

First in Ontario—ICD, EPS and Ablations wait time data posted on CCN website under Wait Times ([click here](#))

10 Point Plan for Action

PROGRESS REPORT

Working on many consecutive initiatives outlined in the plan, monthly reports show a downward trend in actual wait times, a reduced number of patients waiting and a rise in the number of patients receiving service within their recommended maximum wait time. ([click image to view as PDF](#))

Real Results: For the first quarter of 2005/06 as compared to 2004/05:

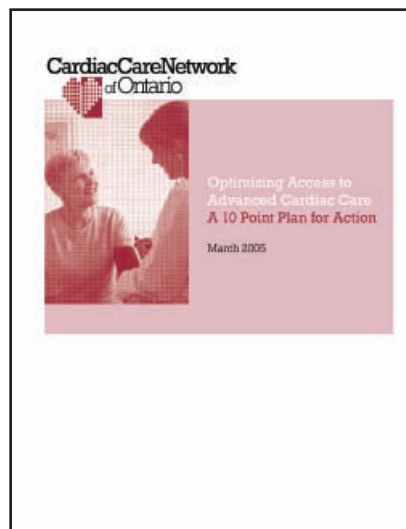
Reductions in Median Wait Time for CABG

- ▶ 1 day for urgent/semi-urgent = ↓13%
- ▶ 6 days for elective = ↓25%

Reductions in Median Wait Time for CATH

- ▶ 3 days for semi-urgent = ↓23%
- ▶ 7 days for elective = ↓32%

This means 560 more Ontarians had their cath or CABG within RMWT in the first quarter 05/06



IT System Update

Funding for CCN web-based centralized real time IT system was announced in the Spring. Since June 2005, CCN has been working closely with Cancer Care Ontario and the Provincial Wait Time Office on the selection of a vendor for the development of the Provincial Wait Time Information System. An evaluation framework was designed to ensure that the process was fair and equitable for all vendors. The preferred vendor has now been selected.

This is the tool CCN needs to improve speed and ease of communication between front line regional cardiac care coordinators, cardiac physicians and referring physicians and many other users of the data for research and planning purposes. The patient will be the most important beneficiary of this improved application of current technology.

September 2005

WHAT'S NEW?

- ▶ **Annual Report 2005** is available in hard copy from Linda Gill at CCN or through www.ccn.on.ca
- ▶ **Cardiovascular Services Consensus Panel "An Industry in Transition."** Fall 2005, this panel will begin a comprehensive review of the changes and issues facing the delivery of cardiovascular surgical services in Ontario. It is expected that the panel will make recommendations to facilitate future planning and delivery of service by Spring 2006.
- ▶ **Data Definitions Review Working Group** — has completed its work. Roll out of the recommended changes will begin this Fall. While many of the changes can be accommodated in the current IT system, some will be deferred to the new IT platform for technical reasons. CCN thanks and acknowledges and dedication of the project chair, Ella Ferris, (title) and the hard work of the group with representation from across Ontario and Canada.
- ▶ **Business Services & Audit Committee** New committee chaired by Sarah Chow, CFO, St. Michael's Hospital will report to the Board. The committee is responsible for matters related to the financial, human resources and business affairs of the Corporation. The committee will also review and recommend the approval of the Corporation's annual audited financial statements as well as recommend independent auditors and their remuneration.

Departures & Arrivals

- ▶ **New Board Chair named to CCN: Ken White**, CEO of Trillium Health Sciences Centre (Mississauga).
- ▶ **Joyce Seto**, former Director of I & IT at CCN has moved to the private sector information technology industry with responsibility for their healthcare portfolio. Thank you Joyce, for your immense contribution to CCN.
- ▶ **Caroline Rafferty, RN**, Director of Clinical Practice, joined CCN in Spring 2005, and brings a strong clinical, nurse manager and informatics background from a variety of experiences in hospital and healthcare settings. Caroline's management skills and quirky Scottish humour are a great asset to the team.
- ▶ **Dave Ilkka**, joined CCN as Director of I& IT in Summer 2005, and started work immediately on the procurement process for CCN's new IT system. His super project management capabilities have been well tested in his first months with us and are helping to build stronger IT capacity throughout the organization.
- ▶ **New Board Members** appointed at the Annual Meeting are: **Sarah Chow**, CFO, St. Mike's Hospital, **Christopher Fiendel**, MD, UHN, **David Fell**, MD, Southlake, **Bernadette MacDonald**, VP, LHSC, **Lonny Rosen**, Partner, Tremaine Lloyd, **Heather Sherrard**, VP, UOHI

More Timely Reports on Wait Times: Working to Improve Access

Communication Improvements

- ▶ To all patients, giving them information on options for faster service (at a different centre)
- ▶ Between regional cardiac care coordinators sharing real-time wait time data
- ▶ Between cardiac centres and referring physicians through standard reporting
- ▶ Between CCN and community health providers such as Heart and Stroke Foundation of Ontario and Family Health Teams
- ▶ To Provincial Wait Time Office for wait time reporting

WATCH FOR:

PATIENT PRIVACY POSTERS IN THE CARDIAC CENTRES AT MEMBER HOSPITALS SUMMER 2005

- ▶ Posters explaining the Cardiac Care Network of Ontario's role in the collection and protection of patient information are now displayed in the waiting areas and patient traffic areas throughout the Network's 17 centres. As a requirement of CCN to comply with privacy legislation, patients whose personal information is collected as part of our Wait Time Registry function must be informed of the measures CCN takes to protect their information.

NEW WEBSITE LOOK AND CONTENT:

WWW.CCN.ON.CA

FALL 2005

- ▶ Designed with low graphic content and easy navigation, the website can be quickly reached by all computer users and contains enhanced information in many areas.

The Wait Times information now includes 90 percentile information, and in keeping with the 10 Point Plan for Action contains current data for the 3 acute procedures monitored, posted on a monthly basis.

CCN PROFILE AT OHA CONVENTION

OCT 31—NOV 1 2005

- ▶ "Beyond the Queue" - CCN and guest speakers present current innovations and future options for effective wait list management, Tuesday Nov. 1, 8.30—11.30 am

SPEAKING ENGAGEMENTS DEC 2005

- ▶ Terri Swabey, Timely Access to Health Care in Canada, Insight Conference December 1.
- ▶ Kevin Glasgow, Reducing Health Care Wait Times, Canadian Institute, December 5.