

2003 Healthcare Issues Survey Summary of Findings

On October 2, 2003 voters elected the Ontario Liberal Party to form the new provincial government. Like most Canadian election campaigns in recent years, healthcare was a key issue. The government's healthcare platform outlines a number of initiatives to be pursued during its mandate. The key initiatives articulated in its platform include:

- Passing a "Commitment to Medicare Act" that will:
 - ensure all Ontarians have access to medically necessary public services; and
 - end the growing privatization of services
- Establishing an independent Health Standards Council to measure and report progress on the status of Ontario's healthcare system
- Authorizing the Provincial Auditor to audit all healthcare agencies and deliverers
- Setting and meeting maximum needs-based waiting times for care, beginning with cardiac care, cancer care, total joint replacements and MRI/CT scans
- Expanding MRI and CT services in the public system
- Providing adequate multi-year funding for hospitals
- Increasing provision of homecare services
- Investing in community mental health agencies
- Increasing the number of family physicians and qualified foreign-trained physicians
- Increasing the number of nurses and improving their quality of working life
- Focusing on health promotion and disease prevention

The new government was sworn in just days before the start of the Ontario Hospital Association's annual Convention and Exhibition.

Participants and Methodology

Delegates at the OHA's Convention and Exhibition, held November 3–5, 2003, were invited to participate in the annual *Hospital Quarterly* "Healthcare Issues Survey," co-sponsored by TkMC, and weigh in with their perspective on the new government's priorities for healthcare.

In total, 414 completed surveys were received. Of these, 67% of respondents identified themselves as working within the hospital sector and a further 55% of the hospital sector respondents were identified as "management." Survey participants were asked to review the 12 key commitments for healthcare contained in the *Ontario Liberal Plan* document (described above) and:

- rate their support for each commitment to the health system on a scale from 1 (not supportive) to 5 (very supportive)
- rank the priority that should be placed on implementing each of the 12 commitments from 1 (most important) to 100 (least important)

Findings

Level of Support

Survey participants indicated a high level of support for all of the initiatives outlined above. Table 1 provides a summary of respondents' support for each. All 12 commitments had greater than 60% support (rating of important or very important). The initiatives with the greatest level of support include:

- Providing adequate multi-year funding for hospitals
- Focusing on health promotion and disease prevention
- Increasing the number of nurses and improving their quality of working life

Three initiatives received somewhat lower support, in which more than 10% of respondents indicated a support level of 1 or 2. The initiative with the least amount of support among respondents is "Increase number of qualified foreign-trained physicians."

Table 1. Level of support for initiatives of new ontario government

| Government proposed Initiative | Average Support | Percent Favourable* |
|--|-----------------|---------------------|
| Pass a "Commitment to Medicare Act" | 4.0 | 71.9% |
| Establish independent Health Standards Council | 3.9 | 68.0% |
| Allow Provincial Auditor to audit all health care agencies | 3.8 | 63.6% |
| Set and meet standard waiting time limits | 4.2 | 83.3% |
| Expand MRI and CT services in the public system | 4.1 | 75.0% |
| Provide adequate multi-year funding for hospitals | 4.6 | 92.7% |
| Increase provision of homecare services | 4.4 | 86.9% |
| Invest in community mental health agencies | 4.1 | 77.8% |
| Increase number of family physicians | 4.3 | 86.7% |
| Increase number of qualified foreign-trained physicians | 3.7 | 62.3% |
| Increase the number of nurses | 4.4 | 89.1% |
| Increase focus on health promotion and disease prevention | 4.5 | 89.6% |

n=391

*Percent favourable refers to those responding with either 4 or 5.

Implementation Priority

Survey respondents were also asked to review the 12 healthcare initiatives and rank the priority in which each should be implemented, from 1 (lowest priority) to 100 (highest priority). The Table 2 provides a summary of the rankings, showing the proportion of respondents who ranked each initiative as either a top priority (ranked 100), a high priority (ranked higher than 90 out of 100) or low priority (ranked less than 20 out of 100).

All respondents put a high priority on nearly all of the proposed initiatives. "Increase focus on health promotion and disease prevention" was ranked by 28.2% of respondents as the number one priority for implementation by the new government. Conversely, only 5.3% of respondents believe that "Increase number of family physicians" and "Increase number of qualified foreign-trained physicians" should be the first priority of the new government.

