

# Quarterly Newsletter

Welcome to the CHAO Quarterly Newsletter

July 2007 Volume 3

## Good to hear from all of you.

We were pleased and energized by the solid turnout at the five strategic planning member consultation sessions we held across the Province in late May and early June. In person or by video conference, members met with us to discuss CHAO's strategic directions-an update of which appears later in this newsletter. What we wanted to cite here was the obvious passion and interest shown by members in the future direction of CHAO. Any association, of course, is only as strong as the support it gets from its membership.

We were also pleased with the success of our video-conferencing "experiment". This technology has the capacity to bring us together even as we stay in the far-flung parts of this great Province.

Thanks for your contributions and support!

**Lil Bergamo, Chair**

**Ron Marr, CEO**

## Happy Canada Day!

We are reminded on Canada Day of how fortunate we are in this country. We are the envy of the world in many ways, including our universal health care



system, accessible to all, and without financial barriers.

To be sure, there are areas of our system in need of improvement. And Catholic providers will be there, along with our colleagues and partners, to make sure those changes happen in the context of caring for our most vulnerable citizens, a concept pioneered in Canada hundreds of years ago by intrepid religious women serving Christ's health care ministry. The tradition continues.

## CHAO Board News: Strategic Plan Member consultations



The five CHAO strategic plan consultations sessions attracted 115 delegates from 25 of our 28 provider groups along with full representation from our five sponsorship groups. As CHAO Board Chair Lil Bergamo emphasized at the sessions, CHAO Board reps were there to "hear your wisdom" on the development of a strategic plan for the Association. At its June 18th meeting, the CHAO Board considered the input from participants and asked staff, along with facilitator Sr. Bonnie Maclellan and Governance Committee Chair, Dianne Moser, to rework the Mission, Values and Priorities statements to reflect and incorporate the feedback received from members. The final version of the strategic plan will be presented to members at the Annual General meeting in September.

## Other June 18, 2007 Board meeting Highlights

- ◆ CHAO bylaws are being reviewed and updated.
- ◆ The Election 2007 readiness plan including a Core Message was approved and will be shared with members.
- ◆ The Catholic Identity Committee is compiling examples of mission application and will be developing an interactive page on the CHAO website to share and allow for additions to this body of knowledge.
- ◆ The Catholic Health Care Branding Task Force has requested Request For Proposals to cost and refine the notion of developing consistent messaging we can all use.

## Board Bio- Sr. Joan Kalchbrenner- Vice Chair



Born in Chicago Illinois, educated in Texas, New Jersey, Chicago and St. Louis, Sister Joan Kalchbrenner obtained a Bachelor of Science in Nursing and practised as a RN in Illinois, Wisconsin and Ontario from 1970 until 1986. During this period Sister served as Vice-President for Patient Care Services in an urban setting. Sr. Joan holds a Master of Theology and a Master of Divinity with specialization in Bioethics and received a Sacred Licentiate in Theology (STL) with a specialization in Bioethics. Sister Kalchbrenner has been with the RHSJ Health System for 20 years as Director of Ethics and is on the Board of four of the Religious Hospitaliers of St. Joseph health care corporations, and on a variety of committees at the hospitals. During the last 15 years Sister has served on the Membership of the Corporation for health care facilities, housing and a food bank which are within the health care ministry of the Religious Hospitaliers of St. Joseph Health Care System. Sister enjoys walking, listening to classical music, and reading for relaxation. Bowling is a new found passion. Dream catcher creations, poetry writing and capturing nature on film, round out Sister's creative side, while watching a sunrise or sunset gives life to the beginning or end of the day.

## Margaret Wheatley Promises to sell out 2007 Annual Convention.



The allure of well known author and speaker Margaret Wheatley has proven so attractive, the public lecture on the Wednesday evening opening session of this year's 2007 Annual Convention, September 26 has had to be moved to bigger quarters at the Delta Chelsea Inn. Please note: all other convention activities will be at the Marriott Downtown at Yonge and College Streets. On September 27th, Ms Wheatley will conduct a full day workshop for Catholic health care, education and social service delegates, the first time we have had representatives of the three Catholic service sectors at our meetings. Registration forms will be out shortly: don't be disappointed, register soon. And remember, sign up some of your younger leaders. This will be an excellent opportunity to expose them to the work of CHAO and other Catholic leaders. **See you at the Convention!**

## The St. Joseph's Health System, Group Purchasing Organization (SJHS-GPO)



Originating in 1992, SJHS-GPO has grown to become a national group buying entity, working with healthcare facilities, manufacturers and distributors to create effective purchasing opportunities and ,ultimately, helping to deliver improved patient care. With the adoption of integrated supply-chain management, the SJHS-GPO has been approached to deliver customized capital acquisition processes to a wide variety of member organizations and externally to organizations ranging from government bodies (federal and provincial) and to large academic health centres, rural community hospitals and long term care facilities. Membership includes over 170 healthcare facilities across Canada, including British Columbia, Ontario and Nova Scotia and is comprised of academic health centres, community hospitals and long term care facilities. Of these, 131 facilities are located throughout the Province of Ontario. In addition to the Capital Group, SJHS-GPO has a successful Food & Nutrition division which is comprised of 25 members including hospitals, long-term care and mental health facilities in Southern Ontario.

If you are interested in learning more about how you can save money buying capital and food products, go to the SJHS website [www.sjhs.com](http://www.sjhs.com) and click on group purchasing. Jay Ayres and his team will be happy to help you save money along with hundreds of other Canadian hospitals and long term care facilities.

