



A quarterly newsletter of the Catholic Health Association of Ontario

January 2015

“May we live in interesting times”

It is my pleasure on behalf of the Board and staff of CHAO to wish all CHAO members a happy, health and prosperous 2015. As has been the norm since the change of the millennium, rapid and, in many cases, unpredictable economic, political and technological forces will likely again play a significant role in the way 2015 plays out.

At CHAO 2015 we will see significant change in the Association’s leadership; both Ron Marr and Bruce Antonello have advised the Board that it is their intent to retire from their roles at CHAO at the end of December 2015. This generous notice period has given the CHAO Board, led by Governance Committee Chair Carol Lambie, an opportunity to undertake a reasoned strategic planning review that will assess the successes and any shortcomings of the current strategic plan; determine if there is a need for any mid-course corrections; and confirm that our mission and objectives/functions still best serve our members.

Once the review of the mission and functions of the Association are confirmed the board through a series of full board retreats will determine the best structure/form with which to carry out our mandate as an association, representing Roman Catholic health care providers, sponsors and the Assembly of Catholic Bishops of Ontario. Finally the board will develop a staff leadership succession plan that is consistent with the needs of its updated strategic plan.

I commit to keeping you abreast of our deliberations and decisions over the next several months. I also commit to involving members in any significant recommended changes that emanate from this strategic directions process. As always, I appreciate and will rely on your support and advice as we move forward into 2015 and beyond.

Regards,



David Nash, Chair

Catholic Health Care in Ontario

We care for you — body, mind and spirit.

Les soins de santé catholiques en Ontario

On prend soin de vous ~ cœur, corps et esprit®

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CHAO 2014 Convention

With the theme *Caring for the Most Vulnerable; the Special Calling of Catholic Health Care*, 114 delegates attended the 2014 CHAO convention and AGM. As is our tradition we asked our attendees to complete an electronic convention evaluation:

- ◆ 47% of the attendees were Board members, followed by 38% from administration and other staff. Fourteen percent were members of a religious congregation.
- ◆ 89% of the 57 respondents to the survey thought the convention ranked at least as an 8 out of 10.
- ◆ 96% of respondents thought Dr. Philp Berger of St. Mike's Hospital's address was at least an 8 out of 10 and 87% thought the same of St. Joe's London's Kathy Burrill and former patient Brent Batten's moving presentation on the impact of mental illness on patient's families.
- ◆ Attendees were overwhelmingly happy with the site, accommodations and food at the Yorkville Bloor Marriott Hotel.
- ◆ There were several recommendations on themes for future conventions which we will take under consideration.

We truly appreciate the time and thought given to responding to our convention evaluation. Your input will guide us in the future. As for the Convention, it was a very rewarding time with affirmation for our work with the poor and marginalized and challenges to do just a bit better in providing dignified top notch health care to those at the fringes of our society.



Dr. Philip Berger



Kathy Burrill and Brett Batten

The face of health care delivery is changing. As religious leaders retire from Catholic organizations, lay trustees and administrators are assuming responsibility for carrying forward the mission and the legacy of the founding Sisters. This responsibility calls them to understand and then advocate on behalf of faith-based health care. In the process they discover that mission leadership in the Catholic tradition, has everything to do with being a Good Samaritan.



CHAO's Mission Leadership Program does not duplicate or replace governance programs offered by groups like the Ontario Hospital Association or Ontario Association for Non Profit Homes and Services for Seniors. Instead, the CHAO *Mission Leadership* program complements these generic governance programs by providing opportunities for trustees and administrators to discuss, listen and debate important governance issues facing Catholic health care organizations. Following the program, participants will be encouraged to bring the insights they gain into their on-going Board work and to discern how the mission and vision of their organizations influences their work and affects their decision making.

Program Objectives

- Support the ability of boards to make decisions that take into consideration the value-added contribution of Catholic health care
- Highlight the values upon which Catholic health care institutions were built
- Consider the ways in which these essential elements of Catholic health care are integrated into daily decisions and actions of CHAO members

Program Features

- Flexibility: Directions are provided for running the sessions as part of a Board retreat, special meeting, or as a section of a regular board meeting with lengths ranging from 30 minutes to two hours
- 'Plug-and-Play': The package comes with everything you need for a successful session including a facilitator guide, articles, case studies and video interviews featuring some of today's most respected health care leaders
- Support for delivery: The modules are designed so that you can conduct the sessions using someone from your board or staff, however, CHAO will provide facilitators from the Centre for Clinical Ethics and Esprit Inc. (Dianne Moser) for those organizations that would prefer that support.

