

# Executive Report

September 24, 2008

## Report from the OHA

### OHA Member Satisfaction Survey Deadline is this Friday

On Friday, September 12, 2008, the Ontario Hospital Association (OHA) launched a new Member Satisfaction Survey which was sent to all hospital Board Chairs and Chief Executive Officers (CEOs). The survey is intended to provide the OHA with insight on key satisfaction indicators, provide a better understanding of members' needs, and ensure that members' needs are being met.

CEOs and Board Chairs completing the survey will be entered into a draw to win one of two complimentary registrations to HealthAchieve2008 along with three nights accommodation (November 2, 3 and 4, 2008).

The deadline to complete the survey is September 26, 2008 at 4:00 p.m. The draft report of the survey's results will be presented to the OHA Board of Directors on October 8, 2008, with the final results released to members later that month.

Hospital Board Chairs or CEOs who have not received an email link to the survey can email [survey@oha.com](mailto:survey@oha.com) to request for a survey link.

For questions or comments, contact Lorraine Ladha at 416-205-1330 or [lladha@oha.com](mailto:lladha@oha.com).

### Leadership Competencies and Talent Management Initiative: Pilot Sites Selected

In August 2008, the OHA sought expressions of interest from members for participation in the development of a talent management framework. The OHA would like to thank the

many hospitals that showed an interest in becoming pilot sites. Each submission was carefully considered by the OHA, the Leadership Development Institute (LDI) and the Hay Group, ensuring representation from various hospital types, sizes and locations, so that the frameworks can be used by other hospitals when they develop their talent management processes for their organizations.

The following hospitals were selected as pilot sites for this initiative:

- Cambridge Memorial Hospital, Region 4
- Children's Hospital of Eastern Ontario, Region 2
- Dryden Regional Health Centre, Region 1
- North York General Hospital, Region 3
- St. Thomas Elgin General Hospital, Region 5
- St. Joseph's Care Group, Thunder Bay, Region 1
- York Central Hospital, Region 3

To assist all hospitals, a guide on the use of the talent management frameworks will be made available and case studies from the pilot sites will be shared at a Talent Management Symposium to be held in early 2009. In addition, other options to support hospitals in the development of talent management processes are also being explored.

For further information, contact Franca Hoda at 416-205-1332 or [fhoda@oha.com](mailto:fhoda@oha.com).

### OHA Launches New Technologies and Applications Survey

On September 16, 2008, the OHA sent out a new online survey to collect information on e-Health technologies and

*(continued on next page)*

# Report from the OHA

## (Continued)

applications being used by hospitals to support their clinical work. In particular, the survey will collect information about e-Health hardware, software, networking, services, standards, and operational indicators associated with clinical applications across the province.

The information gathered will be used to create a dynamic and searchable online registry that will be made available to all participants and partners. By doing so, the OHA believes hospitals, other providers, and health system stewards will be in a better position to learn from the experiences and choices of others, identify opportunities for collaboration and have access to contextual information that will help with integration efforts. This registry will also be an opportunity to reduce the frequency of surveys received by hospitals, often by multiple organizations seeking very similar information.

Through a new partnership with HIMSS Analytics, a subsidiary of the U.S.-based Healthcare Information and Management Systems Society (HIMSS), the OHA is now able to offer Ontario hospitals opportunities to benchmark their results against thousands of Canadian and American hospitals already in the HIMSS Analytics database, allowing them to compare their levels of e-Health adoption and resource allocations to anonymous peers of comparable size and service mix.

The survey coordinators for the OHA's *e-Health Adoption Survey: Clinical Capabilities* received a unique link to access the new survey. The OHA strongly encourages all hospitals to fully participate in this endeavour to support better understanding and further expand e-Health investments.

For further information, contact Martha Murray at 416-205-1312 or [mmurray@oha.com](mailto:mmurray@oha.com).



### HealthAchieve2008 Participates in *Take Our Kids to Work Day*

Wednesday, November 5, 2008 marks the 14th annual *Take Our Kids to Work Day* across Canada. As in previous years, the OHA will be participating in this event and encourages OHA members with children in grade nine to also get involved.

This year, *Take Our Kids to Work Day* falls on the last day of HealthAchieve2008. The *Closing Theme Session* will feature

Professor Uwe Reinhardt, a leading health care economist who will present *The New Economics of Health Care: The Danger and Opportunities We Face*, exploring health policy theory and international experience. Also, the OHA's President and CEO Tom Closson will address the audience on ways to improve health care with his presentation, *From Good to Great – An Ontario Model for a Better Health Care System*. The new Minister of Health and Long-Term Care, the Honourable David Caplan, will also be sharing the provincial government's vision for health care.