## Around the Province

**St. Mary's Regional Cardiac Care Centre, Kitchener** demonstrated the best outcomes in Ontario for patients who received percutaneous coronary intervention (PCI or angioplasty) at full service cardiac care centres in 2004, according to a study recently published by the Institute for Clinical Evaluative Sciences (ICES) comparing Ontario's twelve cardiac care centres. The ICES Report is the first public report describing the pattern of use and outcomes of PCI procedures in Ontario. The Report measures two quality indicators: in-hospital mortality rates and 30 day mortality rates. This report follows an earlier ICES study that found that between 2002 and 2004, St. Mary's Regional Cardiac Care Centre treated the highest percentage of high-risk coronary artery bypass graft (CABG) surgery patients and had the lowest in-hospital mortality rate of any cardiac centre in Ontario. Well done!



## Around the Province

**Hotel Dieu Hospital Kingston** Mental health patients and their families have a vibrant new voice at Hotel Dieu Hospital thanks to the successful launch of the first-ever Patient and Family Council in the adult mental health program. With a mandate to review, advise and



Religious Hospitallers  
of Saint Joseph  
of the Hotel Dieu of Kingston  
HOTEL DIEU HOSPITAL

make recommendations about program services and initiatives, the Council will contribute significantly to enhancing patient-centred care for those individuals and their families who receive mental health services at the hospital, says Peter Coughlin, HDH coordinator of mental health services.

“Council members are individuals living in recovery from serious mental illness or those supporting family members dealing with such illness,” he explains.

“Their input is vital as Hotel Dieu strives to make sure that adult mental health services in this area excel as a fully integrated, client-focused continuum of hospital and community-based mental health services.”

### The St. Joseph’s Health Care Foundation,



in partnership with the Canadian Mental Health Association, London-Middlesex was pleased to present Margaret Trudeau as the first *Breakfast of Champions* keynote speaker. *Breakfast of Champions* is an annual event dedicated to mental health education and aware-

ness. The *Breakfast of Champions* event also presents the *Champion of Mental Health Award* to honour a mental health care professional or service provider. This year’s champion was Susan MacPhail. Susan is the program director of Woman’s Mental Health Resources at WOTCH and also works with My Sister’s Place, a centre that helps women with homelessness, addiction and mental health issues. She has worked tirelessly for the past 30 years in London-Middlesex; and in this time has been a front line worker, an administrator, a policy maker, a teacher, and a visionary. Her involvement has helped to evolve mental health care in Southwestern Ontario.

### Hotel Dieu-Grace Windsor

The following excerpt is from the April 16th edition of the Hotel Dieu-Grace Hospital Windsor Frontline news.



#### Prayer List for the Month of April 2007

*For our President and CEO, Mr. McEvoy and administration staff: that they receive God's wisdom and understanding so they can make the best informed decisions for this hospital.*

*For all directors and managers: that they make the best decisions for their staff; decisions that are made with expertise and careful thought.*

*For all staff: that they always choose to do their best in all their work.*

*That this hospital becomes one of the finest hospital facilities with an excellent reputation in patient care and outcomes, as an employer, and as a community hospital.*

*That we receive more than enough funding for new services, equipment, etc.*

*That this facility will attract the most excellent physicians.*

*That everyone, employer and employee always act with kindness, compassion and respect.*

*Thank you for your prayers.*

A good example of living the mission.

## People in the news

**St. Joseph's Health Care, London** plays a starring role in the much-anticipated release of the movie *Sicko*, that made its North American debut in London June 8th. Oscar-winning director Michael Moore (seen at left with Cliff and Patty Nordal) was on hand to introduce the documentary before its premier screening.



*Sicko*, which challenges the U.S. health care industry, contains images of and interviews with a surgeon and patient of St. Joseph's Hand and Upper Limb Centre (HULC). The patient, a Woodstock area man, lost all the fingers on one hand in an industrial accident and had them reattached at HULC. His story is contrasted with the experience of a man in the U.S. who also lost his fingers but couldn't afford to have all of them reattached.

The film, already generating much buzz, also features interviews with patients in St. Joseph's Urgent Care Centre.

"The expertise of our HULC team has been a source of pride for St. Joseph's since it opened in 1992," says president and CEO Cliff Nordal. "Now the world will know of the excellence provided by this highly acclaimed and cutting-edge facility."

**Cathy Dunne**, CEO of Providence Care, has announced she will retire this fall. Cathy joined Providence Care in 1995 and under her leadership, Providence Care has become a leader in non-acute care in South-Eastern Ontario.



It was also announced that **Dale Kenny**, currently Vice President of Planning for Providence Care and Kingston General Hospital, will succeed Cathy as CEO of Providence Care.



**Paul O'Krafka**, CEO, St. Joseph's Villa Dundas was recipient of the Norma Rudy Award at the OANHSS Convention on May 2<sup>nd</sup>, 2007. Paul received the Norma Rudy award for his voluntary role at Ontario Association for Non-Profit Homes and Services for Seniors (OANHSS) since the 1980s and his dedication to seniors.



**Walter Gretzky**, himself a stroke survivor, recently visited with patients and staff at **Hotel Dieu Shaver Health and Rehabilitation Centre**. "There is hope. Look at me.... There is life after stroke," he told an audience of stroke survivors and their relatives. Hotel Dieu Shaver CEO Jane Rufrano marvelled at Gretzky's energy and positive spirit. "Half the people in this room had tears in their eyes," she said after he addressed the crowd. "I think it just makes their day and gives them a bit more hope."



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**Editor's note:** thanks 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; your CEO will know the designated communications contact at your home or hospital. Next edition, September 2007. Editor: Bruce Antonello, [bma10@rogers.com](mailto:bma10@rogers.com), 519-8868847.