Your next step

If you think your board members could benefit from this educational opportunity, please contact Ron Marr at chao@bellnet.ca or 905 8151955.

Around the Province

St. Joseph's Care Group and Confederation College working together to meet high demand for Personal Support Workers

St. Joseph's Care Group (SJCG) is working collaboratively with Confederation College to meet the growing demand for Personal Support Workers (PSWs) in North-western Ontario. PSWs help people with the tasks of daily living, such as home man-



agement, personal care, family responsibilities, social and recreational activities. As unregulated healthcare providers, PSWs work under the supervision of Registered Nurses or Registered Practical Nurses in hospital, community and long-term care home settings.

ST. JOSEPH'S CARE GROUP

"We anticipate that by this time next year, we will need approximately 40 additional PSWs in our organization alone," said Tracy Buckler, SJCG's President & CEO. "I encourage anyone who is interested in a fulfilling career to consider becoming a PSW. It's a satisfying job, where you can help people live with dignity and respect."

To help meet SJCG's needs – and a growing demand across the region – Confederation College is currently accepting applications for winter intake into its Personal Support Worker Accelerated Program, said Jim Madder, President of Confederation College. Classes will begin this month.

The PSW Accelerated Program offers a way for students to "fast track" their studies through a compressed 22-week program. With a field placement component, this program is intended to meet the Ministry of Health and Long-Term Care guidelines. Graduates of the program will be fully prepared for a career as a PSW.

"Our Personal Support Worker Accelerated Program was established to meet the high demand for qualified professionals in the industry," Madder said. "We know our graduates play an important role in the field and look forward to supporting many more students in their pursuit of a rewarding career as a PSW."

Shane Hintikka is a graduate of Confederation College's one-year PSW program. He pursued a second career when the mill he worked at as a supervisor closed down. Hintikka decided to become a PSW for two reasons: his passion for seniors and his desire to help others.

"When you're a PSW, the important thing to realize is that the seniors don't live where you work, you work where they live; it's their home," said Hintikka, who has worked at SJCG's Bethammi Nursing Home for the past four years. "Therefore, treat them with respect. Allow them to make decisions about the small choices they have left, because in many cases, that is the only bit of independence they have left. The quality of care and compassion you show the residents is crucial."

Around the Province (cont'd)

Niagara Health System and St. Joseph's Healthcare Hamilton Transform Renal Care Across the Region

Niagara Health System (NHS) and St. Joseph's Healthcare Hamilton (SJHH) announced recently, the creation of a single renal program (regional chronic kidney disease program) in both organizations, serving patients from across the Hamilton-Niagara-Haldimand-Brant Local Health Integration Network (HNHB LHIN).



This exciting partnership is the first achievement of the two organizations working more closely together since January 2014, when Dr. Kevin Smith assumed the role of NHS CEO in addition to his role as President and CEO of the St. Joseph's Health System (SJHS). The ultimate aim of the renal initiative is to ensure the absolute best patient experience across the entire continuum of kidney care services, from early detection, to dialysis, to kidney transplant. The partnership will result in the largest renal program in Ontario, enabling Niagara and St. Joseph's to contribute more fully to discussions and the development of leading practices at a provincial and national level.

SJHS President and CEO and NHS CEO Dr. Kevin Smith notes "Regional and provincial leadership including our LHIN and our Minister of Health have encouraged us to be creative in envisioning the future of tomorrow for patients and realizing these visions today. A regional program for kidney care is a truly innovative approach to addressing what is most important to patients in a high-functioning health system: coordination, satisfaction, quality, and sustainability."

NHS President, Dr. Suzanne Johnston and SJHH President Dr. David Higgins note, 'collaborating to build this jointly administered program is a highlight in our partnership, as the potential to benefit those we serve is so evident, especially where the kidney care programs serve clients across the socio-economic spectrum. We are confident in Rick's ability to lead our teams, and work with stakeholders and partners beyond our walls to build a true system of care we can all be proud of.'

As part of this partnership, Mr. Rick Badzioch has been named Executive Director for the newly integrated program. As Clinical Director of the Nephrology Program at St. Joseph's Healthcare Hamilton and Regional Director, HNHB LHIN for the Ontario Renal Network, Mr. Badzioch is a well respected leader in chronic kidney disease, known for delivering innovative, excellent outcomes in care. 'There is so much to be excited for here,' said Badzioch. 'I am thrilled to be working with such engaged colleagues in both Niagara and Hamilton. I feel very lucky to unite them in a common purpose as we work together to leverage our collective strengths.'

