Dear [Redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act (Act) [Our File #: HCS 004 2013]

On February 14, 2013, the Department of Health and Community Services (Department) received your request for access to the following records/information:

1. All documents related to requests by CBC News and/or CBC Television and/or the fifth estate for permission to obtain hospital-specific data from the Canadian Institute for Health information (CIHI).

2. All documents related to requests by CBC News and/or CBC Television and/or the fifth estate to hospitals to complete CBC’s hospital survey as part of the project entitled “Vital Signs: Inside Canada’s Hospitals.”

3. All documents related to the plans by CBC News and/or CBC Television and/or the fifth estate to produce an Internet-based resource that rates hospitals.

Time period of records: December 1, 2012 to present"

On March 1, 2013 the Department advised you that the 30-day time period for responding to your request had been extended for an additional 30 days in accordance with Subsection 16(1)(d) of the Act as consultations with a third party or other public body were required before the Department could determine whether or not to grant access to the requested records. Consideration had to be given to the fact that some of the responsive material comprised work prepared by another province, territory or the federal government, or referenced such work. Consultation with jurisdictional counterparts is standard practice when material provided by another jurisdiction is deemed responsive to an access request.

P.O. Box 8700, St. John's, NL, Canada A1B 4J6 t 709.729.3125 f 709.729.0121
On April 2, 2013 the Department advised you that, in accordance with Section 16(2)(a) of the Act, the Information and Privacy Commissioner approved an extension of the time for responding to your request for an additional 16 days and that we expected to respond to your request by April 30, 2013.

The Department has reviewed your request in the context of the Act. The Department is able to provide you with partial access to the information that you have requested. Portions of the attached documents have been severed as they are non-responsive to your request or in accordance with:

1. **Subsection 20(1):** The head of a public body may refuse to disclose to an applicant information that would reveal
   
   a) advice, proposals, recommendations, analyses or policy options developed by or for a public body or minister; and
   
   c) consultations or deliberations involving officers or employees of a public body, a minister or the staff of a minister;

2. **Subsection 23(1):** The head of a public body may refuse to disclose information to an applicant if the disclosure could reasonably be expected to
   
   a. harm the conduct by the government of the province of relations between that government and the following or their agencies:
      
      i. the government of Canada or a province;

3. **Subsection 23(1):** The head of a public body may refuse to disclose information to an applicant if the disclosure could reasonably be expected to
   
   b. reveal information received in confidence from a government, council or organization listed in paragraph (a) or their agencies; and

Please note that the following information has been fully redacted from the package:

- Pages 216, 226, and 229 have been fully redacted under Paragraph 20(1)(c) of the Act.
- Pages 14-15, 36-37, 49-50, 171-178, 184-185, and 207-211 have been fully redacted under Subparagraph 23(1)(a)(i) and Subsection 23(1)(b) of the Act.
- Pages 109-110, 158-159, 182-183, and 187-188 have been fully redacted under Subparagraph 23(1)(a)(i) of the Act.
Section 43 of the Act provides that you may ask the Information and Privacy Commissioner to review this partial refusal of access or you may appeal the refusal to the Supreme Court Trial Division. A request to the Commissioner shall be made in writing within 60 days of the date of this letter or within a longer period that may be allowed by the Information and Privacy Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2nd Floor, 34 Pippy Place
P. O. Box 13004, Stn. A
St. John's, NL A1B 3V8

Telephone: (709) 729-6309
Facsimile: (709) 729-6500
Email: oipc@gov.nl.ca

In the event that you choose to appeal to the Trial Division, you must do so within 30 days of the date of this letter. Section 60 of the Act sets out the process to be followed when filing such an appeal.

If you have any further questions, please feel free to contact Rachelle Cutler, ATIPP Coordinator at (709) 729-7776 or by email at RachelleCutler@gov.nl.ca.

Sincerely,

Bruce Cooper
Deputy Minister

/Encl.
/rc
Hi [redacted] s.30(1)

I apologize for not getting back to your email sooner. I have been covering for my boss since last Wednesday and have been inundated with other duties. However, I have not had any messages left on my answering machine if you have been calling me.

As per your request. The data that was supplied to you is the data that we report on publicly.

In terms of data specific to each hospital for benchmark wait times, and MRSA, C-Difficile and VRE, as I indicated previously that is information that would have to come from each of the four regional health authorities if they have that information available.

Emergency department wait times and patient experience surveys are not collected by the Department; again, the regional health authorities may be able to help you with that information if they collect it.

Please find below the list I previously provided for contacting the media representatives in the RHAs

Eastern Health
Zelda Burt
Media Relations Manager
(709) 777-1339
zelda.burt@easternhealth.ca

Central Health
Roger Pike
Director of Corporate Communications
(709) 292-1289
Roger.Pike@centralhealth.nl.ca

Western Health
Heidi Staeben-Simmons
Director of Communications
Western Health
(709) 637-5252
heidistaebensimmons@westernhealth.nl.ca

Labrador-Grenfell Health
Allan Bock
Communications Manager
(709) 897-2294
allan.bock@lghealth.ca

Blair
Hi Blair,

My name is [REDACTED] and I am working with [REDACTED] on this project.

Thank you very much for this information. I would just like to clarify a few things.

I see on the website the wait times for the five benchmark procedures per health region. Is there any way I can access hospital-specific wait time information?

In addition, I do not see MRSA, C-Difficle or VRE on the Disease Surveillance reports. I am looking the rates of those hospital-acquired infections expressed as a rate per 1,000 patient days. Do you have access to that information?

Lastly, I would like to confirm that you do not have access to emergency department wait times and do not conduct patient experience surveys.

Thank you very much. I appreciate your time!

