

Executive Report

September 17, 2008

Report from the OHA

Health System Facts and Figures: *OECD* 2008 Update

Updated international comparisons of health status, health expenditures and health care resources from *OECD Health Data 2008* are now available on the Ontario Hospital Association's (OHA) Health System Facts and Figures website. The updates can be viewed at www.healthsystemfacts.com under "Health Status," "Expenditures," and "Resources." Additional in-depth 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.

Canadian Patient Safety Week: September 28-October 4, 2008

Canadian Patient Safety Week, or CPSW, is a national campaign to raise awareness on patient safety issues, initiatives, projects and programs underway across the country.

This year's focus is on medication reconciliation. The theme is "Knowledge is the Best Medicine: Think. Talk. Listen." which is intended to encourage patients, clients, consumers and all health care providers to speak up, ask more questions, share ideas, listen and understand in order to avoid medication errors.

Materials to help support your organization's recognition of CPSW can be found on the Canadian Patient Safety Institute (CPSI) website at www.patientsafetyinstitute.com. CPSI has also developed a toolkit containing promotional materials, key messages, Questions and Answers, a tips sheet and medication cards for patients, a media kit, and a PowerPoint presentation to guide patient education (an Institute and Safe Medical Practices and CPSI collaboration) regarding medication safety.

For further information, contact Dominique Taylor at 416-205-1372 or dtaylor@oha.com.

Amendments Set Out Reporting Requirements for *C. Difficile*

On September 13, 2008, amendments to Regulation 569 under the *Health Protection and Promotion Act* (HPPA) were published in the *Ontario Gazette*.

The amendments create a new section, 5.2, which sets out the reporting requirements with respect to *Clostridium difficile* associated disease (CDAD) outbreaks in public hospitals. Specifically, the amendments detail the information requirements to be contained in the reports prepared by hospital administrators for the medical officer of health under section 27 of the HPPA where a patient or out-patient has or may have CDAD.

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Report from the OHA (continued)

Amendments have also been made to Regulation 559/91 which make CDAD outbreaks in hospitals “reportable diseases for the purposes of the HPPA,” and to Regulation 558/91 which defines CDAD a “communicable disease for the purposes of the HPPA.”

The amendments have been incorporated into the Regulations, and became law when originally filed on August 29, 2008. A copy of the HPPA and regulations can be found at www.e-laws.on.ca under “Current Consolidated Law.”

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

OHA Launches LHIN Web Resource

The OHA will release and provide updates on a host of new web information resources accessible to members and other stakeholders this fall 2008, beginning with the launch of the OHA Local Health Integration Network (LHIN) Web Resource on September 19.

The website will provide access to key LHIN activities such as presentations, news releases, board minutes and more on topics including: Annual Service Plans, Integrated Health Services Plans, Ministry-LHIN Accountability Agreements, Service Realignment and Hospital Reviews. The OHA LHIN Web Resource will be accessible through a link on the OHA’s main page available at www.oha.com, under “Programs.”

For further information, contact Enza Ferro at 416-205-1319 or eferro@oha.com.



HealthAchieve Takes Home Top Awards

HealthAchieve2007 has won awards in several categories at the International Association of Exhibitions and Events (IAEE) 2008 *Art of the Show Competition*. The competition recognizes excellence in promotional materials for the exhibitions and events industry. It includes 13 different categories of competition, spanning three show sizes.

Out of the 158 submissions, 35 entries were selected as first-place winners. The winning entries will be on display at *Expo! Expo!* IAEE’s Annual Meeting and Exhibition to be held on December 9 to 11, 2008 in Miami Beach, Florida.

HealthAchieve won first place in Email Promotion, Show Photography, Show Promotion Website, and Signage/Design, and second place (Honorable Mention) in Brand Design/Development, E-mail Promotion, Show Daily, and Show Photography.

Change to the *Opening Session*

Due to a family commitment, Lance Armstrong has changed his plans and will be unable to attend HealthAchieve2008’s Official Opening. HealthAchieve is currently researching other potential replacement speakers and will provide an update in the near future. For a complete listing of speakers, sessions and program updates, visit www.healthachieve.com.

For further information, contact Susan Jacobs at 416-205-1364 or sjacobs@oha.com.

