

## Senior Leadership Changes at CritiCall Ontario

In the latter part of 2009, CritiCall Ontario said goodbye to Executive Director Kris Bailey and Medical Director Dr. Avery Nathens. CritiCall Ontario would like to extend its sincerest appreciation to both Kris and Avery for their vision and contributions over the course of the past two years. We would also like to welcome Donna Thomson and Dr. Wilfred Demajo to our senior team. We are confident that under their leadership CritiCall Ontario will continue to support our stakeholders during this transition period.

### Interim Executive Director – Donna Thomson

Donna Thomson brings a wealth of clinical, administrative and leadership experience to her new role. Donna has held progressive leadership roles in clinical settings and participated in provincial and LHIN initiatives. Her clinical experience includes emergency departments and critical care. Donna worked for the Joint Policy and Planning Committee as the MIS Coordinator for Ontario during the implementation period and provided consulting services to several other provinces. She has been a co-investigator on several funded research projects and co-authored numerous publications on the effective and efficient use of health care resources. Prior to the recent merger of Hamilton Health Sciences and St. Peter's Hospital, Donna was the Senior VP Clinical Operations and Chief Nursing Executive for St. Peter's Hospital. She is currently seconded from her position as a Site Administrator and Program Director at Hamilton Health Sciences.

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### Interim Medical Director – Dr. Wilfred Cassar-Demajo

Dr. Wilfred Cassar-Demajo has been one of CritiCall Ontario's Medical Directors since the program's inception. Prior to joining CritiCall Ontario, Dr. Demajo served as the Medical Director for the Trauma, Critical Access Program (TCAP) in Toronto. Dr. Demajo has a varied and impressive medical background and has worked in anesthesiology and critical care. He is currently head of the University Health Network's Hyperbaric Program.

## Project Updates

### Reports

We began distribution of our new reports in October 2009. These reports provide data related to the number and types of cases accepted by hospitals or referred to other hospitals through CritiCall Ontario in a more readable and user-friendly format than past versions. Although we are continuing to make enhancements to our reports, this process will be ongoing for some time. For now, you will continue to receive your reports by the middle of each month from your Account Manager. We are also preparing a Report Guide that will assist you in reading and understanding your reports so you can use the information to assist with planning and utilization at the hospital level. You will receive an electronic version of this guide as soon as it is available.

### ENITS (Emergency Neurosurgery Image Transfer System)

CritiCall Ontario is continuing to use ENITS to help facilitate emergent neurosurgical consultations in LHINs 1, 2, 3, and 4. To date, 22 neurosurgeons, 27 hospital sites and 34 CTs are

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participating in the ENITS pilot program and ENITS has been used in 237 cases with 81 patient transfers avoided.

We will continue to work with the Ministry of Health and Long-Term Care and hospitals across Ontario on the provincial implementation of ENITS.

**Surge Capacity Management Plan**

The Critical Care Secretariat of the MOHLTC has introduced a new process to support hospitals in surge capacity management for critical care services. The surge capacity management framework allows a response to escalate from a hospital, to the Local Health Integration Network (LHIN), to an entire province, depending on patient needs. As a surge process escalates from minor (within the hospital) to moderate surge (across the LHIN), the hospital will notify CritiCall Ontario to begin the surge response plan. The criteria for activation of the plan require the minor surge plan at the hospital to be implemented with critical care capacity or capability expanding to 15 per cent above normal capacity. To initiate the moderate surge response plan, **your CEO or designate can call CritiCall Ontario's designated number:**

**1-877-ONT- SURGE (668-7874)**

Moderate surge management is a multi-step process and the first step involves a "preamble call." During this call, your CEO or designate will be connected with the Critical Care LHIN lead and the LHIN CEO for a conference call facilitated by CritiCall Ontario. During this "preamble call," you will work together to determine whether the situation can be resolved or if you need assistance from other hospitals. The process will continue as required and with other health care partners until resolution is reached.

CritiCall Ontario also supports the Critical Care Secretariat ventilator initiative by providing access to provincial ventilators. Hospitals can contact CritiCall Ontario for assistance if they require access to the provincial ventilator stockpile.

**Critical Care Information System (CCIS)**

The infrastructure and technical support for the provincial Critical Care Information System (CCIS), one of the Critical Care Secretariat strategies, is transitioning to CritiCall Ontario in April 2010.

To date, the CCIS has been operated and administered by the SIMS Project Team at University Health Network with training and education provided by CritiCall Ontario through the CCIS Education Team. This spring, CritiCall Ontario will be taking over the role as CCIS operator and administrator.

Over the past few months a transition team comprised of the Secretariat, SIMS and CritiCall Ontario staff has been working to develop and implement a smooth transition plan. While this transition is very exciting for CritiCall Ontario, the impact to those using the CCIS will be minimal. We will continue to keep you updated on the progress of this transition.

**G8 and G20 Summit preparations**

Planning for this summer's G8 and G20 summits is well underway. Many federal and provincial security agencies and health care organizations, including CritiCall Ontario, are participating in preparations for these summits.

*If you have any questions about anything you read in Connections or require additional information about CritiCall Ontario or our services, please contact your Account Manager or visit our website at [www.criticall.org](http://www.criticall.org).*