

Gathering the Big Picture: Healthcare Issues Survey, Year Three

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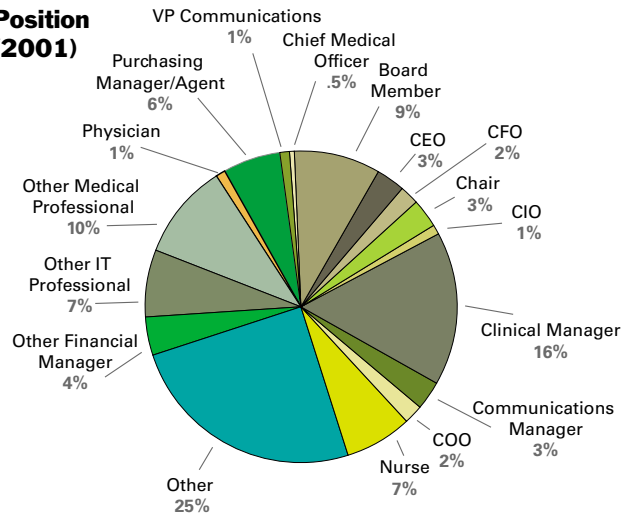
Hospital
Quarterly

The third annual **Healthcare Issues Survey** was conducted during the Ontario Hospital Association Conference in November 2001. Undertaken with the joint sponsorship of *Hospital Quarterly*, Philips and the OHA, the Survey asked conference participants to rank the issues that are most critical in their organizations. Close to 600 conference delegates participated, a significant increase over the 414 participants in last year's survey.

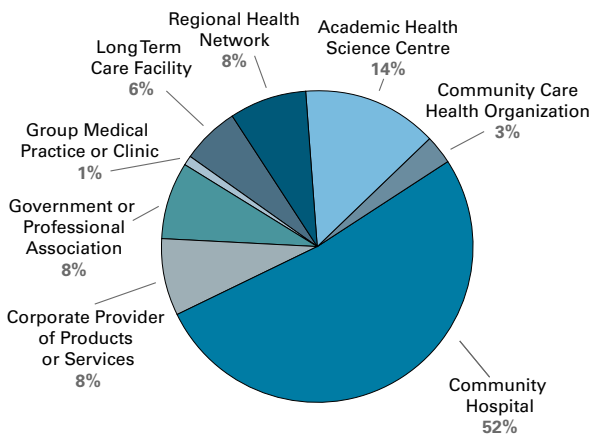
Those who responded

The composition of the respondents remained consistent with previous years, with delegates from community hospitals supplying 52% of responses. Hospitals with operating budgets of less than \$50-million dominated the responses – 38% of the total. The largest single group by profession were clinical managers (16%) followed by other medical professionals (10%), board members (9%), IT professionals (7%) and nurses (7%).

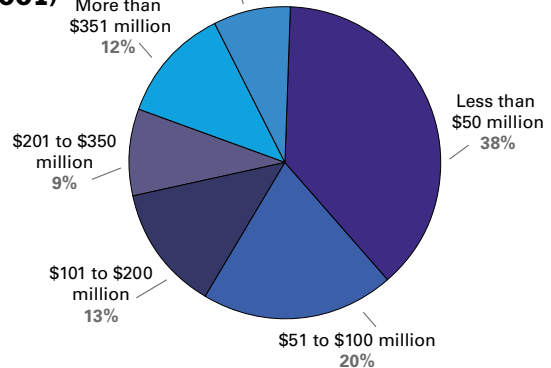
Position (2001)



Organization Type (2001)



Operating Budget (2001)

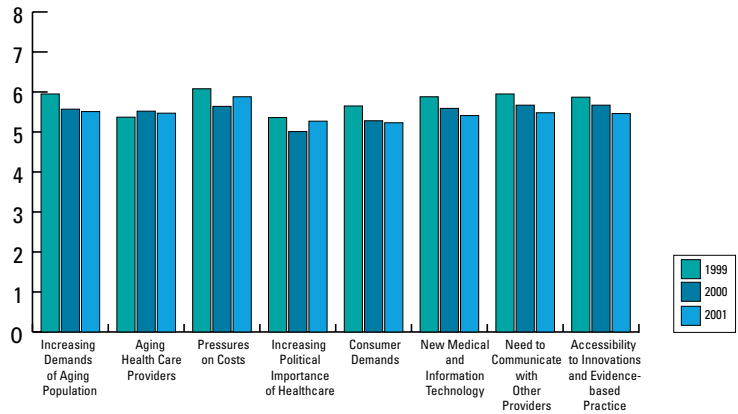


... and what they told us.