Table 2. Priority rankings for initiatives of new Ontario Government

| Government Proposed Initiative | Priority Rank to Implement on a Scale from 1 (least important) to 100 (most important) | | |
|--|--|----------------|----------------|
| | % Priority = 100 | % Priority >90 | % Priority <20 |
| Pass a "Commitment to Medicare Act" | 20.1% | 31.9% | 15.7% |
| Establish independent Health Standards Council | 8.2% | 20.8% | 10.0% |
| Allow Provincial Auditor to audit all health care agencies | 8.9% | 20.9% | 14.7% |
| Set and meet standard waiting time limits | 11.1% | 30.8% | 9.8% |
| Expand MRI and CT services in the public system | 8.7% | 26.6% | 8.7% |
| Provide adequate multi-year funding for hospitals | 26.8% | 49.0% | 9.6% |
| Increase provision of homecare services | 14.5% | 38.0% | 7.7% |
| Invest in community mental health agencies | 11.8% | 28.9% | 6.1% |
| Increase number of family physicians | 15.7% | 34.5% | 10.6% |
| Increase number of qualified foreign-trained physicians | 5.3% | 15.4% | 10.1% |
| Increase the number of nurses | 20.4% | 36.6% | 7.7% |
| Increase focus on health promotion and disease prevention | 28.2% | 47.1% | 7.1% |

n=391

Nearly half of respondents ranked "Provide adequate multi-year funding for hospitals" as a high priority, while "Pass a 'Commitment to Medicare Act'" ranked at the bottom of the priority list for many respondents.

Conclusion

In general, respondents' support for each initiative aligned closely with the priority for implementation rankings. When combining the results for level of support and priority for implementation, the highest support can be found for:

- Provision of adequate multi-year funding for hospitals
- Increasing focus on health promotion and disease prevention

When combining the results for level of support and priority for implementation, the least support can be found for:

- Increasing the number of qualified foreign-trained physicians
- Allowing a Provincial Auditor to audit all healthcare agencies
- Passing a "Commitment to Medicare Act"

Significantly, the survey results did not vary between participant groups and there is a high level of agreement between hospital trustee and manager responses. There is no significant difference between hospital and non-hospital participants.

Based on the findings of the 2003 Healthcare Issues Survey, Ontario healthcare leaders show a keen interest in the stated policy positions of the new government. The results illustrate that this group is largely supportive of the new government's platform. It is noteworthy that the government's first piece of healthcare legislation is the *Commitment to the Future of Medicare Act*, despite that initiative's position as the lowest-ranked item for implementation among survey respondents. *Healthcare Quarterly* will continue to follow the progress of health system change and will revisit these questions as part of the 2004 Healthcare Issues Survey.



79th Annual Ontario Hospital Association Conference & Exhibition

November 3, 4 & 5, 2003
Toronto, Ontario, Canada

The annual OHA Convention is a must-attend for anyone involved in the field of healthcare. Here are 18 reasons why:

1. Number of hospitals represented by OHA **159**
2. Number of days OHA convention lasts **3**
3. Number of members on the 2003 OHA Planning Committee **15**
4. Number of sessions **70**
5. Number of sessions on SARS **15**
6. Number of delegates/ attendees **7,312**
7. Number of exhibitors **296**
8. Number of aisles for exhibition **17**
9. Number of booths **379**
10. Number of advertisers **19**
11. Number of sponsors **28**
12. Number of speakers **350**
13. Number of companies who participated in the exhibition **300**
14. Number of companies who participated from USA **30**
15. Maximum number of audience members in Constitution Hall **1,500**
16. Number of full-time staff planning Convention & Exhibition **2**
17. Total number of awards presented **115**
18. Number of awards given to exhibitors **6**

A Successful Convention & Exhibition – Priceless!

HIGHLIGHTS 79th Annual OHA Convention



Exhibitors on the Exhibit Floor.



GoodLife Fitness Club performing at the Wellness Demonstration Area on the Exhibit Floor.



Tony Dagnone, OHA Board Chair, addressing delegates at the OHA Official Opening Session.



One of the Special Attractions on the Exhibit Floor: Hospital Rooms of the Future.



Sheila Jarvis, OHA Chair-Elect, addresses the audience after Loretta LaRoche's entertaining and uplifting appearance at the Closing Theme Session.