416-[REDACTED] [REDACTED]

the fifth estate
As requested

Blair Medd
Communications Manager
Department of Health and Community Services
Main Floor, West Block
Confederation Building

Tel: 709-729-1399
Email: blairmedd@gov.nl.ca
Dear Blair,

Thanks for returning my call. As I mentioned in my voice mail, I'm working on a project looking at hospital performance across Canada. We are designing a consumer-friendly online tool to give Canadians up-to-date information about their hospital and hospitals across the country. The online resource will be coupled with a documentary about Canadian hospitals.

In addition to data provided by CIHI, I'm gathering information from every province about hospital wait times, infection rates and patient experience. I know that the health ministry publishes some of this information online however I am looking for the complete sets of data in a format such as Excel. I require that to ensure that we present the same type of data expressed in exactly the same way for all hospitals.

Here's the information I'm looking for:

-- hospital-specific wait times for the five benchmark areas
-- hospital-specific wait times for emergency departments
-- the rate and number of various hospital-acquired infections in each hospital
-- hospital-specific results of patient experience surveys if you are doing them

For infections, it would be best to get data for the most recent three years. For wait times, is it possible to do a yearly average? That may be better than data for the most recent quarter.
I'd like to know in the next couple of days what data I can get. After that, we can talk about how long it might take to get it. Please give me a call when you have a few minutes. I think it's best that we talk this through so that nothing gets lost in email translation.

**Suggested Response:**

Please find below links to information collected by the Department of Health and Community Services that pertain to your media inquiry.

- hospital-specific wait times for the five benchmark areas

**Provincial Wait Time Information**


- hospital-specific wait times for emergency departments

This is not data collected by the Department of Health and Community Services

- the rate and number of various hospital-acquired infections in each hospital

**Newfoundland and Labrador Communicable Disease Surveillance**

http://www.health.gov.nl.ca/health/publichealth/cdc/informationandsurveillance.html

The Department does not collect data specific to each hospital location in the province. Please contact the individual health authorities if you wish to follow-up.

**Eastern Health**
Zelda Burt
Media Relations Manager
(709) 777-1339
zelda.burt@easternhealth.ca

**Central Health**
Roger Pike
Director of Corporate Communications
(709) 292-1289
Roger.Pike@centralhealth.nl.ca

**Western Health**
Heidi Staeben-Simmons
Director of Communications
Western Health
(709) 637-5252
heidistaebensimmons@westernhealth.nl.ca

Labrador-Grenfell Health
Allan Bock
Communications Manager
(709) 897-2294
allan.bock@lghealth.ca

- hospital-specific results of patient experience surveys if you are doing them

This is not data collected by the Department of Health and Community Services.
Hi Kirsten, we have provided links to the information collected by the Department that pertains to the request i.e. hospital-specific wait times for the five benchmark areas. Where we do not collect data we have told them so. As for hospital specific communicable disease surveillance information and patient experience surveys, again we, the department, do not collect data specific to each hospital location in the province and have suggested they contact the individual health authorities.

r

From: Nucklaus, Kirstin [mailto:Kirstin.Nucklaus@gov.ns.ca]
Sent: Thursday, December 20, 2012 9:26 AM
To: Afra Khan; Alex Stoutley; Brian Bertelsen; Crumney, Carol; Dan Wong; Danielle Edwards; DeChamp, Anne; Denise Canuel; Erin Murphy; Erin Shea; Evan Sotiropoulos; Gayle Downey; Geof Langen; Heather Scheffer; Jessica Irvine; Johanne Caseault; Rodway, Kathy; Keating, Judy S; Nucklaus, Kirstin; Krista Hiebert; Leann.Cairns@gov.bc.ca; Liana Brown; Linda Malloy; Louis Dimitracopoulos; Lynn Olenek; Mahindan Kanakaratnam; Mark Goossens; Marlien McKay; Maureen Neuman; Michael Kary; Michelle Doucette Issaluk; Molly McCracken; Nicolas Seney; Patrick Anderson; Ryan, Patti R; Paula DeBeck; Peterson Boulton, Lee-Ann; Phil Burke; Regina Angeleau; Boyd, Rosemary; Shaun MacNeill; Shauna-Leigh Wright; Sophia Grew; Sophie Buzash; Taras Sakac; Tom Fetter; Traci Schmekel; Trish Fanjoy; Reddick, Vanessa; Bhashyakarla, Vijay; Vinessa Redford; Violet van Hees; Wendy Trotter
Subject: CBC 5th Estate - release of CIHI hospital data
Importance: High

Hello PTs:
You may recall we had some prior discussion regarding CBC’s 5th Estate requesting hospital data to create an internet-based resource that gives consumers easily-accessible and scientifically sound information about their hospital and hospitals across the country; the online tool will include individual hospital profiles.

NS would very much like to know how PTs are addressing the 5th Estate request, specifically how PTs are able to obtain cooperation from CIHI to release the data. Any information you can provide to me and Vijay ASAP would be helpful and greatly appreciated.

Many thanks,
Kirstin
Hello to you all.

In this file, Québec only received a communication from CIHI asking to identify a contact person here so CBC can make their request. Up to noon today, no request was presented to the contact identified (our "media-relation people").

So no decision has been made here on what we would let go (probably nothing more than already public info).

