



2009 Open House Series – Thursday, September 10th, 2009 *How Organizations have Linked Public Reporting to Improving the Quality and Safety of Care They Provide*

Introduction

In recent years, improving the quality of healthcare that organizations provide has become a major concern for government, providers, the public and the media. The MOHLTC has responded to this demand by legislating organizations to provide information on the performance of healthcare systems to the public and has made this information available through its patient safety web site. (1)

While providers have been legislated to deliver ever higher degrees of transparency and accountability through its public reporting efforts, what has been the impact on improvement?

The Canadian Health Services Research Foundation in partnership with the Ontario Health Quality Council recently released a report entitled *“Public Reporting on the Quality of Healthcare: Emerging Evidence on Promising Practices for Public Reporting.”* In it they noted that, *“Public reporting on the quality of healthcare has not been without controversy; researchers debate its utility as well as the potential intended and unintended consequences. However, there is general agreement in the literature that public reporting is here to stay. Therefore, it is not a matter of whether public reporting should be done, but rather how.”* (2)

From this lens, health care organizations are invited to gather at the Open House to discuss the impact public reporting is having on their organizations.

The Open House will begin with a presentation on public reporting from Dr Ben Chan of the Ontario Health Quality Council. We will then explore how four different organizations have approached public reporting and its link to improvement. You will hear their stories about how they prepared for it, what they did and what impact it had on improvement of patient care.

As always, we encourage everyone to share openly, steal shamelessly and learn from each other to improve our health care system

- (1) To access the MOHLTC web site click here - http://www.health.gov.on.ca/patient_safety/public/ps_pub.html
- (2) To access this report follow this link - http://www.chsrf.ca/pdf/Public_Reporting_E.pdf

Thursday, September 10th, 2009

**St. Michael's Hospital – Clarice Chalmers Conference, RM #
6-002, Cardinal Carter Wing**

Agenda

Moderator: Cynthia Majewski, Executive Director, Quality Healthcare Network

0830 Coffee, Registration and Networking

0900 Welcome and Introductions

0910 Opening Talk on Public Reporting - Dr. Ben Chan, CEO, Ontario Health Quality Council

0930 Case # 1 – Patricia McKernan, Director, Risk Management and Quality Improvement, St Michael's Hospital

0950 Case # 2 – Ru Taggar, Director, Quality and Patient Safety, Sunnybrook Health Sciences Centre

1010 Questions and Answers

1030 Break

1045 Case #3 – Darlene Heslop, Infection Prevention Professional, Lakeridge Health Corporation

1105 Case # 4 – Margaret Jay, Lead, Infection Prevention & Control, Peterborough Regional Health Centre

1125 Case # 5 – Liz Phelan, VP, Clinical Care Services, Listowel Wingham Hospitals Alliance

1145 Questions and Answers

1200 Closing Statements



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30 Bond Street (at Queen Street), Toronto, Ontario, M5B 1W8

- QHN Members – Free (unlimited attendees/organization)**
- Non QHN Members - \$99 + GST per attendee (\$104.94)**

For logistical purposes we need to know the number of attendees expected. We ask that you complete one form per person and fax or email back to the Quality Healthcare Network.

Name: _____

Title: _____

Organization: _____

Telephone: _____

Email: _____

If applicable, please make cheque payable to the Quality Healthcare Network and mail to 790 Bay Street, 9th Floor, Toronto, Ontario, M5G 1N8

Directions

The Open House session will take place at the St Michaels Hospital in Toronto.

For a map and directions to the site please follow this link - <http://www.stmichaelshospital.com/directions.php>

Registration Directions

To register, please email this form to sean.molloy@qhn.ca or fax it to 416-351-3762.