



Catholic Health Care in Ontario

The Quarterly

We care for you ~ body, mind and spirit



A quarterly newsletter of the Catholic Health Association of Ontario

January 2009 edition

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Into the Breach.....

As we speed headlong into the unknown of a new calendar year, characterized by tight budgets and economic uncertainty, the peace, joy and tranquility of Christmas are fading fast in our rear view mirrors. These are challenging times, not just for health care providers but for everyone, as we all try to make some sense out of the global market melt down and guess when the economic recovery will come.



This is a time not only for stability and values based management but for courageous leadership as well. A time when the culture and history of the Catholic health care ministry can come to the fore. In her book, *Jesus CEO, Using Ancient Wisdom for Visionary Leadership*, Laurie Beth Jones states, "Peter tried to stop Jesus from going to Jerusalem. He sensed danger there and he was right. However, Jesus knew it was part of a greater plan. So "he set his face towards Jerusalem" even knowing the consequences saying, "No I will not run from this. I will drink the cup that is placed before me." Jesus did the difficult things.

And so it has been throughout the history of Catholic health care. Think of the challenges and unknowns when intrepid religious women left France over 400 years ago to establish hospitals in the New World? Prior to Medicare was it easy to provide for those in need when payment for services rendered was not at all a sure thing? No. Our leaders then had faith and resolve and did the difficult things. Today, it is incumbent upon us as leaders in Catholic health care to face difficult times with the faith and resolve of our founders and on behalf of our residents, patients, staff and supporters who rely on us to lead the way. It's a part of the Catholic health care ministry to do the difficult things, just like Jesus.

Dianne Moser

Ron Marr

CHAO Board report: December 1, 2008.

- The December 1st meeting featured newly elected Chair, **Dianne Moser**, and new members **Frank Bagatto, Sr. Mary Anne McCarthy and Paul O’Krafka**. Frank, of course, is an old hand at this, having chaired the Association in the 1980’s, while for Sr. Mary Anne and Paul, this was a new experience.
- There was discussion of the possibility of moving Board meetings to different locals around the Province in order engage members in the business of CHAO. More discussion is needed on the logistics of this change.

CHAO Board report (continued)

- Dianne Moser and Ron Marr provided members with an orientation to CHAO that included highlights of major milestones in the history of the Association as well as touching on topics including budget, organization, governance structure, sponsorship and the concept of Public Juridic Persons. On the latter subject, Bishop Wingle suggested that a synthesis be prepared for sharing with Ontario's Catholic bishops.
- The Board heard that the Association was in a small operating surplus to the end of November 2008 and approved the final operating budget for 08/09 that forecasts a modest surplus on operations.
- The Board began the process of reviewing the CHAO Collaboration Guidelines; following extensive discussions, the Executive Committee was asked to take the members' suggestions and prepare a draft for the Board's consideration at their next meeting
- The Board heard of the progress on brand articulation, including the successful launch of the member's certificate and the *We Care for you-body, mind and spirit* lapel pins as well as plans to distribute brand guide handbooks in hard copy and CD's formats so that members can consistently replicate the narratives and visuals resulting from the brand articulation program.
- The Board endorsed plans for the publication of a Report on Catholic Health Care, intended to promote a broader awareness of the depth, breadth and variety of the Catholic health care mission in Ontario. (see article on page 3)
- The AGM/Annual Conference evaluation was reviewed. Generally, respondents were happy with the conference while providing constructive feedback on how we might improve the experience in the future.

Next meeting of the CHAO Board is February 11,2009.

Board Bio-Jean Bartkowiak

Jean Bartkowiak is President and CEO of Bruyère Continuing Care, an academic health science centre located in Ottawa, specializing in complex continuing care, palliative care, rehabilitation, care of the elderly, long-term care, family medicine, teaching and research. Prior to joining Bruyère, Jean was the CEO of the Centre hospitalier des Vallées de l'Outaouais in Gatineau, a 500 bed acute care regional hospital and the Hôtel-Dieu d'Arthabaska, a 200 bed acute care community hospital in Victoriaville Quebec. He is a former Associate Executive Director at Hôpital Laval, a 350 bed tertiary acute care heart and lung institute in Québec City and the Restigouche Hospital Centre, a 400 bed psychiatric hospital in Campbellton, NB. In addition to serving on the CHAO Board, Jean is Past-Chair of the Board of Directors of the Canadian College of Health Services Executives (CCHSE) and Vice-Chair of the Board of Directors of the Association des hôpitaux du Québec. Jean also serves as a surveyor for Accreditation Canada, he is a member of the Board of Directors of the Ontario Telemedicine Network, and the Council of Academic Hospitals of Ontario. Jean holds professional designations as Certified Health Executive (CHE) from the CCHSE as well as Accredited Administrator (AdmA) from the Ordre des Administrateurs Agréés du Québec. He obtained a Master of Health Science in Health Services Administration from the University of Toronto, a Diploma in Institutional Administration from Concordia University and a Bachelor of Science in Neurobiology from McGill University. Jean has been a CHAO Board member since 2006 and is Chair of the Governance Committee.