Johanne

JOHANNE CASEAULT
Conseillère en affaires intergouvernementales
Direction des affaires intergouvernementales et de la coopération internationale
Ministère de la Santé et des Services sociaux
1005, chemin Ste-Foy, 1er étage
Québec (Québec) G1S 4N4
Téléphone (418) 266-5838
Télécopieur (418) 266-8755
Courriel : johanne.caseault@mssss.gouv.qc.ca

"Trotter, Wendy HLTH:EX" <Wendy.Trotter@gov.bc.ca> 2012-12-20 14:27

A "XT.HLTH.Dimitracopoulos, Louis" <Louis.Dimitracopoulos@ontario.ca>, "XT.Nucklaus, Kirstin HLTH:IN" <Kirstin.Nucklaus@gov.ns.ca>, "XT.Khan, Afra HLTH:IN" <Afra.Khan@ontario.ca>, "XT.Stoutley, Alex HLTH:IN" <Alex.Stoutley@ontario.ca>, "XT.Bertelsen, Brian HLTH:IN" <BBERTELSEN@gov.pe.ca>, "XT.HLTH.Crummey, Carol" <ccrummey@gov.nl.ca>, "XT.Wong, Dan HLTH:IN" <Dan.Wong@gov.nt.ca>, "Edwards, Danielle HLTH:EX" <Danielle.Edwards@gov.bc.ca>, "XT.deChamp, Anne HLTH:IN" <Anne.deChamp@gov.ns.ca>, "XT.HLTH.Canuel, Denise"
Hi everyone. Further to our discussion, I have attached the two requests we have received, [redacted]

I have also attached the request to CIHI, and the information on what is publicly available on CIHI’s website.

Regards,

Wendy Trotter ~ Director ~ Intergovernmental Relations
BC Ministry of Health
Ph: (250) 952-2378    Fax: (250) 952-2205

From: Nucklaus, Kirstin [mailto:Kirstin.Nucklaus@gov.ns.ca]
Sent: December-20-12 7:56 AM
To: Khan, Afra (MOH); Stoutley, Alex (MOH); Brian Bertelsen; Carol Crummey; Dan Wong; Danielle Edwards; DeChamp, Anne; Denise Canuel; Erin Murphy; Erin Shea; Sotiropoulos, Evan (MOH); Gayle Downey; Geof Langen; Heather Scheffer; Jessica Irvine; Johanne Caseault; Kathy Rodway; Keating, Judy S; Nucklaus, Kirstin; Krista Hieber; Leann.Caïns@gov.bc.ca; Brown, Liana C. (MOH); Linda Malloy; Dimitracopoulos, Louis (MOH); Lynn Olenek; Kanakaratnam, Mahindan (MOH); Mark Goossens; Marlien McKay; Maureen Neuman; Michael Kary; Michelle Doucette Issaluk; Molly McCracken; Nicolas Seney; Patrick Anderson; Ryan, Patti R; Paula DeBeck; Peterson Boulton, Lee-
Hi Stephen,

It's for the three years 2009-10 to 2011-12.
Dear Stephen,

I am writing to follow up on our telephone conversation on Monday. As I mentioned, I would like to ask the Ministry’s permission to obtain site-specific information about hospitals in your province from the Canadian Institute for Health Information database. Officials at CIHI have referred me to you.

The information will be combined with data already published by CIHI to develop an Internet-based patient-oriented resource designed to provide consumers with credible information about how their hospitals are performing. Developing the resource is a joint project between the fifth estate and the CBC’s online division. To ensure the resource is of the highest quality, we are working with an international panel of experts and a biostatistician who specializes in health quality research.

We have requested the following anonymized data. We do not intend to cross-reference the information with any other database.

1) The number and rate of induced births with no medical indication before 39 weeks gestation, reported by hospital.

2) Mortality rate and number of deaths for patients admitted to hospital on the weekend suffering from stroke or AMI, reported by hospital.

3) Mortality rate and number of deaths for patients admitted to hospital on a weekday suffering from stroke or AMI, reported by hospital.

4) Rate and number of unplanned returns to the operating room, reported by hospital.

5) Rate and number of hospital-acquired C. difficile infections, reported by hospital.
6) Rate and number of central line bloodstream infections, reported by hospital.

7) Rate and number of hospital-acquired urinary tract infections, reported by hospital.

8) Number of cases for each of the indicators included in the CHRP data.

9) Rate and number of deaths in low-risk diagnosis-related groups, reported by hospital.

10) Emergency department wait times according to length of stay in the ED, time waiting for a physician, time to a disposition decision and time waiting for an inpatient bed, reported by hospital.

As always, we are working with short deadlines. I would appreciate a response by mid-January. Please let me know if you need further information. I will be away starting tomorrow and returning on January 2.

Best regards,

CBC TV, the fifth estate

p: 416-********** s.30(1)  s.30(1)  s.30(1)

----- Message de **********@cbc.ca> sur Mon, 3 Dec 2012 12:50:24 -0800 -----

Pour: "May, Stephen GCPE:EX" <Stephen.May@gov.bc.ca>
Objet: CBC's the fifth estate inquiry

Hi Stephen,

Just to make confirm you have documentation of my request:

The fifth estate is working on a project to create an Internet-based resource that gives consumers easily-accessible and scientifically sound information about their hospital and hospitals across the country. The online tool will include individual hospital profiles. It will be published on cbc.ca and will be coupled with a fifth estate documentary.

The resource will be based on data provided by CIHI. As you may know, however, the CIHI data is missing some information. In order to present as complete and accurate a picture as possible, we are collecting additional data from each province.

We are looking for four pieces of information from EACH individual hospital in the province:

1. The wait time for the 5 "benchmark" procedures:
   - Hip replacements
   - Knee replacements
   - Cataracts
2. Wait times for emergency rooms

3. Hospital-acquired infection rates
   - Data from the last 3 surveillance periods would be appreciated
   - We are specifically concerned with MRSA, C-Difficle and VRE
   - Please specify how the rates were measured

4. Patient experience survey results

In order to ensure that we have accurate and consistent information across all provinces, we require the raw data in the form of an excel spreadsheet or another electronic format.

We are looking for the most up-to-date statistics you have.