Around the Province (cont'd)

Dr. Kamran Khan launches social benefit corporation BlueDot to track global spread of infectious diseases 6

The goal of most researchers is to distribute knowledge by publishing their work in a respected scientific journal, a process that can take months if not years. But viruses and infectious diseases such as SARS or Ebola won't wait that long before spreading, threatening not just people's health but also international security and economic prosperity. Dr. Kamran Khan, an infectious disease physician and scientist at St. Michael's Hospital in Toronto, said researchers have to come up with new ways to make sure they're keeping up with the pathogens. To meet the timely demands of government decision-makers around the world, Dr. Khan today announced he has formed a new for-profit social enterprise, BlueDot, which uses big data analysis to track and predict the global spread of infectious diseases.

St. Michael's

Inspired Care.

Inspiring Science.

The name BlueDot is a reference to a photograph of Earth the Voyager 1 space probe captured in 1990 from about 6.4 billion kilometres away. The picture, which shows Earth as a small dot in the vast expanse of space, was taken at the request of astronomer Carl Sagan.

"As a clinician on the front lines in New York City, where West Nile virus first appeared in North America, and then in Toronto when SARS crippled the city, it was clear to me that the world would be experiencing more of these high-impact outbreaks," Dr. Khan said. "But as a scientist, the ability to produce and distribute valuable information to decision-makers was limited by the slow process of publishing in academic journals. By fusing the academic mindset of discovery with 'disruptive technology' in big data analysis and visualization, I knew we would have a far greater impact in responding to rapidly evolving outbreaks in real time."

One of the world's most influential tech investors agrees. BlueDot recently received Series A venture capital funding from Horizons Ventures, the private investment arm of Asian businessman Li Ka-shing. Based in Hong Kong, Horizons Ventures is a leading investor in some of the world's most innovative companies and "disruptive technologies" including Facebook, Waze, Skype, Spotify, Siri and Hampton Creek.

"We are excited about our partnership with Horizons because of their track record in helping companies amplify the impact of innovative technology," said Albert Tseng, chief operating officer of BlueDot. "Another fundamental backbone of the partnership is that Horizons shares our vision of using business to address important social challenges in the world; in our case, using technology to predict and mitigate against the spread of dangerous infectious diseases."

BlueDot was one of the first 100 companies in Canada to incorporate as a "social benefit corporation," a new type of corporation that uses the power of business to confront social and environmental problems. "B (for benefit) Corps" have to meet rigorous standards around purpose, transparency and accountability. About St. Michael's Hospital.

Around the Province (cont'd)

The next era in care, recovery and rehabilitation with was launched with the opening St. Joseph's Mental Health Care Building at Parkwood Institute

"This building is designed with the belief that recovery is possible and, just as importantly, that even people who do not achieve the level of hoped-for recovery, are worthy of the best care possible. These two elements – recovery-focused care and worthiness, just because they are members of our community - go a long way to address stigma."

Those meaningful words, spoken by Cathie Gauthier, a mother who has lived the journey of mental illness with her son was among those at the grand opening ceremony of St. Joseph's new Mental Health Care Building in November. The devoted mom brought tears to eyes when she shared her family's personal odyssey in supporting a child with a mental illness, and what the new facility would mean to those who will receive care within its walls.



"This new building is aiming for excellence in care and research. Families look forward to what research reveals, but it's clear there are some things St. Joseph's already has right," said Gauthier. "Any person who has loved another who has fallen ill knows that natural light, fresh air, privacy, a place to walk and a place to pray, staff that believe in their patients and value family as a strong component of recovery, has the best chance of reclaiming wellness."

The opening of this innovative building, dedicated to the treatment, recovery and rehabilitation of adolescents and adults experiencing severe and persistent mental illness, is a major milestone and part of a bold vision for the future. Located on the grounds of Parkwood Institute, it replaces the old facility on Highbury Avenue – the site of mental health care in London since 1870.

After decades in the making, the new facility has come together with the programs of the former Parkwood Hospital – now referred to as the Main Building at Parkwood Institute. Originally established by the Women's Christian Association more than 120 years ago, Parkwood has a long legacy of caring for people requiring complex, specialized geriatric services and rehabilitation, helping them live life to the fullest. With similar strengths, hopes and possibilities, these two facilities, now in one location, are erasing the lines between physical and mental health with a focus on care, recovery and rehabilitation of the whole person – body, mind and spirit.

