

Executive Report

November 16, 2006

Report from the OHA

Patient Safety Support Service Evaluation Report

The Ontario Hospital Association (OHA) recently completed an evaluation of its Patient Safety Support Service (PSSS) to assess the extent to which the PSSS had met its mandate and objectives to provide hospitals with tools and resources to advance patient safety. The Report has been included in this week's corporate communications package.

The evaluation found that the PSSS was very successful at meeting both its objectives and mandate. In the two years since its creation, the PSSS has proven itself valuable and effective at increasing awareness of patient safety issues.

The OHA would like to thank hospitals for taking the time to participate in the evaluation. The input and feedback that was received will inform the future focus and direction of the PSSS.

To access the Report online, please go to www.oha.com/psssevaluation (requires username and password). For questions or feedback about the OHA's Patient Safety Support Service, please contact Sudha Kutty at 416-205-1415 or skutty@oha.com.

How e-Health-Ready are Ontario's Hospitals?

A key component of Ontario's e-Health vision is the establishment of shareable electronic records to improve the quality, access, accountability, and coordination of health services. In support of this, the OHA and the Ontario Hospital e-Health Council developed the *Ontario Hospitals Connected for Care: 2006 e-Health Readiness Survey* to measure the e-Health readiness of Ontario's hospitals to electronically share and receive health information with their many health care partners throughout an integrated system.

This year's survey suggests that while progress is being made on internal data collection and use, there is further to go before integrated data sharing "provincial e-Health readiness" can be considered achieved.

On Friday, November 10, 2006, each participating hospital received its relevant peer group and Local Health Integration Network (LHIN) reports, its individual responses, an Instruction Sheet and a Question

and Answer (Q&A) document via e-mail to the designated hospital survey coordinator, CEO and CIO, as well as to the LHIN CEOs and e-Health Leads.

The remaining reports that make up the *2006 e-Health Readiness Survey Report* are available on the OHA's Members-Only website at www.oha.com. For further information, or to identify your hospital's designated survey coordinator, please contact Martha Murray at 416-205-1312 or mmurray@oha.com.

Hospital Perspectives Winter 2006: CCC/Rehab Edition - Call for Submissions

The Winter Edition of the OHA's *Hospital Perspectives* publication will be released in January 2007. This Edition will recognize the complex continuing care (CCC) and rehabilitation sectors for the tremendous work they do. By profiling the specialized programs, services and the expertise of multi-disciplinary staff involved in delivering rehabilitation and CCC services, the articles should help create an understanding of the critical roles played by these sectors in improving the quality of life for patients. If you are an OHA member interested in submitting an article on this theme, contact Aviva Klompas at 416-205-1433 or aklompas@oha.com. Submissions should not exceed 800 words and should be accompanied with high resolution photographs. The submission deadline is December 1, 2006.

HealthAchieve2006 Inspires Ideas and Innovation

OHA HealthAchieve2006 took place from November 6 - 8 and attracted over 8,300 delegates, exceeding last year's attendance by 6%. The exhibit floor was sold out with a total of 339 exhibiting companies, comprising 424 booth spaces. Sponsorship and advertising revenues also set a new department record this year. The OHA extends a special thanks to its show sponsor, Bell Canada. For further information on HealthAchieve, visit www.ohahealthachieve.com.

Report on Health Care

in the report show that between 2002 and 2004, St. Mary's Regional Cardiac Care Centre treated the highest percentage of high-risk patients and had the lowest in-hospital mortality rate of any cardiac centre in Ontario. The Centre also boasts the lowest length of stay in intensive care, the lowest readmission or death rates (within one year post-surgery) and the lowest blood transfusion rates in the province.

Surgeon Offers Cutting Edge Lung Cancer Surgery Option

In July 2006, William Osler Health Centre became the first community hospital in Canada to offer patients with lung cancer the option of video-assisted thoracoscopic (VATS) lobectomy. Dr. Kashif Irshad, one of only a handful of physicians in Canada trained to perform this minimally invasive form of thoracic surgery, joined William Osler Health Centre earlier this year. Together with his colleague, Dr. Paul Chiasson, he is working to raise awareness of the benefits of VATS lobectomy.

"For patients, probably the biggest advantage is the recovery time," Dr. Irshad maintains. "With VATS lobectomy, patients report that they are completely back to normal within a couple of weeks. Most patients are out of bed and walking the same evening, and many are discharged within two to three days following their surgery."

The VATS lobectomy technique was developed in 1992, yet given the prolonged learning curve for surgeons, it is still a relatively rare procedure, generally performed in teaching centres. In Canada, it is used only in a small percentage of lung cancer surgeries. William Osler Health Centre was the first community hospital in Canada to offer patients this innovative treatment option at its Etobicoke General Hospital site.

St. Mary's Leads in Cardiac Surgery

Within three years of launching its cardiac surgery program, St. Mary's Regional Cardiac Care Centre has established a reputation as one of the best programs in the province, according to a report produced by the Institute for Clinical Evaluative Sciences (ICES) that compared Ontario's 11 cardiac surgery centres.