Catholic Health Care in Ontario-the Brand

The Catholic Health Care in Ontario brand articulation project has entered into its implementation phase. As part of the CHAO AGM presentation, all active members received Catholic Health Care in Ontario certificates, complete with member signature blocks. Subsequently, all associate CHAO members received the certificates and several active members ordered a number of additional copies for display in their facilities. In mid December, all CHAO Members received both a hard copy and a CD version of the Catholic Health Care in Ontario brand guide. The latter contains the narrative and visuals resulting from the brand articulation exercise along with print and visual standards that will allow members to consistently replicate this work locally. Lapel pins with the phrase, **We care for you-body, mind and spirit**, were also a hit, with members ordering almost 5000 for distribution to staff, volunteers and other supporters.



A major application of the brand articulation exercise is **Report on Catholic Health** a 12 page, 8.5" X11" report emphasizing the depth, breadth and variety of the Catholic health care mission in Ontario. In addition to highlighting the rich history and culture of our health care ministry and presenting a comprehensive listing of all CHAO members, their functions and contact information, the report, through story telling, will share with readers the ways in which our members are living the values that our brand articulation project suggested are the hallmarks of Catholic health care. Members have been asked to submit stories exemplifying the latter.

Around the Province

New MRI's Abound in Southwestern Ontario

Hotel Dieu Grace Hospital Windsor unveiled their new state of the art MRI suite November



Hotel Dieu Grace Hospital's Magnatom Avanto 1.5 MRI

17, 2009. The new MRI uses shorter scan times, thereby allowing for greater numbers of patient to be scanned. According to Dr. Igor Gaisinski, Director, MRI, the Magnatom Avanto 1.5 T provides several new imaging techniques including diffusion throughout the body and perfusion in the brain. "We'll also have a new Magnetic Resonance Angiography (MRA) technique called TWIST that allows real time imaging of the arteries and veins as well as a new sequence called BLADE that improves image quality for patients who may not be able to lie perfectly still due to their conditions," stated Dr. Gaisinski. In January 2009, Hotel Dieu Grace Hospital will begin offering breast MRI with advanced cardiac imaging

starting later in 2009.

Earlier this summer, the **Chatham Kent Health Alliance** welcomed the addition of an MRI into their diagnostic armamentarium. Wayne McLellan, representing Myles' Miracle Mission CANcer Assist, shared the story of his family's cancer journey which required extensive out-of-town travel for MRI service. He said, "The provision of the MRI in Chatham-Kent allows care closer to home. And while it does not lessen the actual journey each patient takes in their battle with cancer, it does significantly ease the route. "The London Teaching Hospitals are pleased to partner with Chatham-Kent Health Alliance to maximize this state of the art technology and bring the best in patient care to Chatham-Kent," stated Dr. Donald Taves, Chief of Radiology, St. Joseph's Health Care London and Professor of Medical Imaging, Schulich School of Medicine, University of Western Ontario.

Around the Province (continued)

Kudos and awards

Chatham-Kent Health Alliance is one of Canada's Top 100 Employers, as selected by Mediacorp!



Now in its 9th year, Canada's Top 100 Employers competition attracted 2000 applications, which were rated in eight key areas: Physical Workplace; Work Atmosphere & Social; Health, Financial & Family Benefits; Vacation & Time Off; Employee Communications; Performance Management; Training & Skills Development and Community Involvement. CKHA President and CEO, Ken Tremblay said, "Striving to become one of Canada's Top 100 Employers was an important vision for us. It values our employees and recognizes the knowledge and skills they bring to our organization, its teams, and the people we care for. It differentiates CKHA in a competitive healthcare marketplace, where knowledge workers have choices about where to showcase their talents. It sets us apart, and allows us to highlight what it takes to be a top performing employer."