Thanks very much for this, Stephen. Please let me know when I can expect some documents.
Canadian Institute for Health Information
Client Information Request Form for Aggregate Data

General Information and Instructions
Before completing the form, we recommend that you contact the appropriate CIHI program manager to discuss your data requirements and applicable fees. Use this form when you are requesting aggregate data. If your request is for record-level data, please use the Client Information Request Form for Record-Level Data. The Canadian Institute for Health Information (CIHI) has privacy protection policies for the release of data, which are available at http://www.cihi.ca/cihiweb/dispPage.jsp?cw_page=privacy_e.html. CIHI requires requestors to obtain authorizations for the release of institution-identifiable data, unless an Act requires or an agreement with CIHI allows the release. Guidelines for what needs to be included in valid authorizations are available upon request. In order to protect confidential information, CIHI undertakes a review of all requests. Every effort is made to respond in a timely fashion, however, some requests may take several weeks to review. Prior to the release of data, CIHI requires a completed Non-Disclosure/Confidentiality Agreement for Aggregate Data. This Agreement is attached to this form. It may be submitted with the request form or, if that is not practical, at a later date.

Part A—Requester Information
1. Requestor (or Principal Investigator):

   Last name: [s.30(1)]
   First name: [s.30(1)]
   Initials: [s.30(1)]

   CBC TV News
   Organization/affiliation: [s.30(1)]
   Department: [s.30(1)]
   Position/title: [s.30(1)]

Requestor’s contact information:

   205 Wellington St. W.  Toronto  Ontario  M5V 3G7
   Street  City  Province  Postal code
   Telephone number: [s.30(1)]
   Fax number: [s.30(1)]
   Email address: @cbc.ca

Organization/Affiliation address (If different from above):

   Street  City  Province  Postal code

   Telephone number  Fax number  Email address
Request on behalf of another party:
If you are making this request on behalf of another party, please provide the following information about the other party:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position/title</th>
<th>Organization/affiliation</th>
</tr>
</thead>
</table>

<table>
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<tr>
<th>Street</th>
<th>City</th>
<th>Province</th>
<th>Postal code</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Telephone number</th>
<th>Fax number</th>
<th>Email address</th>
</tr>
</thead>
</table>

2. Is this request made under the Graduate Student Data Access Program?
Yes_____ No_X_

If yes, please attach:
(a) 1–2 pages with
- your name, degree program and expected graduation date
- brief explanation of how this research will help establish sound health policies, manage the Canadian health system effectively, and/or create public awareness of the factors affecting good health
- brief explanation of how your academic preparation, work experience and/or skills will enable you to undertake this research
- brief explanation of how this research will contribute to your professional development
(b) a letter from your academic supervisor(s) which
- supports the planned research and attests to your ability to complete it
- confirms that you are enrolled as a full-time or part-time student in a graduate degree program and that the research will be used for fulfilling degree requirements
(c) brief curriculum vitae of your supervisor(s) for the planned research

Part B—Data Requested
1. Which CIHI data holdings(s) are you requesting data from:
DAD-HMDB

Which data years are you requesting?
2008-2009, 2009-2010, 2010-2011 (Quebec)

2. List (or attach) aggregated data you are requesting (e.g. total acute myocardial infarctions by province, with breakdown by 5-year age group and gender, etc.):

1) Number and rate of induced births with no medical indication before 39 weeks gestation, reported by hospital
2) Mortality rate and number of deaths for patients admitted to hospital on the weekend suffering from stroke, reported by hospital.
   Mortality rate and number of deaths for patients admitted to hospital on the weekend suffering from AMI, reported by hospital.
   Mortality rate and number of deaths for patients admitted to hospital on the weekend suffering from a fractured hip, reported by hospital.
Mortality rate and number of deaths for patients admitted to hospital on a weekday suffering from stroke, reported by hospital.
Mortality rate and number of deaths for patients admitted to hospital on a weekday suffering from AMI, reported by hospital.
Mortality rate and number of deaths for patients admitted to hospital on a weekday suffering from a fractured hip, reported by hospital.

3) Rate and number of unplanned returns to the operating room, reported by hospital
4) Rate and number of surgical-site infections for all patients who have undergone planned surgery, reported by hospital
Rate and number of hospital-acquired C. difficile infections, reported by hospital.
Rate and number of hospital-acquired MRSA infections, reported by hospital.
Rate and number of central line bloodstream infections, reported by hospital.
Rate and number of hospital-acquired urinary tract infections, reported by hospital.
Rate and number of all hospital-acquired infections reported by hospital for all surgical and medical patients.
Rate and number of hospital-acquired VRE infections, reported by hospital.

5) Rate and number of deaths in low-risk diagnosis-related groups, ie, where patients would normally be expected to survive, reported by hospital.
6) Number of cases for each of the indicators included in the CHRP data, reported by hospital.
7) Number of cases in which a foreign object was accidentally left inside a patient during surgical and medical care, reported by hospital.
8) Number of cases of surgery performed on the wrong part of the body, reported by hospital.

3. How do you wish to receive the data (e.g. paper, diskette, CD-ROM, etc.) CD-ROM

4. Target date for receipt of data: December 7, 2012

Part C—Details of the Project (or Research Study)
1. Title of project: CBC TV hospital performance project

2. Provide a brief statement of the purpose/objective of the project:
   (or attach a copy of the project outline or research protocol)
   We are preparing a consumer-oriented internet-based tool designed to give Canadians current, easily-accessible information about how their hospitals perform based on validated criteria. The website resource will be combined with a television documentary about Canadian hospitals. We are looking for information to enhance and expand on the data which has already been published.