For the first time, participants were asked to identify the most significant challenge they face in their work. The three top responses from the 323 delegates who answered were: funding and financial resources (26%), staffing (14%) and workload (9%).

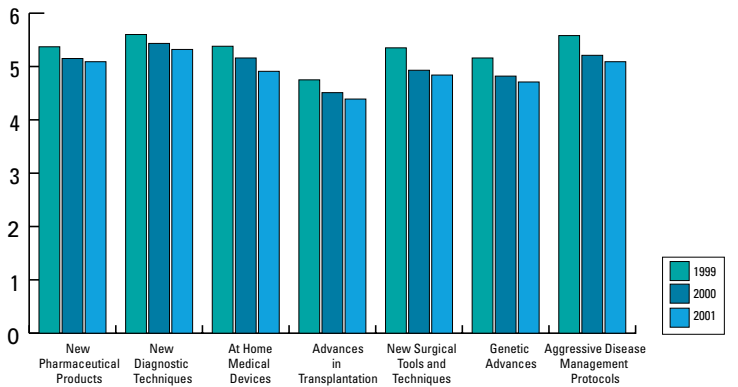
Importance of Factors in Managing Healthcare Environment

Asked about the importance of various factors in managing their healthcare environment, “pressures on costs” emerged as the most commonly cited issue. This was followed by the “increasing demands of the aging population” and the “need to communicate with other professionals.”



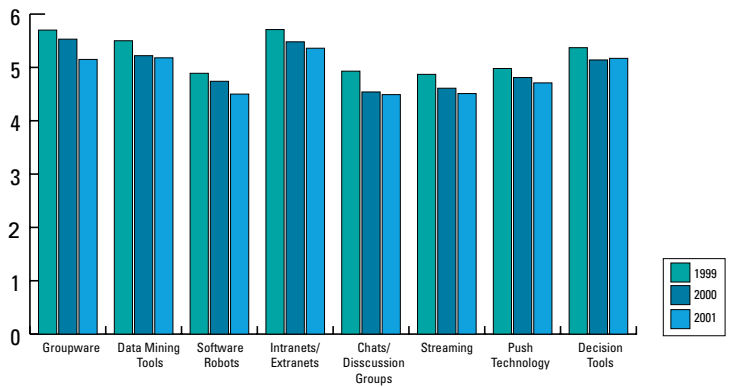
Impact of Medical Advances in Healthcare Organizations

When asked about the impact of medical advances in healthcare organizations, delegates indicated that “new diagnostic techniques” were having the greatest influence, followed by “new pharmaceutical products” and “aggressive disease management protocols.”



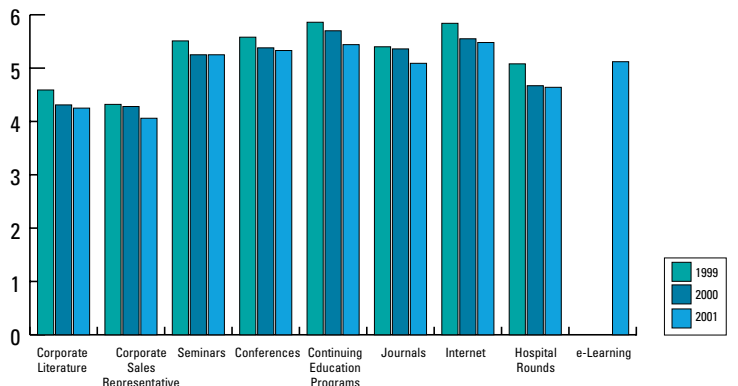
Expectation of the Impact of IT Applications

A question about the expectation of the impact of information technology applications on their organization, found that most believed “Intranets/extranets” would have the strongest impact, followed by “data mining tools” and “decision tools.”