Delegates planning to bring their children to HealthAchieve must register them as a student. Contact Mary Romero at 416-205-1434 or email [mromero@oha.com](mailto:mromero@oha.com) to register your child, or register them onsite (student admission is complimentary).

For further information, visit [www.healthachieve.com](http://www.healthachieve.com), or call 416-205-1361 or 416-205-1362.

### *Small Rural and Northern Award of Excellence* Deadline Approaches

The OHA is pleased to present the *Small, Rural and Northern (SRN) Award of Excellence*. This prestigious award recognizes innovation and excellence in the delivery of patient care within a small, rural and/or northern hospital and is open to individuals or teams who are employees, medical staff, volunteers or trustees of these hospitals.

A selection committee comprised of members from the OHA's SRN Hospital Provincial Leadership Council and the Chair of Region 1 will review the nomination forms and select the winner.

The recipient will be notified this October and will be presented with an award at the *Rural and Northern Session* during HealthAchieve2008 on November 4. The award winner will also be recognized in the OHA's *Hospital Perspectives* and *Executive Report* publications.

A link to the submission guidelines is provided in this week's *Executive Update* email. The completed nomination forms and supporting documentation must be received by the OHA no later than Monday, **September 29, 2008**.

For further information, contact Deborah Cumming at 416-205-1391 or [dcumming@oha.com](mailto:dcumming@oha.com).

# Report on Health Care

## Privacy Interviews and Educational Materials Available

Dr. Jack Kitts, President and CEO of The Ottawa Hospital, along with Anne Lavigne, The Ottawa Hospital's Privacy Officer, were recently interviewed on the Business Knowledge Channel about the issue of privacy and digital trust in medical institutions.

Their interviews identified the privacy challenges facing a major hospital. Dr. Kitts provided an overview of the role of governance for privacy protection, while Ms. Lavigne discussed many protective measures that can be put in place, including:

- The establishment of a multi-departmental Privacy Committee with representatives from the Medical Staff, Finance, Human Resources (HR) and Information Technology (IT);
- A training program that includes a locally-produced privacy video;
- Routine site visits and security audits;
- Investigating privacy breaches and using lessons learned to adjust privacy policy; and
- Vulnerability assessments, including assessments of technical safeguards.

In addition to the interviews, The Ottawa Hospital produced a video to serve as an educational resource for health professionals to help them comply and understand the privacy provisions within the *Personal Health Information Protection Act*. The video will be available on September 23, 2008. **Both resources can be accessed, free of charge, at [www.businessknowledgechannel.com](http://www.businessknowledgechannel.com). Click on the "Insight" link.**

## CSQI Provides New Snapshots of Cancer Treatments

Cancer patients often receive a combination of treatments, including surgery, radiation treatment, and systemic treatment such as chemotherapy. Cancer Care Ontario (CCO) and the

Cancer Quality Council of Ontario are making it easier to learn how Ontario's cancer delivery system is doing by providing at-a-glance views of Ontario's performance on the *Cancer System Quality Index (CSQI)*.

For more information on Ontario's performance in delivering these treatments, visit [www.cancercare.on.ca](http://www.cancercare.on.ca), under "Cancer System Quality Index (on the main page) - Snapshot of Cancer Treatments."

Also new to the CSQI are reports on radiation utilization. This indicator tracks the percentage of cancer patients receiving radiation treatment. County-level maps indicate that there is regional variation and room for improvement. **For further information, visit [www.csqi.on.ca](http://www.csqi.on.ca).**

## HPV: Vaccinating Against Cancer

The Eighth Annual Gairdner Public Lecture, HPV: Vaccinating against cancer, will take place on October 21, 2008 from 7:30 p.m. to 9:00 p.m. at the MaRS Centre, 101 College Street, Toronto, Ontario. A link to the event details has also been provided in this week's *Executive Update* email. **Free admission with reserved seating is available. Registration is required. For confirmation, email [info@gairdner.org](mailto:info@gairdner.org) or call 416-596-6850 and leave your name and contact information.**

## Child Abuse Prevention Campaign Launched this October

Children's Aid Societies work with parents and medical professionals to ensure children are protected and have access to appropriate health care. When a Children's Aid Society receives a call from medical professionals, clinically trained social workers act to protect a child when there is abuse, neglect or withholding of medical treatment. During October's Child Abuse Prevention Campaign, Ontario's Children's Aid Societies remind everyone, including medical professionals, that everyone has an obligation to report suspected or actual child abuse and neglect. **Learn how to recognize the signs of abuse and how to report it to your local child welfare agency at [useyourvoice.ca](http://useyourvoice.ca).**

# Executive Announcements

West Parry Sound Health Centre (WPSHC) has announced that Donald Sanderson, currently CEO at The Alexandra Hospital in Ingersoll, will succeed WPSHC and Lakeland Long-Term Care CEO Norman Maciver when he retires in January 2009.