St. Joseph's Health Centre Toronto has won a MarCom platinum Corporate Image award for the



Health Centre's three branding videos. The MarCom Awards is an international awards competition based in the United States for marketing and communications specialists from communications departments,, advertising agencies, PR firms and production companies. A look at the platinum winners shows a range in size from individual communicators to media conglomerates to fortune 500 companies

St. Mary's General Hospital, Kitchener received the Ontario Hospital Association Best Award-technology at the Health Achieve conference for the poster display entitled *Ahead of the curve: Rapid treatment for ST-elevated Myocardial infarction (STEMI)*.



As reported in the April 2007 CHAO newsletter, the St. Mary's Regional Cardiac centre, the Region of Waterloo EMS and RIM have partnered in transmitting suspected heart attack victim's ECG recordings from the field to a Blackberry's monitored round the clock by an interventional cardiologist. If the latter determines that a patient has suffered a myocardial infarction, the ambulance will by-pass closer hospitals and, not even stopping in the St Mary's ER, deliver the patient directly to the St. Mary's Cardiac Centre's catheterization suite for a rescue angioplasty procedure. In so doing, the Hospital has significantly surpassed the 90 minute, door-to-balloon (angioplasty) international standard: patients in the program take an average of 58 minutes from the first point of medical contact to angioplasty with one patient taking as little as 36 minutes.

St. Joseph's Care Group, Thunder Bay received the OHA Healthy Hospital Innovator Award



recognizing the organization's commitment to implementing a comprehensive and strategic approach to the development and sustainability of healthy work place and SJHG's willingness to share that organization's program successes and challenges. Meanwhile, **Michelle Knudson**, Coordinator Occupational Health Services, received the Working Well Magazine's *Who's Who in Workplace Health Employer's Award* in recognition of her innovation and leadership in workplace wellness, health benefits plan design and disease management/health promotion that impacts the health and well being of employees.

Around the Province (continued)

Partnerships and collaboration

Bruyere Continuing Care and **The Ottawa Hospital** have collaborated to form a satellite dialysis unit as part of Bruyere's Continuing Complex Care Unit at the St. Vincent Hospital site. This collaborative effort, started in 2003, was supplemented recently when the **Champlain LHIN** approved funding for an additional dialysis machine allowing for the treatment of 30 patents at the Saint Vincent site. Dialysis often leaves patients feeling ill and weak. Not having to travel to an acute care hospital 3-4 times a week is a real boon to patient safety and comfort.



In late November, the Champlain LHIN announced Aging at Home funding for Bruyere Continuing Care and the East Ottawa Resource Centre, for the following programs: an expansion of the day program at Saint-Louis Residence, equipment for a new Snozelen room(a therapeutic and recreational space beneficial to people with cognitive and physical disabilities) and the acquisition of a van to take seniors to medical appointments, recreational activities and other services.

Providence Care Kingston, Providence Manor site, is partnering with Queen's University to provide newly graduated doctors with the opportunity to gain experience providing regular care to high need patients while also providing long-term care home residents with increased access to physicians. The program, launched this past summer, allows residents to do a four month rotation of their two year residency at Providence Manor. The first group of residents started their rotation in July with the second group starting in October.

Pembroke Regional Hospital, already recognized as an affiliate teaching facility with the University of Ottawa's Faculty of Medicine, has recently expanded its educational opportunities for physicians-in-training with the opening of a new Family Medicine Teaching Unit. As of August 1, two graduate physicians in their first year of the University of Ottawa's Family Medicine Residency Program have been assigned to the unit. During the two-year program, the residents will live and work in the community, while rotating through the clinical departments in the Hospital, providing direct patient care as well as seeing out-patients in the "Family Medicine Teaching Unit". The Hospital is an affiliate teaching site for a variety of other disciplines including Registered Nurses, Registered Practical Nurses, Registered Medical Radiation Technologists, Pharmacists, Physiotherapists, Registered Medical Technologists and Health Records Technologists. "The opening of our Family Medicine Teaching Unit will really put us on the map and enhance our reputation as a teaching facility," said President and CEO, Pierre Noel.



