is delivered.

The group works on integrating projects across all participating organizations, which include acute, rehabilitation, community, complex continuing and long-term care homes. Clinical staff in the SIMS partnership have better access to health information about patients who have been treated at the other SIMS partner locations ensuring greater continuity in their care. SIMS partners are also enhancing patient safety through the elimination of transcription errors and reducing the amount of time patients have to wait to receive services.

St. Michael's is already actively involved with SIMS on a number of projects, including an emergency room notification system. Sunnybrook brings knowledge and expertise of patient portals to the partnership.

Other members of the partnership include Bridgepoint Health, Central Community Care Access Centre (CCAC), COTA Health, North York General Hospital, Providence Healthcare, St. John's Rehab Hospital, St. Joseph's Health Centre, Toronto CCAC, Toronto East General Hospital, Toronto Rehabilitation Institute, University Health Network, West Park Healthcare Centre and Women's College Hospital. Each organization is involved with integrating projects across the entire collaboration.

HDIRS Receives Showcase Award

On September 2, 2008, Hospital Diagnostic Imaging and Repository Services (HDIRS) received a *2008 Merit Award* in the Working Together category at the Showcase Ontario Conference. HDIRS was selected from over 90 submissions.

HDIRS is the partnership between 35 health facilities, the Ministry of Health and Long-Term Care (MOHLTC) and Canada Health Infoway (Infoway) that was formed two years ago. The founding goal of the organization was to establish a shared system enabling diagnostic images and reports to be shared across 35 health facilities.

Traditionally, hospital corporations have developed, purchased and managed their own information technology, but since technology is becoming more and more advanced, the ability to keep up is a challenge. By collaborating, the partners are achieving economies of scale and shared service benefits that could not have been realized independently. Recently, this unique collaboration enabled eight health facilities to move from film to digital technology, and one by one, each of the partner health facilities is getting connected to an image storage repository. For further information, contact Pat Ryan, General Manager, HDIRS at 416-471-9640 or pryan@tsh.to.

QHC Introduces Patient Safety Rounds

Quinte Health Care (QHC) senior leaders have started making rounds to different sites and units with a list of specific questions related to patient safety, such as: "Has anything happened recently that you think is an obstacle to providing safe care?" and "What is the biggest risk to safety on this unit?"

Called Patient Safety Leadership Rounds, these discussions involve staff and physicians, QHC President and CEO, the Vice President (VP) of Patient Services and Chief Nursing Executive, the Site Administrator, a Quality and Performance Improvement Coordinator, and the Unit Manager/Director.

The goal is to ensure the safest possible environment for patients, staff and visitors. Patient Safety Leadership Rounds are a powerful tool to develop a patient safety culture by connecting senior leadership and all staff in open dialogues about patient safety. These discussions support QHC's philosophy that patient safety is everyone's responsibility.

Executive Announcements

Denise Arsenault, VP and Chief Administrative Officer and Phil Jackson, VP, Strategy and External Relations have joined the Ontario Agency for Health Protection and Promotion's senior management team.

On November 27, 2008, an evening fundraising reception will be held at the Carlu to raise support and awareness of the public health outreach program to be created at the Sheela Basur Centre.

The North East LHIN has recently appointed two new board members: Gisele Guenard and Brenda Roseborough.

Report from Queen's Park

Provincial and Territorial Health Ministers Discuss Health Care

Provincial and territorial health ministers met on September 4, 2008 in Quebec City to discuss access, quality, and safety issues in sustaining their publicly funded health systems.

Ministers discussed their disappointment with the lack of commitment by successive federal governments on the National Pharmaceuticals Strategy and the missed opportunity to deliver Canadians with protection against catastrophic expenses and support for people with rare diseases.

Ministers talked about their progress and common interests in better access to health services and affordable drugs, pandemic preparedness, e-Health, and Fabry's disease research. They also emphasized the importance of health promotion, and chronic disease prevention and management.