Session Outlines Now Available

Session outlines are now available for *Mental Health in the Workplace* and *Environmental Health*. Links to these session outlines are provided in this week’s *Executive Update* email.

Report on Health Care

HDH Earns \$81,000 Rebate from Utilities Kingston

Hotel Dieu Hospital (HDH) in Kingston has reaped the benefits of its ongoing “greening” efforts, hauling in a major rebate of \$81,180 from Utilities Kingston as part of its Electricity Retrofit Incentive Program (ERIP), a catalyst for getting local institutions and businesses to cut energy consumption by switching to energy efficient technologies.

Cooperatively run by the Ontario Power Authority and Kingston Hydro Corporation (which is managed by Utilities Kingston), ERIP rewards projects that result in measurable reductions in electrical peak demand.

Over the last year, HDH has replaced more than 14,000 fluorescent bulbs and 325 exit signs. In addition, the hospital outfitted motor-driven air handling units with energy-saving variable frequency drives and premium efficiency motors. In terms of energy demand, those numbers mean the hospital has saved 1,144,000 kilowatt hours and reduced its energy consumption at peak demand time by 376 kW. That translates into enough electricity to supply about 100 homes for one year.

HDH recently wrapped up a major energy-smart project that called for a comprehensive retrofit of lighting, heating, and ventilation and hot water systems. The resulting energy savings will slice about \$535,000 off the hospital’s annual \$1.5 million energy bill. As part of the project, the hospital recycled every old fluorescent tube.

Clinical Services Plan Improves Patient Access

In June 2008, the Central East LHIN embarked upon a Clinical Services Planning Project, with a goal to enable local residents to access the full network of services provided across the LHIN, from wherever they access hospital services.

Physicians, nurses, hospital administrators and other health care professionals know that there is a need to develop a

LHIN-wide clinical services plan that will allow the LHIN to plan for and fund services based not only on the location of the patients but also on ensuring access to the best medical equipment and highly skilled providers. They also recognize that a LHIN-wide clinical services plan will ensure that urban and rural hospitals can work together as equals, that longer-term plans can be developed to meet future growth needs and that hospitals will be better able to retain and recruit staff when they plan as a system, rather than as individual organizations.

Nearly 100 health care leaders from across the LHIN have joined the Central East LHIN’s Clinical Services Plan Steering Committee and the seven Advisory Groups (Thoracic, Cardiac, Vascular, Maternal Child, Mental Health and Addictions, Medical Leadership, VP Programs and Chief Nursing Officer Leadership) are now developing advisory frameworks on how to deliver selected surgical and medical services where issues of quality improvement and access are of greatest concern.

Stakeholders from across the Central East LHIN - including the general public - are encouraged to track the progress of this project by visiting the Clinical Services Plan page on the Central East LHIN website (www.centraleastlhin.on.ca). Questions are welcome and will be posted, along with the answers, under “Frequently Asked Questions (FAQ).” Monthly updates to the Board of Directors of the Central East LHIN are also posted on the website under the “Board Meetings” page.

Executive Announcements

Toronto East General Hospital will be awarded a "Gold" level award from the National Quality Institute for its commitment to organizational wellness and quality, during the *2008 Canada Awards for Excellence Gala Dinner* on Monday, October 20th.

The North West LHIN appointed **Janice Beazley** as Chair and **Robert Gregor** as Vice Chair of its Board of Directors.

Neil McEvoy assumed the role of President and Chief Executive Officer (CEO) with Providence Healthcare, effective September 2, 2008.

Report from Queen's Park

Ontario Government and Province's Doctors Reach Tentative Agreement

The Ontario government and the Ontario Medical Association (OMA) have reached a tentative agreement that will improve access to family health care for Ontarians and reduce congestion in hospital emergency departments.

Key components of the tentative agreement include:

- Working to get a family physician for 500,000 patients who need family health care;
- Helping patients who have chronic diseases, such as diabetes, better manage their condition to reduce their need for emergency health services;
- Making Ontario the jurisdiction of choice for future physicians with a new program that will defer interest on medical resident debt;
- Providing physicians in group practices with funding for up to 500 nurses, as part of the government's commitment to 9,000 new nurses; and
- Increasing access to mental health services outside hospital for high-risk patients.

