

Strategy Highlights:

Extramural Paediatric Critical Care Response Team launched on October 1st

Starting **October 1, 2007** physicians caring for critically ill children in Ontario will have telephone access to a paediatric intensivist 24 hours a day, 7 days a week. By calling **CritiCall's** central number: **1-800-668-HELP (1-800-668-4357)**, physicians will be able to consult with a paediatric intensivist regarding patient management or potential transfer.

The Ministry of Health and Long-Term Care has funded the extramural Paediatric Critical Care Response Team (PCCRT) service through the four large Academic Health Science Centres with Level III paediatric critical care services. The initiative supports the commitment of The Paediatric Critical Care Network (PCCN) to ensure that all children in Ontario have access to high quality tertiary level critical care.

Final report of the Paediatric Critical Care Subcommittee

In January 2007, the MOHLTC established the Paediatric Subcommittee of the Critical Care Expert Advisory Panel to develop the paediatric component of Ontario's Critical Care Strategy. Chaired by **Cathy Séguin**, Vice President, International Affairs, The Hospital for Sick Children, the subcommittee reviewed relevant initiatives and background reports, and conducted two extensive surveys of Ontario's paediatric critical care resources.

Their final report was completed in June 2007. It was externally reviewed and supported by the Paediatric Critical Care Network in July 2007 and was enthusiastically received by the Ontario Expert Advisory Panel. It was referred to the ministry and it is anticipated that the report will be released to the public following a review by ministry senior management.

Prepared by the Critical Care Secretariat

Four New Critical Care Response Teams Start in September

On September 10th, four new Critical Care Response Teams (CCRTs) began seeing and treating patients. These new CCRTs bring the total number of teams currently providing this service across Ontario to 31. The CCRT takes the skills and expertise of the Intensive Care Unit (ICU) onto all in-patient hospital wards, and assesses and stabilizes patients whose condition may be deteriorating.

The four new CCRTs are at York Central Hospital, Hotel-Dieu Grace Windsor, William Osler Health Centre - Peel Memorial Hospital, and Royal Victoria Hospital in Barrie.

The goal of these teams is to improve patient outcomes and patient safety by responding early to calls from ward staff who have concerns about their patients. For the next 12 weeks, these four new teams will provide service to their respective hospital communities for 40 hours per week, while focusing on education and team building, after which time the service will be extended to 24 hours per day, 7 days per week.

Consultation to begin on draft Critical Care Access and Utilization Guidelines

Developed by a multi-disciplinary stakeholder working group, the draft Critical Care Access and Utilization Guidelines outlining proposed admission and discharge practices for all hospitals in Ontario, will be ready for consultation across the broader critical care community in the next few weeks. This consultation will be facilitated through an online survey. An email will be sent to all ICU directors and nurse managers to share with their staff members. If you would like to receive direct communication to ensure your participation in

this process, please contact Nathalie Danjoux at 416.480.3400 x 2764 or nathalie.danjoux@uhn.on.ca.

Intensivists to be appointed to the Consent and Capacity Board

Following discussion with the Critical Care Secretariat, the Consent and Capacity (CCB) has decided to appoint three intensivists to the board. The secretariat will continue to work with the CCB on changes to the CCB membership and to explore educational opportunities for the critical care field and the CCB members.

Resource development and education initiatives are currently underway to address key ethical and legal issues faced by clinicians across the province, and to enhance the critical care knowledge and understanding of the CCB.

ICU Best Practices Project Wraps Up – Successes, Lessons Learned & Next Steps

The Critical Care Strategy's "ICU Clinical Best Practices" project is a 16-site demonstration project that has successfully addressed six evidence-based treatment protocols aimed at optimizing ICU care.

The demonstration project takes a practical approach to providing a system-wide focus on tracking clinical quality improvement.

Using a faceted approach, the project piloted several knowledge translation strategies, an educational series and a daily web-based data entry system. The current data system uses a handheld device to collect information at the bedside using a checkbox and drop-down menu system.

Once submitted online, data is de-identified and transferred to a secure central server until downloaded for analysis. Hospitals have been contributing process of care data daily for 24 months and because of the ease of

the bedside data entry system, reporting compliance is at approximately 75-100 per cent for all sites.

While final results of this project are currently being analyzed, both the quantitative and qualitative improvement results experienced to date are extraordinary.

Since the launch of the two-year project, the voluntary participation of all 16 original ICU's has continued to be strong due to the practical nature of the project, as of August 2007, data on over 18,863 patients, representing 48,745 patient-days has been collected, creating possibly the largest data repository of ICU process-of-care indicators in Canada.

There's also been extensive communication and sharing of resources across participating sites. In addition, valuable 'Content Expert Sessions' have been hosted by eight internationally-recognized ICU leaders and attended by more than 300 multi-disciplinary clinicians through videoconferencing.

The improvements seen with this project are important for many reasons. They show that a network approach can improve the care of individual patients across diverse ICUs and that coordinated efforts to systematize routine aspects of care can improve processes that are known to decrease ICU length of stay. As well, ICU outcomes will be improved and will enhance the efficiency of Ontario's critical care system. Finally, routine data collection can lead to sustained improvements and benchmarking metrics that are appealing to all stakeholders.