3. Describe the data analyses to be conducted:
The information will be combined with other data, such as the data contained in the CHRP project and/or published by provincial health ministries. The data will be reviewed and validated by an international panel of researchers and health care practitioners who are experts in measuring hospital performance and quality improvement.
Part D—Institution-Identifiable Data

1. Are you requesting data that identify institutions?  
   Yes X  No

2. If yes,
   a) Have you obtained signed authorizations from the institution(s) to have CIHI disclose institution-identifying information to this project?  
      Yes  No X
      (If yes, please attach a copy of the signed authorizations.  
      No data will be released until authorizations are provided.)
   b) Does an Act require disclosure of the requested data?  
      Yes  No X
      (If yes, please specify the Act and applicable section:)
   c) Do you have an Agreement with CIHI, which permits disclosure of the requested information?  
      Yes  No X
      (If yes, please specify:)

Part E—Termination

In making this request, I acknowledge that failure to comply with the terms and conditions of the Non-Disclosure/Confidentiality Agreement for Aggregate Data, is cause for termination of the Agreement, and where applicable, a complaint to the Information and Privacy Commissioner or equivalent data protection authority.

[Redacted]

Date  

Signature of Requestor  

s.30(1)
Effective Date:

To protect certain Information, the Canadian Institute for Health Information ("CIHI") and the party receiving the Information under this Agreement ("Recipient") identified below agree that:

1. The term "Information" includes any personal, institutional or other information obtained from CIHI on or after the effective date.

2. The parties' representatives for disclosing or receiving Information are:
   - CIHI:
   - Recipient: [redacted] s.30(1)

3. The Client Information Request Form and any attachment are considered part of this Agreement.

4. The specific Information disclosed under this Agreement is described in Part B of the Client Information Request Form.

5. Recipient shall only use Information disclosed to it under this Agreement for the purpose(s) described in Part C of the Client Information Request Form.

6. Recipient shall make no attempt to use the Information to identify or contact a person or institution.

7. Recipient shall include in any such material an acknowledgement in the following form: "Parts of this material are based on data and information provided by the Canadian Institute for Health Information. However, the analyses, conclusions, opinions and statements expressed herein are those of the author, and not necessarily those of the Canadian Institute for Health Information."

8. Recipient will provide CIHI with two copies of any published, reported or otherwise disclosed material within three months from the date of completion, unless otherwise requested by CIHI.

9. CIHI does not warrant the quality, accuracy or completeness of the Information, which is provided "as is" without warranty or condition of any kind. CIHI shall not be responsible for any liability whatsoever or howsoever caused resulting from adopting or relying upon the Information.

10. Unless expressly provided herein, neither party acquires any right or license under this Agreement in or to any intellectual property rights of the other party.

11. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement is made under and shall be construed in accordance with the laws in force in the Province of Ontario.
12. Upon reasonable notice, Recipient will permit CIHI to visit the Recipient’s premises to verify the Recipient’s compliance with the terms of this Agreement.

13. Recipient shall immediately report to CIHI in writing if the Recipient breaches any term or condition of this Agreement, or of any event that may cause the Recipient to believe that an actual or potential breach has occurred.

14. Failure of the Recipient to comply with the terms and conditions of this Agreement is cause for termination of this Agreement and, where applicable, a complaint to the Information and Privacy Commissioner or equivalent data protection authority.

Canadian Institute for Health Information
495 Richmond Road, Suite 600
Ottawa, Ontario K2A 4H6
Phone: 613-241-7860
Fax 613-241-8120

Recipient
CBC TV News

Signature

Name (print)

Title

Date signed

Client Information Request Form
For Aggregate Data—November 2008
From: Cutler, Rachelle
Sent: Friday, February 15, 2013 11:08 AM
To: Cutler, Rachelle
Subject: FW: FYI: Media Call Report - Canadian Hospital Comparison Inquiry - CBC Fifth Estate

From: Medd, Blair
Sent: Thursday, December 20, 2012 4:42 PM
To: Sullivan, Susan; Cooper, Bruce; Bradbury, Cathi M.; Janes, Colleen G.; Stockley, Colleen L.; Griffiths, Bev; Tubrett, Denise
Cc: Tulk, Jennifer; Pike, Robyn; Lindahl, Lisa; O'Keefe, Lori; Sanger, Janice
Subject: FW: FYI: Media Call Report - Canadian Hospital Comparison Inquiry - CBC Fifth Estate

From: Zelda Burt [mailto:Zelda.Burt@easternhealth.ca]
Sent: Thursday, December 20, 2012 4:34 PM
To: Tulk, Jennifer; Medd, Blair
Subject: FW: FYI: Media Call Report - Canadian Hospital Comparison Inquiry - CBC Fifth Estate

Fyi,

Zelda Burt
Media Relations Manager
Eastern Health | Administrative Office
Waterford Bridge Road | St. John's, NL A1E 4J8
Tel: (709) 777-1339 | Mobile: (709) 697-0798
Email: Zelda.Burt@easternhealth.ca

From: Zelda Burt
Sent: December 20, 2012 4:33 PM
To: Executive Team Eastern Health - 2011; Gail Downing; Scott Wilson; Sandra Gear; Sharon Lehr; Elizabeth Kennedy; Kathy Fowler; Shawn Thomas; Merlee SteeleRodway; Angela Lawrence; Beth Ryan; Carmel Turpin; Cathy Fitzpatrick (Executive Offices); Deborah Collins(Communications); Elizabeth Strange; Jackie O'Brien; Janet Laidley; Kimberly Warford; Lynette Oates; Melissa Valverde; Mollie Butler; Phil Simms; Robyn Lush; Ruby Constantine; Stephanie Barrett; Susan Bonnell; Zelda Burt
Cc: Alison Dower; Heidi Staebensimmons; Joanne Rose; Kim Cheeks; Michelle Hart; Roger Pike; Stephanie Power; Tara Pye
Subject: FYI: Media Call Report - Canadian Hospital Comparison Inquiry - CBC Fifth Estate

MEDIA CALL REPORT:

Media:
CBC Fifth Estate, [Redacted] s.30(1)
Context:
CBC is designing a consumer-friendly online tool to give Canadians up-to-date information about their hospital and hospitals across the country. The online resource will be coupled with a documentary.

CBC is looking for information for the last three fiscal/calendar years, or however information is reported.

