Gathering the Big Picture: Healthcare Issues Survey, Year Three

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%).

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.”
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](http://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.
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.

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

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.

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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

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...

THE
Cisco Systems

NATIONAL BEST PRACTICES AWARD
is presented to
Leamington District Memorial Hospital
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NATIONAL BEST PRACTICES AWARD

THE
Ortho-Clinical Diagnostics

NATIONAL BEST PRACTICES AWARD
is presented to
Hamilton Emergency Services Network

THE
MedSolution

NATIONAL BEST PRACTICES AWARD
is presented to
Norfolk General Hospital

THE
Johnson & Johnson

NATIONAL BEST PRACTICES AWARD
is presented to
Trillium Health Centre

THE
ARAMARK

NATIONAL BEST PRACTICES AWARD
is presented to
Toronto Grace Hospital

THE
Philips

NATIONAL BEST PRACTICES AWARD
is presented to
University Health Network

THE
Hewlett Packard

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

THE
Compaq

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.