Indicators are best used as a guide to monitor clinical and organizational functions and flag when there are gaps or problems. However, no indicator collects itself and the key is the development of a foundational system that integrates the collection of data in a systematic fashion and includes pillars of education, training, teamwork and collaboration.

Based on the success of this two-year demonstration project, a province-wide support program is currently being developed and will be made available to all ICU's in Ontario, utilizing the Critical Care Information System (CCIS) for ongoing data collection.

Surge management pilot in Champlain LHIN moving ahead

On September 7th, 80 attendees from Champlain LHIN hospitals participated in educational sessions in support of the surge capacity planning being carried out within each of their organizations. Attendees participated in group activities to learn about flow mapping processes to identify and improve patient flow practices in their organizations. Attendees also worked through surge capacity planning scenarios to familiarize themselves with the variables required to manage surges within organizations and within the LHIN system. This exercise enabled participating hospitals to learn about the varying capability of existing partners in their LHIN. As work continues, knowledge will be gained from each hospital's experience to build a system of seamless coordination of services for critical care patients.

The Critical Care Strategy would like to thank all project partners for their commitment to this project:

Cornwall Community Hospital
Hôpital Montfort
Pembroke Regional Hospital
Queensway Carleton Hospital
The Ottawa Hospital (Civic Campus)
The Ottawa Hospital (General Campus)
University of Ottawa Heart Institute
Children's Hospital of Eastern Ontario
Arnprior and District Memorial Hospital
Carleton Place and District Memorial Hospital
Deep River and District Hospital Corporation
Hôpital Général de Hawkesbury & District General Hospital
Renfrew Victoria Hospital

Winchester District Memorial Hospital
Almonte General Hospital
Glengarry Memorial Hospital
Kemptonville District Hospital
St. Francis Memorial Hospital
The Ministry of Health and Long Term Care
The Champlain LHIN

Durham College launches Critical Care E-Learning Certificate

The Critical Care E-Learning Graduate Certificate Program at Durham College (Oshawa) has officially been launched. As of September 4th, 2007, nurses across the province will have the opportunity to participate in a new online, self-paced critical care training program.

Over the last few months, the Critical Care Secretariat, in partnership with the Nursing Secretariat has been overseeing program development led by Durham College. This innovative education model will embrace the use of technology and is designed to accommodate a variety of students (i.e. new grads, experienced nurses and nurses interested in upgrading certain elements of their training). The program is comprised of three-components: online/e-learning courses, critical care high-fidelity simulations and preceptored clinical experience in a critical care setting.

This important initiative will make critical care training accessible, portable and affordable to nurses who are unable to attend traditional college programs due to factors such as geography, work and familial responsibilities. Over 90 RNs are already registered for the fall semester. For more information, please call 905-721-3033 or visit www.durhamcollege.ca/criticalcare.

Ethical issues of Access to Care Effective Communications Course

Following the successful End of Life Communications Workshop held in February 2007, the Canadian

Resuscitation Institute (CRI) is working with **Dr. Laura Hawryluck**, Physician Lead, Ethical Issues of Access, to develop a course focusing on the same issues raised at the workshop for clinicians across Ontario. The course is designed to train healthcare providers in effective communication skills during family meetings, dealing with conflicts and ethical and legal issues relating to patient care in the ICU. The first course will be held in March 2008.

CCIS Implemented in Nine More Hospitals

On October 9th, nine additional hospitals in the province began using the Critical Care Information System (CCIS) as part of the Wave 2 provincial roll-out.

The nine hospitals are:

- Lakeridge Health Corporation
- Joseph Brant Memorial Hospital
- Quinte Healthcare Corporation
- St Joseph's Healthcare Hamilton
- Ross Memorial Hospital
- St Joseph's Healthcare Toronto
- St Mary's General Hospital
- Rouge Valley Health System
- Cambridge Memorial Hospital

This development now brings patient data captured by the CCIS to 64 per cent of Level 3 adult medical/surgical ICU beds across the province. By the end of October, Southlake Regional Hospital and Brockville General Hospital will join these sites and also go-live with the CCIS, bringing the total data capture rate to 66 per cent.

A CCIS upgrade will be implemented over a three-day period beginning November 2nd and used by all units reporting data through CCIS.

The enhancements include a comprehensive core data export function for hospitals to analyze their own collected ICU and CCRT data.

As the CCIS evolves, it will represent the most comprehensive database of information on critically ill patients and critical care units in Ontario.

To enhance reporting needs, the Critical Care Secretariat and CCIS provincial team are working with various CCIS stakeholders to create a set of key indicators to monitor and compare access to critical care, utilization of critical care resources, and quality of care.

Focus groups were conducted in September with representation from the Ministry of Health and Long-Term Care, Critical Care LHIN Leads, Critical Care Response Teams, ICU managers, Safer Healthcare Now, Long Term Ventilation Registry, and Trillium Gift of Life.

Requirements for the next version of the CCIS will follow from a consensus conference scheduled for November.

Strategy Highlighted at Upcoming Ontario Hospital Association Conference - OHA HealthAchieve – November 5th, 6th & 7th

The Critical Care Strategy will be highlighted at next week's OHA HealthAchieve Convention taking place at the Metro Toronto Convention Centre.

Visit the Strategy exhibit booth, including a CCIS demonstration and CritiCall display located at the top of the escalators.

For More Information

Please visit us on the web:
www.health.gov.on.ca/criticalcare or contact:

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