Learning Method About New Technology

Asked about how they learned about new technologies, the most commonly indicated method was the “Internet” followed by “continuing education programs” and “conferences.”



77th ANNUAL ONTARIO HOSPITAL ASSOCIATION Convention & Exhibition

November 5, 6 & 7, 2001

Metro Toronto Convention Centre — Toronto, Ontario, Canada

Minister Clement responds to the media scrum while OHA President, David MacKinnon (right rear) and in-coming Chair of the OHA Board of Directors Leo Stevens, President of the William Osler Health Centre (left rear) look on.



Thousands gathered in Toronto this past November at the 77th Annual Ontario Hospital Association (OHA) Convention & Exhibition. An incredible networking opportunity, the event brought together over 7,000 participants to share information and best practices in healthcare.

The convention featured more than 70 educational sessions, 300 speakers and a trade show of 270+ exhibitors. Featured keynote speakers this year included best-selling authors, Thomas Homer-Dixon (*The Ingenuity Gap*), John Naisbitt (*High Tech/High Touch: Technology and our Search for Meaning*), and Lance Secretan (*Reclaiming Higher Ground: Creating Organizations that Inspire the Soul*), consumer-advocate, Ralph Nader, and former politicians, Marc Lalonde and

Bob Rae. Delegates were also able to preview the latest in healthcare products and services on the exhibition floor – including special sections devoted to IT at Silicon Alley, environmentally responsible health care at Green Lane and innovations in health system management at the National Best Practices Display.

Take advantage of the opportunity to learn from leading experts in the healthcare field at the 2002 OHA Convention & Exhibition on November 18 – 20 at the Metro Toronto Convention Centre. For more detailed information, visit www.oha.com.

◀ With more than 300 speakers and 270+ exhibitors, the annual OHA Convention is the largest healthcare show of its kind in North America.



Pioneered by researchers and surgeons at London Health Sciences Centre, the robotic telesurgery was a tremendous success and drew a large crowd of interested spectators. Here, Dr. Reiza Rayman demonstrates the technique, performing thoracic surgery on a patient in London from the Metro Convention Centre. Later Dr. Rayman (right) was available for questions from the audience.

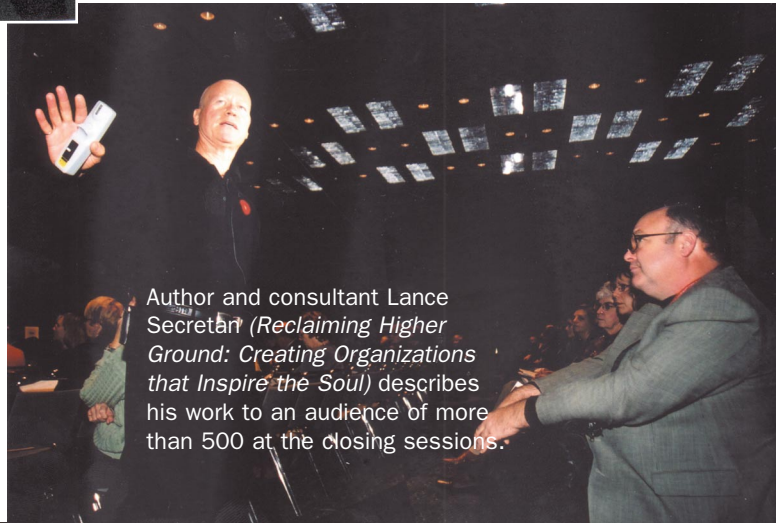




▲ More than 7,000 delegates took the opportunity to preview services and products from more than 270 exhibitors.



▲ This year, a new addition to the exhibit floor, Green Lane, attracted vendors and delegates with a commitment to environmentally responsible healthcare.



Author and consultant Lance Secretan (*Reclaiming Higher Ground: Creating Organizations that Inspire the Soul*) describes his work to an audience of more than 500 at the closing sessions.



▲ Ontario's Minister of Health and Long-Term Care, Tony Clement, addresses delegates at the Convention's closing session.



▲ On the exhibit floor, Silicon Alley and the IT education component, Tech Track, showcased leading-edge services and solutions for long-time users and those new to IT.