2008 Health Professionals Recruitment Tour

The Health Professionals Recruitment Tour is a unique forum that provides underserved communities in Ontario with an opportunity to meet and recruit health care professionals, medical residents and students in medicine, nursing and rehabilitation. The annual job fair provides

community representatives with a chance to discuss the medical opportunities and the lifestyles of their respective communities. Over 90 communities attended the 2007 tour.

The 2008 tour begins on September 21 in Ottawa, and travels to Kingston on September 22, Hamilton on September 23, London on September 24, and Toronto on September 25.

The Health Professionals Recruitment Tour is administered by the Professional Association of Internes and Residents of Ontario (PAIRO). For further information, visit www.health.gov.on.ca, under "What's new."

Proposed Regulation under LHSIA

The proposed regulation under the *Local Health System Integration Act, 2006* requires each LHIN to establish a committee no later than six months after the regulation comes into force in order to engage the Francophone community on the local health system.

The LHIN will appoint members who represent the local diversity of the Francophone community and who are also involved or impacted by the LHIN. Committee members will be part of organizations that are connected to the community and those involved in the planning and delivery of health care services in the local area.

Interested parties are invited to provide written comments on the proposed regulation on or before November 12, 2008. For further information, visit www.health.gov.on.ca, under "What's new."



OHA

Conferences

Infection Prevention and Control: A Closer Look at Hospital-Acquired Infections

October 6, 2008

Toronto

Over the past few months, a great deal of public attention has been focused on hospital-acquired infections (HAIs) as a result of some widely publicized outbreaks in Ontario hospitals. Undoubtedly, public and media interest in this issue will intensify as Ontario hospitals will be required to publicly report on rates of HAIs in their facilities in the upcoming months.

This annual conference will take a closer look at HAIs and at what organizations can do to prevent outbreaks. Delegates will have the opportunity to listen to informative presentations on surveillance and data collection, creative strategies in improving employee compliance, and how to build a relationship with senior management. One hospital will share their experience and loss due to *C. difficile*, as well as lessons learned since the outbreak. Attendees will also have the opportunity to participate in roundtable discussions on hot topics in Infection Prevention and Control, learning from colleagues and experts in the field. For further information, contact Kerry Vincent at 416-205-1306 or kvincent@oha.com.

Public Reporting of Indicators

October 7, 2008

Toronto

On May 28, 2008, the Ministry of Health and Long-Term Care (MOHLTC) announced new public reporting requirements on eight patient safety indicators as part of a comprehensive plan to create unprecedented levels of transparency in Ontario's hospitals.

This conference will provide the latest developments on the public reporting of indicators and its impact on hospitals. Participants will have the opportunity to hear from leading experts on the requirements of reporting, what to do with the rates, how to manage the indicators, and the challenges and solutions for moving ahead. For further information, contact Sara Simone at 416-205-1314 or ssimone@oha.com.

Region 1 NE/NC Administrative Professionals Conference

October 7 & 8, 2008

Sudbury

This workshop is designed to provide health care administrative professionals from large or small organizations including hospitals,

LHINs, Community Care Access Centres (CCAC), 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 discussions and opportunities to share ideas and challenges with fellow colleagues. Tuesday night's dinner entertainment includes a murder mystery theatre performance. For further information, contact Joanne Murphy at 416-205-1341 or 1-800-598-8002, ext. 1341 or jmurphy@oha.com.

Certificate for Implementing the *Guide to Good Governance*

October 15, 2008

Ottawa

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 create a board governance development plan. This program will be of particular benefit to board chairs and chairs 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.

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.

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OHA Conferences (continued)

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

Hospitals are facing growing accountability challenges as well as new patient safety and quality reporting requirements. Relationships with both LHINs and communities are continually evolving. Consequently, boards must manage the growing complexity of health issues that need to be addressed both within hospital communities and the broader health care system.

Recognizing these current challenges, this year's conference will highlight challenges, strategies, and solutions regarding patient safety: infection prevention, control and reporting; health human resources; Ontario's e-Health strategy; an update on LHINs; and a panel discussion on community engagement. 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. From 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 the constraints of 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 needed to properly implement the Customer Service Standard and prepare for the Information and Communication Standard. Participants will learn best practices for implementation from the public and private sector and how to properly train your 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. Sufficient 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 Bavaro at 416-205-1309 or mbavaro@oha.com.



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