The ICES *Report on Coronary Artery Bypass Surgery in Ontario* examined coronary artery bypass graft (CABG) surgery for the years 2002 through 2004. Each of the 11 centres were compared using quality indicators such as in-hospital mortality rates, post-operative length of stay (LOS) and readmission rates. St. Mary's was near, or at the top of each of the categories measured. Also key to the program's success was the deliberate decision to perform high-risk cases at the Kitchener centre, rather than refer them to outlying, more established cardiac centres. Key findings

Hotel Dieu Shaver Opens New Palliative Care Room

On November 1, 2006, donors, staff and patients gathered at the Hotel Dieu Shaver Health and Rehabilitation Centre to officially open its new, beautifully decorated, palliative care room. The new room was made possible thanks to the generosity of hundreds of individuals, service clubs and businesses who donated to the hospital's "Snowflakes and Angels" Christmas campaign.

The room, which was professionally decorated to ensure a calm and peaceful environment, features a state-of-the-art electric bed to help patients be as comfortable as possible and two chairs that transform into beds so family members may stay overnight if they desire.



New PRHC 50% Complete

The construction of the new Peterborough Regional Health Centre (PRHC) has reached a major milestone at 50 per cent completion. The new 494-bed, 715,000 square-foot facility will see the consolidation of two hospital sites, the addition of 124 more beds, and increased programs and services. Substantial completion is scheduled for little more than one year away and the move is slated for spring 2008. The project is both on time and on budget.

Report on Health Care cont'd

In the coming weeks, PRHC staff will have the opportunity to visit a completed patient room and communications centre. At this stage of construction, the completion of these models will provide an opportunity to confirm that these patient care areas are developing as envisioned

Study Tour to Norway and Sweden

From April 22 - 27, 2007, The Change

Foundation and the Canadian College of Health Service Executives (CCHSE) will bring together a small group of health care leaders in health services research, policy, administration, and government to explore current developments in health services policy and organization in the Swedish and Norwegian health systems.

Managers, policy makers, and other health professionals will guide the discussions and provide a forum for the exchange of

information, ideas and experiences that will foster relationships between Canadians and their Swedish/Norwegian counterparts. For detailed information and reports on key learnings from previous visits, visit The Change Foundation's web site at www.changefoundation.com or contact Victoria Wolno at 416-205-1454, or vkwolno@changefoundation.com.

Report from Queen's Park

New Council Will Advise Health Minister on Pharmacy-Related Policy

For the first time, pharmacists in Ontario will be involved in the development of policies related to pharmaceuticals through the creation of a Pharmacy Council, Health and Long-Term Care Minister George Smitherman announced on November 7, 2006.

According to the details of the announcement, the Ontario Pharmacy Council will also review the delivery of pharmaceutical services in Ontario, advise on education and training programs and

build a strong working relationship between the government and the pharmacy profession.

The council expects to hold its first meeting in November, 2006.

The creation of a Pharmacy Council was mandated by the *Transparent Drug System for Patients Act*, which became law in June, 2006. The Act enhances patient access to drugs and strengthens the transparency, accountability and effectiveness of Ontario's drug system.

OHA Conferences

Essentials of Coaching

The OHA, in conjunction with the Canadian Management Centre, is pleased to present another title in our blended learning series - *Essentials of Coaching: Making Coaching Happen Successfully!* This one-day workshop is scheduled for November 23, 2006 and is designed as an interactive and participatory session that will provide insights into the fundamentals of coaching. As an added bonus,

those enrolled in this course are given one year's access to Harvard ManageMentor PLUS (HMMP), an on-line resource that provides advice, tools, techniques and tips to 41 different key management responsibilities, including coaching. For more information or to register, visit the OHA website Conferences section or contact Todd Hutchings at 416-205-1365 or thutchings@oha.com.



OHA Conferences cont'd

Failure Mode and Effects Analysis Workshop November 30, 2006

Renaissance Toronto Downtown

The OHA, in conjunction with the Institute for Safe Medication Practices Canada (ISMP), is hosting a one-day Failure Mode and Effects Analysis (FMEA) Workshop for health care agencies. FMEA has been in use for many years in other high-risk industries such as aerospace, aviation and nuclear power. It is an approach to improving health care safety that recognizes that we don't have to wait until a patient is harmed to make necessary process improvements. FMEA can be applied to processes at all levels of the health care system.

Attendance is limited to 60 delegates. Early registration is recommended. For further information, contact Shannon Byck Munday at 416-205-1357 or sbyckmunday@oha.com.

Current Issues in Risk Management December 5, 2006

Metro Toronto Convention Centre, North Building

This conference will provide both a legal and a practical perspective on a number of issues in risk management. Issues to be addressed include:

- Occupier's liability: What can you do to ensure that our institution is safe?
- QCIPA: How do you structure a Quality Care Committee and what is its relationship with legal counsel? How does a QCIPA review tie in with a lawsuit investigation?
- Discharge planning: What happens when an institution is ready to discharge a patient, but the patient is not

ready?

- Charting by exception: When is less enough? When is more appropriate?

For further information, contact Brian Shields at 416-205-1455 or bshields@oha.com.

Respect and Safety in the Workplace December 7, 2006

Hilton Toronto Airport Hotel, Mississauga

This conference will review the legal fundamentals of employer obligations with respect to health and safety in the workplace, including incidents of abuse or violence. Attendees will engage in a case study and learn about practical interventions implemented by health care organizations in Ontario and in other jurisdictions, to prevent and address disruptive and abusive behaviour in the workplace. For further information, contact Brian Shields at 416-205-1455 or bshields@oha.com.

Incident Management System (IMS) for Health Care Facilities

January 29 - 31, 2007

OHA Offices

This timely 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 a "can't-miss" session for individuals who have direct responsibility for safety and security and emergency procedures, 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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