Questions:
1. Wait Times: For the last three fiscal/calendar years, what is the percentage of patients who receive care within the Pan-Canadian benchmarks per hospital, for the following procedures:
   - Hip replacement;
   - Knee replacement;
   - Cataracts;
   - Coronary Artery Bypass Graft (Heart); and
   - MRI/CT scans
2. For the last three fiscal/calendar years, what are the hospital-specific wait times for emergency departments (per facility)?
3. For the last three fiscal/calendar years, what is the rate of various hospital-acquired infections in each hospital (expressed as the rate per 1,000 patient admissions OR 1,000 patient days, or however its measured) specifically for:
   - VRE;
   - MRSA; and
   - C-Difficile)
4. If issued/available, what are the hospital-specific results for patient experience surveys?

Response Delivered:
Please find attached:
- Wait times for Pan-Canadian benchmark procedures for Eastern Health’s Health Sciences Centre and St. Clare’s Mercy Hospital combined, for the fiscal years (April to March), 2009-2012;
- Emergency department wait times (from triage to initial physician assessment) for Eastern Health’s Health Sciences Centre and St. Clare’s Mercy Hospital, for the fiscal years (April to March), 2009-2012;
- Healthcare-acquired infection rates for Eastern Health’s Health Sciences Centre and St. Clare’s Mercy Hospital, for the calendar years (Jan to Dec), 2010-2012; and
- A News Release and Backgrounder for information about Eastern Health’s first results of its Client Satisfaction Survey.

General Information about Eastern Health:
- Eastern Health is one of four Regional Health Authorities in Newfoundland and Labrador. The Eastern Health region extends from St. John’s west to Port Blandford, and includes all communities on the Avalon, Burin and Bonavista Peninsulas.
- Eastern Health employs approximately 13,000 dedicated employees and serves a population of more than 290,000 people.
- Eastern Health has an annual budget of about $1.3 billion and offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial programs and services.
- For additional information about Eastern Health, its programs and services, please visit www.easternhealth.ca.
In consultation with, and approved by:
Carmel Turpin
Oscar Howell
Beverley Clarke
Pat Coish-Snow
George Butt
Sharon Lehr
Elizabeth Kennedy
Shawn Thomas
Gail Downing
Sandra Gear
Merlee Steele-Rodway

Zelda Burt
Media Relations Manager
Eastern Health | Administrative Office
Waterford Bridge Road | St. John’s, NL, A1E 4J8
Tel: (709) 777-1399 | Mobile: (709) 697-0798
Email: Zelda.Burt@easternhealth.ca

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### Eastern Health

**Benchmark Procedures, Fiscal Years (April to March) 2009 - 2012**

Health Sciences Centre and St. Clare's Mercy Hospital Combined unless Otherwise Indicated

St. John's, Newfoundland and Labrador

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Benchmark</th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Completed</td>
<td>Within Benchmark</td>
<td>Completed</td>
</tr>
<tr>
<td>Hip Replacement</td>
<td>182 days</td>
<td>196</td>
<td>55.6%</td>
<td>184</td>
</tr>
<tr>
<td>Knee Replacement</td>
<td>182 days</td>
<td>351</td>
<td>41.9%</td>
<td>381</td>
</tr>
<tr>
<td>Cataracts</td>
<td>112 days</td>
<td>2799</td>
<td>78.0%</td>
<td>2938</td>
</tr>
<tr>
<td>Coronary Artery Bypass Graft (CABG) - (*Level 3 patients)</td>
<td>182 days</td>
<td>220</td>
<td>98.2%</td>
<td>213</td>
</tr>
<tr>
<td><strong>Note:</strong> Data is for Health Sciences Centre Only. This service is currently not offered at St. Clare's Mercy Hospital.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MRI (**Priority 1 patients)</td>
<td>14 days</td>
<td>(Provincial Benchmark)</td>
<td>N/A</td>
<td>1266</td>
</tr>
<tr>
<td><strong>Note:</strong> Data is for Health Sciences Centre Only. There was no MRI service at St. Clare's Mercy Hospital at that time.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CT (**Priority 1 patients)</td>
<td>14 days</td>
<td>(Provincial Benchmark)</td>
<td>N/A</td>
<td>6624</td>
</tr>
</tbody>
</table>

**Level 3 patients:** patients who have recommended timeframes for completion of surgery within 182 days

**Priority 1 patients:** urgent cases where the recommended timeframe for completion of exam is within 14 days

December 14, 2012
### Eastern Health

Emergency Room Wait Times, Fiscal Years (April to March) 2009 - 2012
Health Sciences Centre and St. Clare's Mercy Hospital
St. John's, Newfoundland and Labrador

#### Health Sciences Centre

<table>
<thead>
<tr>
<th>Average Wait Time Measure</th>
<th>Fiscal Year</th>
<th>Fiscal Year</th>
<th>Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Triage to Initial Physician Assessment</td>
<td>127 minutes</td>
<td>125 minutes</td>
<td>106 minutes</td>
</tr>
</tbody>
</table>

#### St. Clare’s Mercy Hospital

<table>
<thead>
<tr>
<th>Average Wait Time Measure</th>
<th>Fiscal Year</th>
<th>Fiscal Year</th>
<th>Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Triage to Initial Physician Assessment</td>
<td>93 minutes</td>
<td>94 minutes</td>
<td>83 minutes</td>
</tr>
</tbody>
</table>

December 14, 2012
### Eastern Health

**Healthcare - Acquired Infections, Calendar Years (January to December) 2010 - 2012**

Health Sciences Centre and St. Clare’s Mercy Hospital
St. John’s, Newfoundland and Labrador

<table>
<thead>
<tr>
<th>Methicillin-resistant <em>Staphylococcus aureus</em> (MRSA) - Infection rate per 1000 patient days</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Clare’s Mercy Hospital (SCM)</td>
</tr>
<tr>
<td>Combined (HSC and SCM)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clostridium difficile (CDI) - Infection rate per 1000 patient days</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Clare’s Mercy Hospital (SCM)</td>
</tr>
<tr>
<td>Combined (HSC and SCM)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vancomycin-resistant <em>Enterococcus</em> (VRE) - Infection rate per 1000 patient days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Sciences Centre (HSC)</td>
</tr>
<tr>
<td>St. Clare’s Mercy Hospital (SCM)</td>
</tr>
<tr>
<td>Combined (HSC and SCM)</td>
</tr>
</tbody>
</table>

**Rate Calculation:**
Infection rate per 1000 patient days = Number of infections divided by the number of patient care days multiplied by 1000.