Mental Health Centre Penetanguishene

As of December 1st, the Penetanguishene General Hospital (PGH) and the Huronia District Hospital (HDH) were integrated into an entity to be known initially as the North Simcoe Hospital Alliance. The integration includes the transfer of the PGH programs to HDH, with PGH land and buildings, formerly owned by the Grey Sisters of the Immaculate Conception of Pembroke, being purchased by the HDH with support of the Ontario government.

The Board of the PGH will now become the Board of the **Mental Health Centre of Penetanguishene Corporation** and former PGH CEO, Carol Lambie, has been named interim CEO of the MHCP.

"This is an exciting time for us as we move into the mental health field", said John Barrett-Hamilton, chair of the Mental Health Centre of Penetanguishene Corporation. "We will carry forth the Catholic tradition of health care, continuing to make quality services available to all who need them." he added.

The Province began the divestment of provincial psychiatric hospitals in 1998, with MHCP being the 10th and last to be divested to the public hospital system.

PEOPLE IN THE NEWS

Dave Williams, a physician and astronaut who has logged a Canadian record of almost 18 hours performing space walks, has landed in Hamilton as a physician scientist for McMaster University and St. Joseph's Healthcare Hamilton. As the Director for the new McMaster Centre for Medical Robotics at **St. Joseph's Healthcare Hamilton**, he will lead a team dedicated to developing innovative technologies that will change the future of surgery in local and remote patient care. He is a professor in the Department of Surgery of the Michael G. DeGroote School of Medicine and holds a physician executive position at St. Joseph's Healthcare Hamilton.



"St. Joseph's Healthcare Hamilton has established a reputation as a leader in surgical innovation and medical research," said **Kevin Smith**, President and CEO of St. Joseph's Healthcare Hamilton. "The recruitment of Dr. Williams, an internationally-recognized physician and scientist, illustrates the leadership role we have cultivated in the development of state-of-the-art medical robotics research and technologies. We are immensely proud to welcome Dr. Williams to St. Joseph's Healthcare and we look forward to the opportunities that lay ahead."

Jeff Lozon, who has led **St. Michael's Hospital, Toronto** for the past 17 years, will resign his position of President and Chief Executive Officer as of July 1st, 2009, to become President and CEO of Revera, a large North American provider of seniors' accommodation and services. "For seventeen years Jeff has made tremendous contributions to St. Michael's Hospital and is deeply respected across the organization. He has built a values-based, academic health sciences centre grounded in compassion and a commitment to innovation and recognized as a beacon of good management. Under Jeff's leadership, St. Michael's has become one of the finest hospitals in the country and a burgeoning world player in research, science education and " stated St. Michael's Board Chair, Bill Downe.



Hugh Graham, President and CEO of **Hotel Dieu Hospital Kingston** for over 24 years will retire March 31, 2009. Mr. Graham led the organization through challenging times resulting from a direction issued in 1998 by the Health Services Restructuring Commission (HSRC) to close Hotel Dieu and was, nevertheless, there to celebrate as the Liberal Government rescinded those orders in 2005, confirming the Hospital's role as the specialized outpatient centre for the region. Planning is currently underway to build two new levels of clinic space to house most of the remaining specialized outpatient clinics still housed at KGH.



"Through Mr. Graham's guidance, the culture at Hotel Dieu Hospital has long been one in which staff have been empowered to live the mission of the Sisters each day by responding to patients' needs with care, concern, and innovation" stated Board Chair Sherri McCullough

Dr. Blair Egerdie has been appointed Vice President Medical Affairs at **St. Mary's General Hospital, Kitchener**. Dr. Egerdie, a urologist, joined the medical staffs of St. Mary's and Grand River Hospitals in 1990 and has provided valuable leadership as the Medical Director of the Surgical Program at St. Mary's since 2005. In the latter capacity, Dr. Egerdie has been instrumental in making St. Mary's the benchmark for operating room utilization in Ontario. He also played an integral role in the planning of the new state-of-the-art operating rooms opened in May 2008 as part of the Hospital's \$100 M reconstruction



John Coughlin, Sr. Vice President Corporate Affairs, was appointed **Interim President and CEO of Hotel Dieu Grace Hospital Windsor** in August, following the resignation of Neil McEvoy who accepted the position of President and CEO of Providence Healthcare Toronto. A national search is underway for a full time replacement for the position. Neil's new position was announced here in our July newsletter.



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 2009. Submission deadline, March 20th.
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