In concert with the opening of the new facility, St. Joseph President and CEO, Dr. Gillian Kernaghan emphasized the importance of community partners and working together to take action to support those with mental illness; "To truly embrace individuals with mental illness and make a lasting difference, we want the doors of mental health care to be open as we, our partners and community, continue to give voice and hope where, for much too long, myth and stigma have resided."

St. Mary's General Hospital won a national technology award for its online clock showing emergency room wait times. The Kitchener hospital's real-time wait clock, developed with local tech company Oculys, was named one of the six most innovative projects of 2014 by the Information Technology Association of Canada.



The website includes current estimated wait times to see a doctor or nurse practitioner, the number of people waiting and being treated, projected wait times over the next six hours, and alternatives to emergency department care.

After its launch, visits to St. Mary's emergency department by less urgent patients reduced by 12 per cent. More than 4,000 people check the clock each month and the estimated wait time has been shown to be more than 90 per cent accurate.

While many emergency units are busy treating colds, sore throats, earaches and other complaints that could be handled elsewhere, St. Mary's General Hospital has seen a drop in the number of visits by healthier patients thanks to its innovative online clock showing emergency room wait times. "What we found was there were some patients who just decided not to come," said hospital president Don Shilton.

Those less urgent patients instead go to a family doctor or urgent care clinic — a more appropriate setting for minor conditions as pointed out by the study recently released by the Canadian Institute for Health Information. "They still sought care," Shilton said. "I think that's the kind of ideal situation." That frees up emergency room staff to see patients who are sicker, sooner, he said.

Following St. Mary's success, cross town partner Grand River Hospital launched its own wait time website in partnership with Oculys — making Waterloo Region the only one in Ontario where patients can find out real-time emergency room wait times at two local hospitals. From the Waterloo Region Record

St. Joe's Toronto among the six top performers in the Province for cancer wait time performers :

Santi Samaroo walked into St. Joseph's Health Centre on September 12th last year for a regular mammogram. By the time she left, she had had a mammogram, an ultrasound and a biopsy. On October 3rd she was given her diagnosis: she had breast cancer.



"I think mom took it a lot better than I did because I broke down and cried," said Santi's daughter Karen. Two completely unrelated strokes earlier in life have left Santi with short term memory loss, so she asked her daughter for help in sharing her story and experience.

(cont'd on next page)

Around the province (cont'd)

Brave and ready to fight through the shock, Santi agreed surgery was her best option, and just four days after finding out she had breast cancer, she had the lump removed.

“She’s doing well. I couldn’t ask for anything better,” said Karen. “The treatment has been great so far.”

St. Joe’s has among the shortest wait times for cancer surgery in Ontario. Performing these surgeries as quickly as possible is a strategic priority for us when it comes to delivering an exceptional experience for patients and families. It also aligns with the Ministry of Health and Long-Term Care’s wait time performance measures. Between April-June 2014, we met the Ministry’s performance targets making us the 6th best performer in the province.

“Wait times are critical for cancer patients,” said Daniel Altenberg, St. Joe’s Wait-Time Strategy Coordinator. There are a number of strategies that have helped the organization become a top performer in this area including finding more venues for information sharing among our clinical providers. Called Multidisciplinary Cancer Conferences (MCCs), these specialized meetings bring together everyone working with an individual cancer patient to collaboratively review cancer patient cases. “These meetings help our experts work together as teams to figure out what’s the best practice and next steps for these cancer patients,” said Altenberg.

Dr. Chris Compeau, Chief of Surgery at St. Joe’s also attributed our interprofessional atmosphere to having an incredible impact on our performance and on patients being seen so quickly. “It’s a team effort by surgeons and every department involved in the patient’s care journey that has contributed towards our success. Everyone is working towards a common goal and that’s to give our patients an exceptional experience and access to high quality care as quickly as possible.”

Since her surgery, Santi has been back to the Health Centre for follow up care.

“We’re taking it one day at a time. Knowing mom went through the surgery and she’s recovering pretty well so far – I couldn’t ask for anything better,” said Karen. “It’s amazing to have that kind of service - that fast and that prompt

Editor’s Note: Thank you for reading the CHAO Quarterly Newsletter. If you have comments, suggestions, news items and/or items of interest to submit, please send them to me directly or through your communications coordinator.

Next edition, April 2015 Submission deadline, March 25, 2015,

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