**National Benchmarks:**
The **2010 Canadian Nosocomial Infection Surveillance Program** (CNISP) Methicillin-resistant *Staphylococcus aureus* (MRSA) benchmark for Healthcare-Acquired Infections is .235 per 1000 patient days.
The **2010 Canadian Nosocomial Infection Surveillance Program** (CNISP) Clostridium difficile (CDI) benchmark for Healthcare-Acquired Infections is .629 per 1000 patient days.
The **2010 Canadian Nosocomial Infection Surveillance Program** (CNISP) Vancomycin-resistant *Enterococcus* (VRE) benchmark for Healthcare-Acquired Infections is .047 per 1000 patient days.
Eastern Health Releases First Results of Experience of Care Survey

December 19, 2012: St. John’s - Eastern Health today released the first series of results from the Experience of Care Survey conducted by the health authority over the past 18 months.

The survey, which is both confidential and voluntary, is the first of its kind for Eastern Health. It was launched in May 2011 to gather insight into Eastern Health’s services from a patient perspective and help guide the organization in its efforts to deliver the highest possible care to its patients, residents and clients. Quality and safety have been identified as a strategic priority in Together We Can, Eastern Health’s Strategic Plan 2011-2014.

Eastern Health administered the survey through Agility Metrics, a Montreal-based marketing and research firm specializing in health care satisfaction measurement and evaluation. The program areas included in Phase One of the survey are Acute Care, Emergency Services, Children’s Health, Mental Health, Rehabilitation and Long-Term Care.

Results have now been received for Emergency Services and Acute Care inpatients, which includes the Surgery, Medicine, Cardiac/Critical Care and Women’s Health programs, as well as Acute Care outpatients, which includes the Ambulatory Care and Surgical Day Care Programs. Inpatients and outpatients in Acute Care indicated an overall satisfaction level of 83.9 and 82.7, respectively, out of a possible high score of 100, while those who received Emergency Services gave that program a score of 72.9. Respondents highly rated the care they received from health professionals: a score of 85.3 from inpatients, 84.6 from outpatients and 76.1 from clients of Emergency Services.

“These numbers are encouraging to the staff and physicians at Eastern Health as we strive to provide timely and high quality care to the men, women and children of the province,” said Vickie Kaminski, President and CEO. “The majority of respondents also indicated they would recommend our organization to others. However, this feedback from our clients also serves to hold us accountable in areas where improvement is needed, as we continue to give strategic priority to quality and safety in the care we provide.”

Questionnaires were mailed to 9,328 clients of Acute Care, including 6,192 inpatients and 3,136 outpatients. A total of 2,854 responses were received, 1,925 from inpatients for a response rate of 31.1 per cent and 929 from outpatients, for a response rate of 29.6 per cent. A total of 4,526 questionnaires were mailed to those who had received Emergency Care. Responses totaled 594, for a response rate of 13.1 per cent.

Questions were based on the following dimensions of care: (see background for results by program)

- Overall assessment
- Accessibility
- Continuity and coordination
• Care from health professionals
• Respect for clients’ rights
• Hospital support services – satisfaction with food, friendliness of support staff (inpatients only)
• Concern for safety
• Hospital environment
• Discharge from the ER (Emergency Services only)

Some areas of concern identified by the survey were respondents’ general level of discomfort with refusing treatment and not knowing how to express a complaint about the care they received.

Outpatients, in particular, expressed some concern with the length of wait time for an appointment (the average score was 69.3 out of a possible 100) and with ease of getting a preferred appointment time (the average score was 71.2); while inpatients expressed concern with the level of noise at night (72.5) and with the quality of the food provided (average score was 56.3).

“This organization-wide survey is accomplishing precisely what it was designed to do, providing Eastern Health with the kind of honest, first-hand evaluation of our clients’ experience of care,” said Marilyn Thompson, Vice President with responsibility for Quality and Patient Safety. “We are sharing these results with our employees and physicians and will adapt our programs and services, as necessary, to better meet the needs of the men, women and children that we serve.”

Meanwhile, progress continues on the survey for the other program areas. Data collection for Long-Term Care began during the latter part of October 2012 and it is anticipated the results will be available in February 2013. The Adult Rehabilitation survey is in progress and data collection for Mental Health and Addictions and Children’s Health is planned for early in 2013. Phase Two will be conducted upon the completion of Phase One, following a public tendering process and include programs such as Cancer Care, Public Health, Home and Community Care, Community Support Services and Community Mental Health.

“I would like to offer my deep appreciation to all members of the public who have taken the time to fill out these surveys, and encourage others to do so, if they receive one in the coming weeks,” added Ms. Kaminski. “We believe that those we serve are partners with us in the provision of effective and efficient health care, and this survey offers us a concrete tool to help shape our clients’ experience of care as we move forward together.”

Eastern Health also welcomes the ongoing views and feedback from the general public. The Client Relations office was established to strengthen the relationship between clients and our health care team, and can be reached at 1-877-444-1399 or 777-6500 at any time to express their views.