Green Health Care Awards



The Ontario Hospital Association and the Canadian Coalition for Green Health Care presented the first annual Green Health Care Awards in recognition of leadership and excellence in reducing healthcare's environmental impact.

Energy Conservation
Norfolk General Hospital

Pollution Prevention
St. Mary's General Hospital

Overall Leadership
Cambridge Memorial Hospital

Individual Leadership
Valerie O'Grady
The Hospital For Sick Children

~ L-R: Leo Stevens, Chair OHA Board of Directors, Valerie O'Grady (HSC), Helen Wright (CMH), Joanne Kiefer (Norfolk General), J.J Knott (Norfolk Gen), Shannon-Melissa Dunlop (St. Mary's Hospital), Lydia Chudleigh (St. Mary's Hospital) and OHA CEO David MacKinnon.

The Ted Freedman Innovation in Education Award

The inaugural Ted Freedman Innovation in Education Award ► went to The Ottawa Hospital, K.O.A.L.A.™ Development Team: Dr. Michael Fung Kee Fung, Dr. Karen Fung Kee Fung, Dr. Mark Walker, Sergio Miguel and Chantal Lacasse, in recognition of the development and provision of the "K.O.A.L.A.™ Computerized Obstetrics and Gynaecology Automated Learning Analysis" tool. From left: Drs. Michael and Karen Fung Kee Fung accept the award from Mr. Freedman.



◀ The London Health Sciences Centre (LHSC) Multi-Organ Transplant Program received the Certificate of Excellence Award for the educational program, "One Life ... Many Gifts, A Health Education Program." From left: Ted Freedman, Cate Abbott, Information and Resources, Multi-Organ Transplant Program, Mohamed Mahms, Transplant Coordinator, Multi-Organ Transplant Program and Tony Dagnone, CEO, LHSC.

And the winners are...



NATIONAL BEST PRACTICES AWARD
is presented to
Leamington District Memorial Hospital
RECIPIENT OF THE BEST OF THE
NATIONAL BEST PRACTICES AWARD



THE
NATIONAL BEST PRACTICES AWARD
is presented to
Hamilton Emergency Services Network



THE
NATIONAL BEST PRACTICES AWARD
is presented to
Norfolk General Hospital



THE
NATIONAL BEST PRACTICES AWARD
is presented to
Trillium Health Centre



THE
NATIONAL BEST PRACTICES AWARD
is presented to
Toronto Grace Hospital



THE
NATIONAL BEST PRACTICES AWARD
is presented to
University Health Network



THE
NATIONAL BEST PRACTICES AWARD
is presented to
Chatham-Kent Health Alliance



THE
NATIONAL BEST PRACTICES AWARD
is presented to
**St. Joseph's Healthcare Hamilton -
Centre for Evaluative Medicines**



National Best Practices

Corporate representatives making the Best Practices Awards include: Sharon McDonald of Aramark Canada, Anne Lawrence of Compaq, Bob Miller of Hewlett Packard, Steve Lawrence of Cisco Systems, Anton Hart, our publisher, and Mary Lapaine, Chair Elect of the Ontario Hospital Association.

Best Practices award winners were represented by: Roberta Ament and Warren Chant, Leamington District Memorial Hospital; Winton Cape, Toronto Grace Hospital; Jocelyn Garrett, St. Joseph's Healthcare; Greg Lewis, University Health Network; Cathy MacDowell, Hamilton Emergency Services Network; Linda Vansco, Norfolk General Hospital; and Sharon Pfaff, Chatham-Kent Health Alliance.

The sponsors extend their sincere appreciation to the judges of the National Best Practices Awards: Sarah Downey, Director of Corporate Planning, University Health Network and Hy Eliasoph, Senior Manager, Deloitte & Touche.



