



**COMMUNITY ADVISORY COMMITTEE
2006-2007 ANNUAL REPORT
TO THE OTTAWA HOSPITAL BOARD OF GOVERNORS**

PREAMBLE

The Community Advisory Committee (CAC) is a valuable link with the Hospital's Eastern Ontario community. Each monthly meeting provides an opportunity for approximately 20 community representatives to review, comment and express concerns on Hospital plans, policies and activities as they affect citizens in this large catchment area.

1.0 Community Representation

In preparation for the 2006/2007 meeting season, a sub-committee of the CAC conducted a review of attendance. Some organizations were dropped and others were added. The committee members represent the following organizations*

The Council on Aging of Ottawa*	Cornwall Community Hospital*
Community Care Access Centre*	La Fédération aînés et retraités francophones de l'Ontario (FAFO)*
Ontario Association of Non-Profit Homes and Services for Seniors*	
Ottawa Public Health*	Eastern Ontario Community Health Centre Network*
Academy of Medicine Ottawa*	Riverview Park Community Association*
The Ottawa Chamber of Commerce*	
Ottawa Council of Women*	Civic Hospital Neighborhood Association*
Association canadienne-française de l'Ontario*	Arnprior Community Member*
Disabled Persons' Community Resources*	Spiritual Care Advisory Committee*
Ottawa – Carleton Pharmacist Association	Hire Immigrants Ottawa*

2.0 Agenda Coverage

In the past year, the following programs and plans were presented and discussed:

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| <ul style="list-style-type: none"> ❑ TOH Pandemic Preparedness/City of Ottawa Pandemic Preparedness ❑ Regional Stroke Program ❑ Inventory of Regional Programs ❑ Tour of the Critical Care Wing - General Campus ❑ Tour of Civic Emergency Department ❑ Discharge Planning Update | <ul style="list-style-type: none"> ❑ Review of the 2006-07 Quality Plan & Input to the 07/08 Plan ❑ TOH Food & Nutrition Services ❑ TOH Clinical Ethics Program ❑ Operational Plan 07/08 update ❑ LHIN Planning on ALC – hospital occupancy issue ❑ Critical care access (ethical issues) |
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In addition, each meeting includes a report of Board activities, a CEO report and a CAC "Round Table" to address community health activities and concerns.

A "Spotlight" presentation describing a member organization was included in each agenda.



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3.0 Joint Board – CAC Meeting, November 2006

This annual meeting is an occasion to review TOH achievements and challenges and, more importantly, for community representatives to meet directly with the governors to share their organizations successes and concerns and to comment on relations and partnerships with The Ottawa Hospital.

4.0 Community Comments and Concerns

4.1 Hospital Occupancy Levels

CAC members are concerned with the continuing high occupancy levels (over 100%) at TOH and its negative impact on wait times in emergency, elective surgery cancellations, staff stress and the quality of patient care. Since the growing number of ALC patients in hospital is due to inadequate community care capacity, the CAC members invited a representative of the Champlain LHIN to discuss planning to resolve the issue.

4.2 2006/07 Quality Plan

Members expressed appreciation for the thorough review of progress against the Plan's objectives and constraints (e.g. high occupancy) in fully achieving from objectives.

4.3 2007/08 Quality Plan

Incorporation of CAC suggestions in the fourth edition of the TOH Corporate Quality plan was noted and appreciated.

4.4 Regional Integration of Health Care

Members continue to express interest in progress towards regional integration. The growing number and the diversity of regional programs in the Champlain Region were noted. Of particular interest is the expanding Regional Stroke Program. However, questions frequently arise regarding LHIN activities in regional planning.

4.5 Smoking

Concern was expressed regarding the staff smoking off hospital property and on neighborhood properties. Alternate solutions have been explored.

4.6 Pandemic Flu Planning

A comprehensive collaborative review of The Ottawa Hospital's and the City of Ottawa's Pandemic Preparedness plan demonstrated how much collaborative planning and preparation had taken place between the two organizations.



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4.7 NDMC Land

CAC Members are concerned with future health care needs for use of this property.

4.8 Long-Term Care Beds

The inadequate growth in supply of long term care beds in Ottawa region continues to be a concern.

4.9 Parking and Traffic

The cost of parking continues to be a concern for many people. Traffic volume around the Civic and General campuses is an ongoing concern for the neighborhoods. TOH management involvement with neighborhood associations is appreciated.

4.10 Linkage with Community Physicians

Many family physicians are not connected with the TOH or Ottawa Public Health. The need to establish an electronic linkage particularly regarding discharge planning and public health issues was noted.

4.11 Health Promotion

Increased efforts are required by government, hospitals and the community to keep people out of hospital and to promote personal responsibility for health.

4.12 Spotlights

The committee was delighted to have presentations from CAC members: Ottawa Council of Women, Riverview Park Community Association, and the CCAC.

5.0 APPRECIATION

Members expressed appreciation regarding:

- (a) the availability and participation of TOH Senior Management in presenting hospital programs,
- (b) the willingness of the Ottawa Chamber member to serve the Committee
- (c) community compliments were expressed by several organizations for constructive collaborations with the community and improved services at TOH e.g. CCAC, Community Health Care Centres, Ottawa Public Health, and the Ottawa Council of Women.