

# Quarterly Newsletter

## Welcome to the CHAO Quarterly Newsletter

We hope you enjoy this inaugural edition of the CHAO Quarterly newsletter. Based on their deliberations and consultations with CHAO members, the CHAO Task Force on the Future of Health Care in Ontario recommended, and the Board of CHAO has agreed, that improving communications between CHAO and its members and the facilitating better information exchange between CHAO members themselves are essential to the future well-being of the Association. This newsletter and the newly launched CHAO website, [www.chaont.ca](http://www.chaont.ca), are the first applications of this goal. We look forward to your feedback and input on both initiatives.

Lil Bergamo, Chair

Ron Marr, CEO

## Long Term Care Act, Bill 140

The CHAO Board will comment on Bill 140 in the form of a letter to the Legislature's Standing Committee on Social Policy. Donna Rubin and her staff at OANHSS have been generous in including CHAO staff in their teleconferences and deliberations on the legislation. Our commentary, formulated with input from a group of CHAO long term care CEO's, will express concerns regarding the need to live up to the promise of \$6000 per resident for personal care, lack of clear support for the not-for-profit sector and concerns about personal liability, along with other issues.

## CHAO Board News

### Board of Directors, Catholic Health Association 2006/2007

#### Executive

**Chair** Ms. Lil Bergamo,

**2<sup>nd</sup> Vice Chair** Mr. Robert Murray

**Member-at-large** Ms. Dianne Moser

#### Members

Ms. Carolyn Baker

Ms. Elizabeth Coyne-Dubeau

Sister Winnifred McLoughlin

Ms. Jane Rufrano

Most Reverend Matthew Ustrzycki

**1<sup>st</sup> Vice Chair** Sister Joan Kalchbrenner

**Treasurer** Most Reverend James Wingle

Mr. Jean Bartkowiak

Ms. Cathy Dunne

Mr. Cliff Nordal

Dr. Kevin Smith

## January 2007 Volume 1



## CHAO: 75 years young!

Delegates to the CHAO Annual Meeting and Convention celebrated the 75th Anniversary of the Association with an anniversary video, key note addresses from Sr. Elizabeth Davis and John Della Costa, an address by Health Minister George Smitherman and a celebratory mass at St. Michael's Cathedral. Next year's Conference is scheduled for September 26-28, 2007. (See page 2)



## Board Bio- Lil Bergamo

Lil Bergamo has spent most of her life in Thunder Bay. "I relish the unique beauty and character of Ontario's northwest" says Lil. Our Board Chair has a Masters Degree in Educational Administration and has taught at the primary and secondary levels as well as being on the faculty at Lakehead University. In addition to a busy career as an educator, she has served three terms on the Lakehead District Separate School Board. Lil was first appointed to the Board of St. Joseph's Care Group Thunder Bay in 2000 and became a member of the CHAO Board shortly thereafter. She and her husband John have a son Anthony and a daughter in law, Cindy. Lil is deeply committed to the principles of Catholic health care and its healing ministry and is "grateful for the opportunity to serve such talented and dedicated members."

## CHAO 2007 Annual Meeting and Conference September 26-28, 2007



OK, it's a little more than 9 months away but we couldn't resist in telling you that the 2007 Annual conference is going to be a special one. We have been fortunate enough to attract Margaret Wheatley to be our keynote speaker. A prolific writer and lecturer, her latest book is entitled, *Leadership and the New Science Discovering Order in a Chaotic World*. Ms. Wheatley will spend a full morning with us, first lecturing and then leading us in a hands-on workshop. While in Toronto, Ms. Wheatley will also be giving a public lecture under the auspices of the University of St. Michaels College and CHAO. Mark your calendars now, and **Give us your youth!**

This year we are asking you to think about registering some younger delegates for the Convention; people under the age of 40 or 45. Why? Well, you need only look around at our meetings to see that the older age cohorts are well represented. Those we don't see in attendance are the leaders of tomorrow. So think about the "up and comers" at your homes and hospitals and encourage some of them to join us at the September Convention in Toronto. We think they will enjoy themselves just as much as we will enjoy their fresh ideas and enthusiasm.