Exhibitors

- 3M Canada Company
Abbott Laboratories
Acart
Acclaim-SBA Disability Management Inc.
Adcom Videoconferencing
Aladdin Temp-Rite Canada
ALARIS Medical Systems
American College of Healthcare Exec.
AMTELCO 1Call Healthcare
AQSR Canada, Inc.
Arbell Inc.
Arjo Canada Inc.
Assistive Devices Program Ministry
of Health and Long-Term Care
Austco Marketing & Service Canada
Avaya Canada Corp.
Aventis Pasteur
B D
B D O Dunwoody LLP
B. Braun Medical Inc.
Banzai Corporation Pvt. Ltd.
Barefoot Science Inc.
Barrie Communications Equipment
Limited
Barrier Free Lifts (Canada)
Baxter Corporation
Bell Canada
Bidinoff Marketing Inc.
Bio Nuclear Diagnostics
Bolton Dental Manufacturing
Booth Centennial Healthcare Linen
Services
Borden Ladner Gervais LLP
Britech Information Systems Ltd.
British Consulate - General
C.D. Sonter Management Inc.
Cactus Health Systems
Call24 Wireless Callbox Systems
Cambridge Memorial Hospital
Campana Systems Inc.
Canadian Centre for Pollution
Prevention
Canadian Coalition for Green
Health Care
Canadian College of Health Service
Executives
Canadian Coordinating Office for
Health Technology Assessment
(CCOHTA)
Canadian General Standards Board
Canadian Health Marketplace
Canadian Health Services Research
Foundation
Canadian Healthcare Association
Canadian Healthcare Manager
Canadian Hearing Society
Canadian Institute for Health
Information
Canadian Parking Equipment Ltd.
Care Plus
Carecor Health Services Ltd.
Carr McLean/Montel
Carroll Healthcare
Carsen Group Inc.
Cassels Brock & Blackwell LLP
Centura Floor & Wall Fashions
Chatham-Kent Health Alliance
Children's Choice Learning Centers, Inc.
Chubb Security Systems
CIBC and VeriSign
Cisco Systems Canada Co.
City of Toronto - Water and
Wastewater
Clarica
ClinSaver Software Inc.
COACH - Canada's Health Informatics
Association
Cogent Environmental Solutions
Cogient Corporation
College of Nurses of Ontario
Compass Flooring Ltd.
Compugen Services Ltd.
Continuum Solutions
Crescendo Systems Corporation
Cummins Ontario Inc.
Customer Service Excellence
Corporation
D.L.G.L. Ltd.
Dainolite Ltd.
Dairy Farmers of Canada
Deloitte & Touche LLP
Delta Marketing
Dictaphone Canada
DigiDyne Inc.
Dukane Canada
Dynamed Health Care Systems
e k 3 Technologies Inc.
Enbridge Consumers Gas
Encom Information Systems Inc.
Environment Canada
Erinoak
EVACUSLED INC.
Family Communications
FHS - Focus on Health & Safety Inc.
First Products Inc.
Fitch Surveillance Systems Inc.
Fluorescent Lamp Recyclers Inc.
Fraser Milner Casgrain LLP
Freudenberg Canada
FrontRange Solutions Inc.
FutureLink Canada
G & K Work Wear Corporation of
Canada
G E Medical Systems
G R A S P Systems Ltd.
GEM Health Care System
Girit Canada
Global Healthcare Exchange
Global Medical Products
Globe And Mail
Green Shield Canada
Grey Bruce Health Services
H A S Solutions
H T V Systems Ltd. & Zenith
Electronics Corporation
Hamilton Area Hospitals & McMaster
University
Health Canada
Health Care Health & Safety
Association of Ontario
Healthcare Furnishings Inc.
Healthcor Inc.
HealthLink Clinical Data Network
HealthPRO Procurement Services
Healthtech Inc.
HealthyConnect
Herman Miller for Healthcare
Hewlett Packard (Canada) Ltd.
Hicks Morley Hamilton Stewart
Storie, LLP
Hill-Rom Canada
HIREHealthcare
Hospital Information Services (Canada)
Hospitality Network
Hospitals In-Common Laboratory Inc.
IDenticam Systems
IMS Maxims Inc.
Innofocus
Institute for Clinical Evaluative
Sciences (ICES)
Interface Canada
Interhealth Recruitment Corporation
Investors Group
IRI Consultants to Management
Johnsonite
