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**NLHBA Staff
wish everyone a
Merry Christmas
and a
Happy New Year!**

- **Welcome!** The Newfoundland and Labrador Health Boards Association extends a warm welcome to John Abbott, the new Deputy Minister for the Department of Health and Community Services, and offers him the very best wishes in his new role. Until accepting this position, John was a Director of the NLHBA Board in his capacity as Chair of the Board of the Health Care Corporation of St. John's. We thank him for his valuable contributions to the NLHBA Board, which will be missed, and look forward to working with him in his position as Deputy Minister.
- **Budget consultation:** the NLHBA welcomed the Minister of Health and Community Services, the Honourable John Ottenheimer, and the Minister of Finance and President of Treasury Board, the Honourable Loyola Sullivan, to the CEOs meeting before the AGM in November. CEOs had the opportunity to discuss key issues of importance to the health and community services system with both Ministers and greatly appreciated the opportunity for doing so in person.
- **Orientation for RIHAs:** Over the past several months, I have been working with Executive Council to develop orientation modules for public boards and agencies. In partnership with the Department of Health and Community Services, I will be preparing to start orientation sessions for the new RIHAs.



(See other notes inside.)

2004 Annual General Meeting



NLHBA Board of Directors

Back Row L-R: Lewis Stoyles, Des Dillon, Robert Woolfrey, Alfred Barrett, Nathan Gosse, Robert Mesher, Verdon Young, John Peddle; Front Row L-R: Joan Dawe, Primrose Bishop, John Abbott, Regina Warren, Jim Farrell, Regina Bailey; Missing: Merlin Feltham, Gerry Nash, Bernd Staeben

Annual General Meeting: The Annual General Meeting was held at Hotel St. John's on November 26, attended by Minister John Ottenheimer. The NLHBA Executive Director, John Peddle, presented the NLHBA 2004 Annual Report, highlighting both innovative new activities and some long-planned projects which have born fruit after months or even years of work. He pointed out that 2004 had been a productive year and also a landmark year, in that this was the final AGM in this health boards structure before moving to the four

Regional Integrated Health Authorities. In the newly restructured health and community services system the NLHBA will continue to form partnerships and work towards the best possible health and community services system for the people of this province.

Notes from the Executive Director *(continued)*

- **Legislation:**
 - NLHBA representatives attended a briefing session on Government's proposed *Accountability and Transparency Act* which will apply to all government departments and public entities. The legislation has now been introduced in the House of Assembly as part of the government accountability and transparency agenda.
 - Amendments to the *Labour Standards Act* on compassionate leave have been approved by the House of Assembly.
 - **Bill 41, *An Act to Amend the Government Purchasing Agency***, provides for an advisory board to replace the Central Purchasing Authority and contains amendments to the *Public Tender Act* establishing a new tender notification and reporting structure.
- **Entry-to-practice credentials:** Federal, provincial and territorial Ministers of Health approved a new process for managing proposals to change an entry-to-practice credential for medical and health professions in October of 2004. It can be found at www.healthcanada.ca/credentials



L-R: Kevin Durdle, Gail Carroll, Trudy Read, Jocelyn Farrell, Verdon Young, President

2004 Article of the Year Awards

The Newfoundland and Labrador Health Boards Association (NLHBA) holds an annual Article of the Year competition, and this year's winners were recognized at NLHBA's Annual General Meeting held on November 26. Health Minister John Ottenheimer presented the prize in the category: *Health Services, Technical, Professional or Educational*, to Trudy Read, Health and Community Services Western for her article, *Articulating What We Do: Community Services in the*

Western Region. A Population Health Approach. In the category: *Innovations, Best Practices and Quality Initiatives*, the award for First Place was presented to Kevin B. Durdle, Health and Community Services Eastern, for his article, *Enabling the Electronic Health Record*. Joint Second Place awarded were presented to Gail M. Carroll, St. John's Nursing Home Board for *A Matter of Respect* and to Jocelyn Farrell, Newfoundland Cancer Treatment and Research Foundation for *Management of Skin Toxicity in the Patient Receiving Radiation Therapy*. All these articles have been posted on the NLHBA website, www.nlhba.nf.ca and, in past years, winning articles have been picked up for publication by national health publications.