All these issues require significant funding. Ministers share the expectations of Canadians that the federal government will be a full funding partner in advancing these issues.

Beginning in 2009, ministers will host a series of forums with governments, experts and stakeholders to advance collaborative work towards a sustainable health system that delivers excellent care at affordable cost.

New Residency Program to Benefit Mental Health Patients

On September 5, 2008, Ontario's Chief Nursing Officer Vanessa Burkoski welcomed the first group of post-graduate mental health nursing residency

students during a special ceremony at Whitby Mental Health Centre (WMHC).

Nineteen nurses are enrolled in this inaugural residency program which is a collaboration between the MOHLTC and five mental health sites including Whitby Mental Health Centre and three academic partners. The other participating sites are the Centre for Addiction and Mental Health, Mental Health Centre Penetanguishene, Providence Care, Mental Health Services, Kingston and Royal Ottawa Health Care Group, and the academic partners are Algonquin College, University of Ontario Institute of Technology and the University of Ottawa.

The mental health nursing residency program is one of 17 innovative demonstration projects across Ontario aimed at providing nursing employers with additional skills and support for health human resources planning on a sustained basis.

This specialized three month post-graduate residency program, developed by an expert team of mental health nursing professionals, will enable nurses to build on their knowledge and understanding of mental health. The residency program will provide the foundation for a network of nurses dedicated to excellence in mental health care. Nurses interested in participating in the next residency program should contact one of the participating mental health sites or visit the program's website at www.beamentalhealthnurse.ca.

Prime Minister Dissolves Parliament

On September 7, 2008, Prime Minister Stephen Harper dissolved Federal Parliament, setting off a national election campaign. Elections are scheduled for October 14, 2008.



OHA Conferences

Essentials Certificate in Health Care Governance for New Trustees September 19, 2008 Timmins

This one-day certificate program is designed to help participants strengthen their leadership skills and to examine the vital role of trustees within the hospital organization. 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.

Topics will focus on increasing participants' understanding of health care governance, and the challenges and opportunities presented by the complexities of hospital operations. The program will also help identify the questions trustees need to ask in their organizations to ensure they are performing effectively. Participants will be encouraged to begin their own development plans and long-term goals for success as a trustee.

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

Leadership Certificate for Hospital Board Chairs October 7, 8 & November 2, 2008 Toronto

This three-day certificate course is designed for incoming board chairs and/or existing chairs to help them fulfill their leadership roles. Participants will benefit from discussions and insights from their peers and governance experts on topics such as the board's mandate and accountability in the evolving health care environment. Participants will build on case studies to practice the skills required to lead a high-performing board and manage governance challenges facing the board chair. The course is a combination of interactive scenario/case studies, presentations, self study, peer collaboration and action learning.

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

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 are relying on workforce and

human resources (HR) planning strategies and techniques. Join health care HR leaders and people managers for an extraordinary and in-depth conference focusing on finding and filling gaps in the workforce through HR planning. This interactive, one-day program will showcase the latest trends and leading-edge practices and will teach participants how to develop their own programs and strategies for their organizations.

For further information, contact Shannon Byck at 416-205-1357 or sbyck@oha.com.

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 Bavaro at 416-205-1309 or mbavaro@oha.com.

Navigating the Landscape for Employee Health October 22, 2008 Halifax

Health concerns are a growing priority for businesses and are sometimes considered top economic pressures. With productivity issues, turnover, absentee costs, and increasing employer health premiums, managing employee health is essential for companies that wish to evolve into robust organizations with long-term growth.

Conference highlights include a question and answer period with the Chief Executive Officers (CEOs) of the *2007 Healthy Workplace Award* winners, an interactive workshop looking at employee wellness and optimizing organizations' benefits plans, and a personal wellness break with a naturopathic doctor.

For further information, contact Linette DeGraaf at 416-205-1455 or ldegraaf@oha.com.

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OHA Conferences (continued)

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

As new public reporting obligations come into effect on September 30, 2008, 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.

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, 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.

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.



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