## Around the Province

### St. Mary's Kitchener: Tops in Heart Care!

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 eleven cardiac surgery centres.



The Institute's *Report on Coronary Artery Bypass Surgery in Ontario* examined coronary artery bypass graft (CABG) surgery for the years 2002 through 2004.

Each of the eleven Ontario cardiac centres were compared using quality indicators such as in-hospital mortality rates, post-operative Length of Stay (LOS) and readmission rates.

Key findings 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.

### A New Mattawa General Hospital

It was an exciting day for healthcare in Mattawa as Nipissing MPP Monique Smith and the Honourable George Smitherman, Minister of Health and Long-Term Care, together delivered the Ministry of Health approval for the Mattawa General Hospital (MGH) to begin the construction of the new Mattawa General Hospital. "We are thrilled to receive this final approval that will now make our replacement hospital a reality. We extend our sincere thanks and appreciation to our staff, community and past Board members for all of their efforts over the years and to our MPP, Monique Smith, for her tireless efforts on our behalf", stated Laura Pierce, MGH Board Chair.

**Hôtel-Dieu Grace Hospital Windsor** has contracted a company to provide instant interpretation for patients in 168 languages at the bedside, in the ICU, in the ER and throughout the hospital. Since Windsor is the 4<sup>th</sup> most diverse community in Canada, the Hospital recognized that it has become more and more difficult to relay important healthcare information to our growing and diverse patient base without the use of expert interpreters. "Our current practice has been to rely on family members, other staff, our volunteer corps and visitors to provide translation and interpretation for our patients. But that is not ideal and there are risks associated with that practice," explains Kim Spirou, Vice President Communications & Development.

## Access and Flow Initiative: St. Joe's Health Centre Toronto

SJHC Toronto is embarking on a major demonstration project to significantly improve access and flow from the ER through the general medicine continuum. Successful initiatives from this project will be shared with other hospitals in Ontario and support the government's objective of improving access to care across the Province. In addition to improving ER flow the project promises to ease congestion and delays in admitting and ensure timely and appropriate discharges. "Our staff make the difference. You feel this difference at St. Joseph's-our sense Mission, the feeling of community and the commitment to teamwork," stated CEO Ken Deane.

## Chatham-Kent Health Alliance

With a Board-endorsed strategic direction, *Great People, Great Place*, Chatham-Kent Health Alliance is striving to become one of Canada's Top 100 employers. Recent initiatives support the Alliance becoming a workplace where staff is more regularly appreciated for their contributions in an environment that also encourages better health. Part of this plan is the "Caught Ya Program" with a caricature of a fish as its icon. Staff, physicians, volunteers, patients, families or community members who catch someone in an exceptional act, can complete a Caught Ya postcard and deposit it in strategically placed fish tanks. Cards, including a description of the kind act, are collected and presented to recipients along with a lapel pin sporting CKHA's Great People, Great Place logo.



The new healing garden at **Hotel Dieu Shaver Health and Rehabilitation Centre** will provide space for quiet reflection as well as communal areas with wheel chair friendly planters. The garden will be a quiet, reflective space for patients, their families, and caregivers and there for the community to visit and enjoy. It has been a short time since the Religious Hospitaliers said goodbye to acute care in St. Catherine's and embraced their new role of providing continuing complex care, rehabilitation and geriatric services. Initiatives like the healing garden show how the mission of the Sisters has firmly taken root in the fertile and welcoming new environment of the former Shaver Hospital.



## Hotel Dieu Kingston

A social worker at Hotel Dieu Hospital Kingston is taking on the challenge of helping some of the world's most ravaged children through a therapy that could also offer hope to trauma victims closer to home.