The Ontario Agency for Health Protection and Promotion (OAHPP) has made new appointments to its leadership team: Dr. Michael Gardam has been appointed Director of Infectious Disease Prevention and Control; Dr. Natasha Crowcroft has joined the Agency as

Director of Surveillance and Epidemiology; and Dr. Heather Manson has been appointed Senior Medical Advisor to the President.

A public celebration of Dr. Sheela Basrur's life and contributions to the province and Canada is scheduled for October 17, 2008 at the Convocation Hall in the University of Toronto from 4:00-5:00 p.m.

## Report from Queen's Park

### Opening Ontario's Borders for Doctors

Doctors licensed to practice in other parts of Canada and the United States (U.S.) will soon be able to move to practice in Ontario without further training or additional examinations.

A new policy approved by the College of Physicians and Surgeons of Ontario (CPSO) will make it possible for physicians licensed in other parts of Canada to become registered to practice in Ontario. Doctors who are licensed to practice in the U.S. can move to Ontario and practice medicine if they have completed U.S. post-graduate training and examinations. The new policy will come into effect **December 1, 2008**.

Helping more qualified internationally trained doctors practice in Ontario is part of the government's plan to increase access to care. The plan builds on the *Report on Removing Barriers for International Medical Doctors* by Laurel Broten, Parliamentary Assistant to the Minister of Health and Long-Term Care.

In June, the Ontario government introduced legislation that would ease the way for internationally trained health care providers to practice in the province. The legislation - called the *Increasing Access to Qualified Health Professionals for Ontarians Act (Bill 97)* - would, if passed, change the mandate of all regulatory colleges to acknowledge that access to health care is a matter of public interest. It is anticipated that a second reading of the legislation will begin early in the fall legislative session.

### Making Health Research Work for Patients

Research aimed at improving therapies for autistic children, winning the battle against breast cancer and improving treatments for heart and lung disease are among the innovative health care research projects receiving \$21 million in funding from the province.

The funding from the Ontario Research Fund will support 14 institutions and 116 projects and involve nearly 1,000 health scientists and researchers across the province.

Provincial support for health research is an important part of Ontario's Innovation Agenda, and supporting innovation is part of the government's five-point plan for growing Ontario's economy.

To access the full release, visit [www.health.gov.on.ca](http://www.health.gov.on.ca).



# OHA Conferences

## 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](mailto:Josie Mazzola) at 416-205-1356 or [jmazzola@oha.com](mailto:jmazzola@oha.com).

## Principles and Applications of Health Law October 9 & 10, 2008 Penetanguishene

This course provides an introduction and overview of legal issues and concepts that arise in health care institutions, touching on various topics such as principles of business law, principles of civil litigation and risk management, and applications of health law.

The course is intended primarily for those in middle management positions, but it will also be of interest to those in senior positions who want to increase their understanding of legal issues. For further information, contact [Marisa Violante](mailto:Marisa Violante) at 416-205-1309 or [mviolante@oha.com](mailto:mviolante@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 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 latest the trends and leading-edge practices, teaching participants how to develop their own programs and strategies for their organizations. For further information, contact [Shannon Byck](mailto:Shannon Byck) at 416-205-1357 or [sbyck@oha.com](mailto:sbyck@oha.com).

## 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. 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](mailto:Joanne Murphy) at 416-205-1341 or 1-800-598-8002, ext. 1341 or [jmurphy@oha.com](mailto:jmurphy@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 Violante](mailto:Marisa Violante) at 416-205-1309 or [mviolante@oha.com](mailto:mviolante@oha.com).

*(continued on next page)*

# 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 26, 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](mailto:jmurphy@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 Ministry of Health and Long-Term Care and the Canadian Institute of Health Information; 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).

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<sup>®</sup>. 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).



200 Front Street West, Ste. 2800  
Toronto, ON M5V 3L1  
Tel: 416 205 1300  
Fax: 416 205 1360  
[www.oha.com](http://www.oha.com)

## Executive Report

The Executive Report is a weekly publication of the OHA

Editor:  
Tamarah Harel  
416 205 1346  
[tharel@oha.com](mailto:tharel@oha.com)