Media Scrum with Hilary Short, President & CEO, Ontario Hospital Association, after the Closing Theme Session.

Green Healthcare Awards



The Third Annual Green Healthcare Awards sponsored by the Ontario Hospital Association and the Canadian Coalition for Green Health Care recognizes leadership and excellence in reducing healthcare's environmental impact.

Pollution Prevention

Winchester District Memorial Hospital

Energy-Efficiency

Sponsored by Natural Resources Canada

The University Health Network (UHN), Toronto

Overall Leadership

London Health Sciences Centre

Individual Leadership

Shannon-Melissa Dunlop, St. Mary's General Hospital, Kitchener



The Life & Health Zone on the Exhibit Floor.



Dr. Patrick Luke, Urologist and Transplant Surgeon at London Health Sciences Centre (LHSC), demonstrates telementoring live from the Metro Toronto Convention Centre – Feature Theme Session to an operating room at LHSC.



(l to r) Mary Lapaine OHA Immediate Past Chair, Dr. Kevin Smith, OHA Board Member, Hugh MacLeod, Assistant Deputy Minister of Health and Long-Term Care, Hilary Short, OHA President & CEO, Carol Clemenhagen, Margrét Comack, Jackie Thoms, OHA Board members, enjoyed the Closing Theme speaker Loretta LaRoche.



Dr. Christina Fiedorowicz, OHA Board Member (top right), Mary Lapaine, OHA Immediate Past Chair (centre) and Jackie Thoms, OHA Board Member (bottom right), participate in a demonstration inside the Mobile Human Patient Simulator.



HIGHLIGHTS 79th Annual OHA Convention

National Best Practices Awards



National Best Practices Award is presented to

Atlantic Health Sciences Corporation
Recipient of the Best of the National Best Practices Award

Atlantic Health Sciences Corporation.
Project: A Systematic, Objective Approach to Cardiac Triaging.
From left to right: Krisan Palmer from AHSC and Lindsay Healey from Hewlett-Packard (Canada) Co.

"Best of the Best Practices" Award, New Brunswick Heart Centre at Atlantic Health Sciences Corporation.
From left to right: Sheila Jarvis, OHA Board Chair-Elect, Anton Hart from Longwoods Publishing and Krisan Palmer from AHSC.



Group Health Centre.
Project: A Nurse Run Community-Based Anticoagulation Clinic.
From left to right: Phyllis Bettello from Group Health Centre, Anton Hart from Longwoods Publishing and Elizabeth Bodnar, Group Health Centre.

Grey Bruce Health Services.
Project: Best Practice meets Rural Reality: Implementing Best Practice Guidelines for Dysphagia.
From left to right: Dianne Foster-Kent from Longwoods Publishing and Julie Valentine, Grey Bruce Health Services.

University Health Network.
Title: Monitoring Wait times at University Health Network.
From left to right: Katherine Henning from UHN, Anton Hart from Longwoods Publishing and Joe Slack.

The
The Journal
Nursing Leadership
National Best Practices Award is presented to
Group Health Centre

The
HealthcarePapers
National Best Practices Award is presented to
Grey Bruce Health Services

The
ElectronicHealthcare
National Best Practices Award is presented to
University Health Network



Sunnybrook & Women's College Health Science Centre.
Project: Improvements in Pain Management: An Internal Collaborative at S&W.
From left to right: Dianne Foster-Kent from Longwoods Publishing and Guna Budrevics from Sunnybrook.

Orillia Soldiers' Memorial Hospital.
Project: Improving Quality of Life—Renal Anemia Management Program (RAMP).
From left to right: Rosanna Fernandes from Orillia Soldiers' Memorial Hospital with Gary Mandziuk from 3M Healthcare.

Child Health Network for the Greater Toronto Area (GTA).
Title: Paediatric Transport: Ensuring Intensive Care During Transfer for Critically Ill Children in the GTA.
From left to right: Moya Johnson from Child Health Network, Alison Quigley from the Hospital for Sick Children, Kelly Fidler from Ortho-Clinical Diagnostics, Steve Farquhar from Ontario Air Ambulance Base Hospital Program and Dr. Hilary Whyte from the Hospital for Sick Children.