With support from the Jeanne Mance Foundation at Hotel Dieu and from the Family Medicine Department at Queen's University, Evelyn Bowering recently traveled to northern Uganda to scope out a rehabilitation project designed to help children dragged from their families by Ugandan rebels. In the last 20 years, the rebels have snatched 25,000 children to be soldiers, porters and sex slaves.

The rehab project is having success with children who have escaped from the rebels, allowing these survivors to break through frightening thoughts and memories by encouraging them to talk openly about their painful experience.


The program works, explains Bowering, because it helps people to master a traumatic experience rather than letting it master them: "By telling your story in a nurturing context, you recapture painful or frightening memories in way that doesn't create more trauma. You begin integrating the fearful piece into the rest of life. It no longer renders you speechless."

**St. Joseph's Villa, Dundas** is trialling a new concept they call "Bedside Biographies." The Bedside Biographies will consist of a wide range of pertinent information, unique to each resident, including information about family, occupation, interests, likes and dislikes, etc., conveyed in the form of photographs, miscellaneous memorabilia, decorations, drawings, or written notes contributed by the resident or his/her family or friends. The bios will be placed by the bed of each participant and will be accessible by all staff. The Bedside Biographies exemplify St. Joseph's Villa *Free to Live* philosophy of care and will serve a number of purposes including a means for staff to get to know the amazing, unique individual that each resident is and what is important to them.



**St. Joseph's Care Group Thunder Bay** and Lakehead University's Centre for Education and Research on Aging have signed a memorandum of understanding, formalizing several years of mutually beneficial collaboration on research and educational initiatives. The partnership will focus on enhancing services and quality care for adults as they relate to complex medical needs, end-of-life care, rehab, mental health, long term care and supportive housing.

## People in the News

- **Ken Deane** has submitted his resignation as CEO of St. Joseph's Health Centre Toronto effective February 28, 2007. Ken will assume the position of Chief Operating Officer, St Joseph's Healthcare London and London Health Sciences Centre.
- CEO, **Dr. Kevin Smith**, counsels people to not "eat too much popcorn!" at the end of a one minute St. Joseph Health Centre Hamilton infomercial being aired before feature presentations in theatres in southwestern Ontario. The purpose of the commercial, funded by St. Joe's Foundation, is to heighten the profile of the Hospital, to showcase its work in research and patient care and to aid in recruitment.
- St. Michael's Hospital is pleased to announce the appointment, by **Prime Minister Stephen Harper**, of CEO **Jeff Lozon** as chair of a new not-for-profit organization established by the federal government to equalize cancer care and treatment across the nation. Known as the Canadian Partnership Against Cancer, the arms-length organization will report to the federal Health Ministry and implement the Canadian Strategy for Cancer Control. The group will have a \$260-million, five-year budget to tackle inequities in care received by cancer patients in the country.  

- **Pierre Noel** has been appointed CEO of Pembroke Regional Hospital, succeeding Lloyd Koch who has retired after 6 years as PRH CEO. Born and raised in Pembroke, Pierre was most recently President and CEO of Wellington Health Care Alliance, an amalgam of Groves Memorial Community Hospital in Fergus, Ontario and the North Wellington Health Care Corporation which operates hospitals in Mount Forest and in Palmerston, Ontario. The Alliance is affiliated with Hamilton Health Sciences. "What I see at PRH is so much opportunity to strengthen the local healthcare system, particularly in partnership with others, not only through linkages with other hospitals, but with other community agencies and partners in the healthcare industry," Mr. Noel said.
- **Tracey Buckler**, CEO of the St. Joseph's Care Group Thunder Bay and recent recipient of the Distinguished Alumnus Award from Lakehead University, authors a monthly column in *New Horizons for Seniors*, a monthly publication serving Thunder Bay and 32 Northwestern Ontario communities. Tracey addresses all manner of issues of interest to the area's senior population and their families.

### Editor's note

Thanks for reading our first edition of 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; your CEO will know the designated person at your home or hospital. Next edition: April 2007.

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