Provincial Co-ordinator of Pastoral/Spiritual Care

- The Honourable John Ottenheimer, Minister of Health and Community Services signed the Provincial Proclamation for Pastoral/Spiritual Care Week October 17-23, 2004. The theme "Exploring Hope: On Life's Journey" was the Provincial theme used at the Pastoral Care Allied Health Group Conference in October 2004.
- Rev. Dr. Curt Clark, the Provincial Co-ordinator of Pastoral/Spiritual Care held 14 workshops and training events across the Province for Pastoral Care Workers, Health Care Professionals, and community clergy in 2004.
- Planning is underway for the Pastoral Care Week October 23 to 29, 2005 with the Pastoral Care Allied Health Group 2005 conference to be held in Gander on October 12 to 13, 2005. The theme is "Facing Life's Challenges".
- Three new Regional Pastoral Care Committees have been formed. Two of these new Pastoral Care Committees are for Health and Community Services Boards and the other is the St. John's Regional Nursing Home Regional Committee.
- January 18, 2005 will be the first meeting for the new Regional Pastoral Care Committee for the new Central Health Authority. The chairpersons of the 19 Pastoral Care Committees in CEHCIB, CWHC, and HCSC will be part of this new committee.
- The newly formed St. John's Nursing Homes Regional Pastoral Care Committee is making plans to create the new part time paid position of ecumenical chaplain for the Hoyles/Escasoni Home. The Ecumenical Chaplain for the Hoyles/Escasoni Complex will be a part time position. The chaplain will coordinate Pastoral Care at the Hoyles/Escasoni Complex, coordinate Worship Services, and coordinate Pastoral Care to patients and families, as well as other duties.
- Accepted the invitation of the Avalon Health Care Institutions Board to sponsor the May 2, 2005 to July 15, 2005 Clinical Pastoral Education Unit. The eleven-week Unit is full with the maximum of six students having been interviewed and accepted into the Unit.

Fall Conference

Successful Fall Conference: Adverse Events and Patient Safety, the 2004 NLHBA Fall Conference, was a resounding success, attended by over 240 delegates, with four outstanding Keynote Speakers: Dr. Ross Baker, the author of the *Canadian Patient Safety Report*; Barry McLoughlin, the crisis communications expert; Bonnie Salsman, a Board member of the Canadian Patient Safety Institute sponsored by the Pharmacy Association of Newfoundland and Labrador; and Donna Towers, Board Chair of, and sponsored by, the Canadian College of Health Services Executives. We wish to thank Joan Dawe, our Honorary Chair, our Program Committee - Bev Clarke, Alice Kennedy, Heather Pridham, Kristi Parmiter and Jeannie House and our inhouse Conference Committee for their hard work preparing for the conference. We also want to thank the delegates for supporting the conference on this important topic.



Labour Relations

The Labour Relations Department has begun scheduling interpretation sessions to review the changes to the NAPE (HS), NAPE (LX), NAPE (HP) and CUPE (HS) collective agreements. We conducted a session in Gander on November 26th and have set December 15, 2004 for St. John's.

A recent arbitration award was rendered by Dennis Browne fully supporting our position that the employer is not responsible for providing paid leave for days before or after scheduled negotiating sessions under the NAPE (LX) collective agreement. NAPE was insisting that the members of the union negoti-

ating team should be paid for time spent during pre- and post- negotiation meetings among themselves as well as time for travel. The NLHBA claimed that the employer would only pay for days that were scheduled and "face-to-face" negotiations. In other words, if the parties scheduled a day but then cancelled, the employer should not pay.

Don Saturley of our Department has been involved with the review of the draft policies for the new PRIME Rate Model. The WHSCC is still drafting policies for employer input with a proposed date of January 1, 2005 for implementation.

Group Purchasing

GPOTS Upgrade Complete:

A major upgrade to the Group Purchasing Online Tendering System (GPOTS) is now allowing us to capture and report on information regarding medical device licenses, latex content and scent content. Members identified these issues as requiring more attention, and we are pleased that we can now provide these additional features for all NLHBA tenders/contracts. The upgraded system also features enhanced reporting capabilities and will help clarify the tender process for vendors who are placing bids.