The
Hospital Quarterly
National Best Practices Award is presented to
Sunnybrook & Women's College Health Science Centre

The
3M Health Care
National Best Practices Award is presented to
Orillia Soldiers' Memorial Hospital

The
Ortho-Clinical Diagnostics
a Johnson & Johnson company
National Best Practices Award is presented to
Child Health Network for the Great Toronto (GTA)

St. Joseph's Healthcare, Hamilton.
Project: Shaping the Delivery of Tomorrow's Care.
From left to right: Jocelyn Garrett from St. Joseph's Healthcare, Daphne G. Jarvis and William Carter from Borden Ladner Gervais LLP.



The
BLG
BORDEN LADNER GERVAIS
National Best Practices Award is presented to
St. Joseph's Healthcare, Hamilton

HIGHLIGHTS 79th Annual OHA Convention



Tony Dagnone, OHA Board Chair, addresses delegates at the OHA Closing Theme Session.



Dr. Colin D'Cunha, Chief Medical Officer of Health, Ministry of Health and Long-Term Care, fields a question from the media.



Dr. Sheela Basur, Medical Officer of Health, City of Toronto, brings attention to the real heroes during the SARS crisis at the Nursing Leadership session.



Julie Giraldi, OHA (3rd from left) and Warren DiClemente, OHA (right) participate with convention delegates in the program "Bring Your Kids To Work," which coincided with this year's Convention.



(l to r) Andrew Coyne and Brian Tobin listen to an audience question at the Financial Management session.



Bonnie Adamson, President & CEO, North York General Hospital, gave a stirring account of what really happened at North York General during the SARS crisis.



Publisher's Choice at the OHA

Aurillion was selected this year's most innovative demonstrator at the OHA convention. With physicians (well they looked like physicians) interviewing wandering delegates and writing them a script for a gift that was available at their show exhibit; a lot of interest was generated by this simple communications tool. They engaged their audience. Very effective with a touch of fun.

Aurillion has designed, developed, and maintained multiple information systems supporting medical laboratories, pharmacies, and materials management operations. It originally developed the software (VLIMS) that supported Baxter's national ValueLink program and now offers the LogiSYS™ suite of Materials Management software, together with Waveforms™ Technologies, a variety of custom development and integration services.

Jim Atkinson oversees the company after a succession of progressive roles in the laboratory and informatics departments of Mount Sinai Hospital in Toronto. Gerry Witjes is their software architect. He brings a history with Baxter Systems Division - supporting health care clients such as: Capital Health Authority (Edmonton, Alberta), Gamma-Dynacare Medical Laboratories, Hamilton Health Sciences (Hamilton, Ontario), Mount Sinai Hospital (Toronto, Ontario), and Source Medical. Find out more at: aurillion.com.



Dr. Carl Hammerschlag bridges the gap between life, healthcare and the world of science at the Rural & Northern Health Care Session.



Over 1,500 delegates were able to reduce their stress after feature speaker Loretta LaRoche provided humorous insights into everyday life.

**Ted Freedman
for innovation
in Education
Award**

made possible by
Microsoft



The Hon. George Smitherman, Minister of Health and Long-Term Care and Ted Freedman present the Ted Freedman Innovation in Education Award to the Dorothy M. Wylie Nursing Leadership Institute.

Accepting the award on behalf of the Dorothy M. Wylie Nursing Leadership Institute is Beverley Simpson. (l to r) Dorothy M. Wylie, Judith Skelton-Green, Hon. George Smitherman, Linda O'Brien-Pallas, Julia Scott.



**Award of Excellence
in Nursing Leadership**

(From left to right) Hilary Short, President and CEO, OHA; Hon. George Smitherman, Minister of Health and Long-Term Care; Mary Lapaine, outgoing OHA Board Chair; Dr. Mary Ferguson-Paré, VP, Professional Affairs and CNE, University Health Network; and Margrét Comack, Chair of the Nursing Expert

Advisory Committee, and OHA Board Member, presenting to Dr. Mary Ferguson-Paré, the first winner of the OHA Award of Excellence in Nursing Leadership sponsored by the Canadian Journal of Nursing Leadership, OHA and Johnson and Johnson Medical Products.

and the winner is ...



The "Best of Show" – Herman Miller for Healthcare



The "Best Single Booth" – MarShield – Division of Mars Metal Co.



The "Best Double Booth" – Alaris Medical



The "Best Multiple Booth" – McKesson.



The "Best New Exhibitor" – Factors R&D Technologies Ltd.



The "People's Choice Award" – Tim Horton's