Jones Packaging Inc.
Killdara Corporation
Lanier Canada Inc.
Lason
Lexmark Canada Inc.
LMS Medical Systems
Loki Management Systems Inc.
London Health Sciences Centre
M D S Inc.
M. C. Healthcare Products
MacDougall, MacDougall & MacTier
Mannington Commercial
Marsh Canada Limited
Maxivox Inc.
MCCS Ltd.
McDavis Sales & Service Ltd.
McKesson HBOC
MED2020 Health Care Software Inc.
Med-Emerg International Inc.
Medfall Inc.
MedHunters.com
mediate.calm
Medical Action Industries
Medical Mart Supplies Ltd.
Medical Placement International
Medical Systems Management
Medical Waste Management Inc.
Medi-Man Rehabilitation Products
Medirex Systems Inc.
MediSolution Ltd.
MEDITECH (Medical Information
Technology, Inc.)
Med-Tech Environmental Ltd.
MERX - Cebra Inc.
Metropolitan Wire (Canada)
MHA Program - University of Ottawa
Microcell Solutions Inc. (Fido)
Microlites Scientific
Micromedex
Miller Thomson LLP
Ministry of Health and Long-Term Care
MIP
Mitel Networks
Momentum Healthware
Morneau Sobeco
Mother Parker's Tea & Coffee Inc.
Multitone Wireless (Canada)
National Systems Company
National Therapy Products Inc.
NEC Canada Inc.
Nicholby's Gift Shop
Nor-Am Patient Care Products Ltd.
NORDX/CDT, Inc.
Northeastern Ontario Medical
Education Corporation
NRCAN/Office of Energy Efficiency
Nursing & Homemakers Inc.
Omni Floorcoverings Ltd.
Omniceil
Ontario Women's Health Council
Organ Donation Ontario
Ormed Information Systems Ltd.
O-Two Systems International Inc.
P C L Constructors Canada Inc.
Pacs to Macs Best of Breed Solution
Paging Network of Canada
Panorama Business Views
Perfect Development Co., Ltd.
Pfizer Canada
Philips Speech Processing
Propper Manufacturing Co., Inc.
Prosec Protection Systems Inc.
Purkinje Inc.
Pyxis Healthcare Systems
Quinte Healthcare Corporation
Rauland-Borg (Canada) Inc.
Registered Nurses Association of
Ontario
Rogers AT&T - Uptown
Communications
S.R.T. Med-Staff
Saint Elizabeth Health Care
Save & Give
SCA North America
Scott Paper Limited
Secure Care Products, Inc.
Serve-Canada Food Equipment
Limited
Servicemaster - Clinical Engineering
Solutions
Siemens Health Solutions
Sierra Systems Group Inc.
Signature Group Inc.
SimplexGrinnell
Six Continents Hotels
Sodexo
Softcare Innovations Inc.
Source Medical Corporation
Spacesaver Corporation
Spectrum Health Care
St. Joseph's Health Care, London
St. Michael's Hospital
Stanley Access Tech.
Steelcase
Stryker Bertec Medical Inc.
Summerberry Products
Sunrise Medical Canada Inc.
Symbol Technologies Canada, Ulc.
Tanita Corporation of America Inc.
c/o McArthur Medical Sales Inc.
Techlem Medical Corporation
Tektone Sound & Signal Mfg., Inc.
Tel-e Connect Systems Ltd.
Telus National Systems
Tempus Software, Inc.
The HIROC Group
The Mackie Group - Health Care
Relocations & Logistics
The Statum Group
The Stevens Company Limited
The Toronto Board of Trade
Tim Hortons (The TDL Group Ltd.)
Toronto Medical Laboratories
Toronto Police Service, Parking
Enforcement, Disabled Liaison Unit
Total Care Technologies Inc.
Trificic Enterprises Inc.
Trillium Health Care
trios Training Centres/trios Support
Services
Unisource Canada Inc.
University Health Network
Versus Technology Inc.
VHA Home Healthcare
Victorian Order of Nurses (VON)
Vitality Food Service Canada
Waldmann Lighting c/o McArthur
Medical Sales Inc.
Waterloo Bedding
Waverley Glen Systems
Weeneebayko General Hospital
WeirFoulds LLP
Wellness Options Publishing
William Osler Health Centre
Workplace Safety & Insurance Board
Yue Pfong International Industrial Co.
Zeidler Grinnell Partnership Architects
ZSI Environmental