New Terms and Conditions to Govern Group Purchasing Contracts:

An updated version of our Standard Terms and Conditions was approved by the members and released to the vendor community in early November. This document, written in conjunction with the Association's lawyer, and with input from members, details

the regulations that vendors must adhere to when bidding one of our tenders. It is hoped that the new Standard Terms and Conditions will avoid many of the ambiguities that are inherent in the tender process.

New Tender Awarded for Inter-Provincial Airline Travel:

A tender for Inter-Provincial Airline Travel has been awarded to Provincial Airlines, effective December 1st, 2004 to November 31st, 2005. This contract will provide savings to members who book travel through our Corporate Travel Agreement, currently with Carlson Wagonlit Travel - Harvey's Travel. The discounts offered to our members by Provincial Airlines show considerable savings over full fare rates and offer additional rebates with increased volume and for frequent flyers.

NLHBA RECRUITMENT FAIR AT MUN MEDICAL SCHOOL

The second successful NLHBA Recruitment Fair was held on November 15, 2004.

Many medical students met with Medical Directors and Recruiters from all over the province.

In addition, on the evening before, Family Medicine residents enjoyed a social at the Crows Nest that provided an ideal recruitment opportunity for health boards. Dr. Ed Hunt, Medical Consultant with the DOHCS, attended to share information on Primary Health Care Reform and related topics of particular interest to graduating family medicine graduates preparing to join or start a new practice. These are just a few examples of how Medical Directors in the province are actively recruiting our medical students to practise in their communities.



Monica Brake (L), regional director for medical services with the Western Health Care Corporation, talks to first-year resident Dr. Karen-Lynne Piercey, who has already signed on to work in the area.



Dr. Kweku Dawkwa, Grenfell Regional Health Board, discusses opportunities in the area with first-year medical student Gina Higgins.



Jennifer Murphy (L), executive secretary of the Peninsulas Health Care Corporation, chats with first-year medical student Katherine Hutchings.

Health Human Resource Planning

Learning Plans for Managers and Professionals

The Human Resource Planning Unit has been actively involved with the development and implementation of Learning Plans for managers and professionals within the health system in 2004/05. This was made possible by a one-time allocation of funds by Treasury Board Secretariat in the spring of 2004. The Learning Plans were not meant to duplicate the professional development processes already underway by health boards, rather to complement these efforts in areas where needs were identified across the health system.

The Learning Plans developed for this year were based on identified learning needs for both managers and professionals. A number of processes were used to identify these learning needs, including surveying health boards for current development programs, a literature review, a scan of recent reports prepared by the HR Planning Unit, and provincial and health board strategic plans.

Since June 2004, courses such as Managing People and Teams, From Vision to Action, and Clinical Leadership for Health Professionals have been offered to health personnel. The course descriptions are as follows:

- **Managing People and Teams workshop** provides the ability to effectively manage and coach employees and teams. A key emphasis of the workshop is to develop managerial ability to motivate and empower departments through ongoing employee feedback. The goal is to improve overall health board performance. A total

of 67 employees have completed the course in three centres, Corner Brook, Gander, and St. John's.

- **From Vision to Action workshop** provides the ability to investigate and develop practical, relevant leadership strategies that move an organization from vision to action. From Vision to Action is designed to be interactive and provocative, inviting discussion and debate. A total of 67 employees have completed the course in three centres, Corner Brook, Gander, and St. John's.

- **Clinical Leadership for Health Professionals Part II** is part of the Clinical Leadership program offered by the Registered Nurses Association of Ontario. With health care at a critical crossroad, skilled professional leadership is vital to maintaining the health care system. Clinical Leadership for Health Professionals Part II is concerned with enhancing leadership skills for today's health professional. A total of 32 employees have completed the course in Gander.

Successful completion and positive feedback of these courses by more than 160 individuals across the province have made learning plans a success. Employees have indicated that this is useful and valuable information for immediate and practical utilization. Feedback from these courses has been used to identify issues and other learning needs. Additional courses are currently ongoing and or in the development stages. As well, a proposal has been submitted for funding in 2005/06.

For more information contact the Human Resource Planning Unit.

If you have any questions, concerns, or suggestions for our NewsNet, please contact
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