The contract for the Experience of Care Survey was awarded to Agility Metrics, a consulting firm with expertise in evaluating health care services, following a Request for Proposals. The cost of the survey was approximately $216,000.
About Eastern Health

Eastern Health is the largest, integrated health authority in Newfoundland and Labrador employing approximately 13,000 dedicated employees and serving a population of more than 290,000 people. The authority has an annual budget of about $1.3 billion and offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial programs and services. Its geographic boundaries extend from St. John’s west to Port Blandford including all communities on the Avalon, Burin and Bonavista Peninsulas.

- 30 -

Media contact:
Zelda Burt
Media Relations Manager
T: 777-1339
Zelda.Burt@easternhealth.ca
Table 1: Acute Care Inpatient Results by Program

<table>
<thead>
<tr>
<th>SURVEY DIMENSIONS</th>
<th>AVERAGE RATING FOR RESPONDENTS’ OVERALL EXPERIENCES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medicine</td>
</tr>
<tr>
<td>Overall Assessment</td>
<td>83.6 (+/- 4.6)</td>
</tr>
<tr>
<td>Accessibility of Service</td>
<td>77.2 (+/- 6.6)</td>
</tr>
<tr>
<td>Care Received from Health Providers</td>
<td>85.2 (+/- 4.1)</td>
</tr>
<tr>
<td>Respect for Your Rights</td>
<td>71.1 (+/- 5.0)</td>
</tr>
<tr>
<td>Concern for Your Safety</td>
<td>82.3 (+/- 4.6)</td>
</tr>
<tr>
<td>Facility/Hospital Environment</td>
<td>76 (+/- 4.9)</td>
</tr>
<tr>
<td>Continuity &amp; Coordination of Care</td>
<td>79.4 (+/- 4.9)</td>
</tr>
<tr>
<td>Hospital Support</td>
<td>75.5 (+/- 5.3)</td>
</tr>
</tbody>
</table>

Table 2: Acute Care Outpatient Results by Program

<table>
<thead>
<tr>
<th>SURVEY DIMENSIONS</th>
<th>AVERAGE RATING FOR RESPONDENTS’ OVERALL EXPERIENCES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ambulatory Care</td>
</tr>
<tr>
<td>Overall Assessment</td>
<td>81.3 (+/- 4.2)</td>
</tr>
<tr>
<td>Accessibility of Service</td>
<td>76.3 (+/- 4.4)</td>
</tr>
<tr>
<td>Care received from Health Providers</td>
<td>83.2 (+/- 4.2)</td>
</tr>
<tr>
<td>Respect for Rights</td>
<td>67.7 (+/- 4.1)</td>
</tr>
<tr>
<td>Concern for Your Safety</td>
<td>80 (+/- 5.6)</td>
</tr>
<tr>
<td>Facility/Hospital Environment</td>
<td>73.9 (+/- 4.9)</td>
</tr>
<tr>
<td>Continuity &amp; Coordination of Care</td>
<td>77.8 (+/- 4.9)</td>
</tr>
</tbody>
</table>
Table 3: Emergency Services Program Results

<table>
<thead>
<tr>
<th>SURVEY DIMENSIONS</th>
<th>AVERAGE RATING FOR RESPONDENTS’ OVERALL EXPERIENCES</th>
<th>Emergency Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Assessment</td>
<td></td>
<td>72.9 (+/- 5.6)</td>
</tr>
<tr>
<td>Accessibility of Service</td>
<td></td>
<td>70.2 (+/- 5.2)</td>
</tr>
<tr>
<td>Care Received from Health Providers</td>
<td></td>
<td>76.1 (+/- 5.0)</td>
</tr>
<tr>
<td>Respect for Your Rights</td>
<td></td>
<td>66.1 (+/- 4.4)</td>
</tr>
<tr>
<td>Concern for Your Safety</td>
<td></td>
<td>76.9 (+/- 5.2)</td>
</tr>
<tr>
<td>Facility/Hospital Environment</td>
<td></td>
<td>72.1 (+/- 4.8)</td>
</tr>
<tr>
<td>Continuity &amp; Coordination of Care</td>
<td></td>
<td>68.5 (+/- 7.2)</td>
</tr>
<tr>
<td>Discharge from the ER</td>
<td></td>
<td>74.1 (+/- 6.4)</td>
</tr>
</tbody>
</table>

Sample Comments from Clients

**Acute Care Inpatients**

“*My husband was a patient at the Health Science for about three months in 2010. We were really pleased with everything, really we cannot praise the staff administration, etc. enough because that’s the way we can describe our stay. Hopefully we won’t have to endure so much time again in hospital but hats off to everyone as far as we were concerned.*”

“I am writing this on behalf of my elderly mother who was a patient at HSC. Her overall experience was positive. However, my concern would be the ever growing problem with seniors needing family member or a person in trust to be present and help bridge the gap where the medical staff is unaware of the individual capabilities especially in ER or on admission.”

“The nurses, doctors and staff were all professional in their treatment of me during my stay. From the time I entered the emergency until I was taken to my room upstairs, I was attended to with care and speed. This is not a complaint- I figured I was ready to go home at one point but my doctor I assume out of concern, thought I should stay an extra day to make sure everything had stabilized. My stay was comforting and assuring with regards to my lung condition.”

**Acute Care Outpatients**

“*My diabetic educator is very helpful to me she gives me more understanding of my medication and things to follow to keep my blood sugar under control. She is always there to help me out and for that I am very thankful to her.*”
Hi all (and Happy Holiday Season),

In PEI only publically available data from the CIHI website, combined with .pdf's of patient satisfaction survey results, were offered to CBC. They were directed to CIHI and our wait-times web site and to the FOIPP process. They have subsequently FOIPed our info on hospital-borne infection rates.

Brian

Brian D. Bertelsen
Policy Analyst
PEI Dept. of Health and Wellness
902.368.6593 ph

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Hello PTs:
You may recall we had some prior discussion regarding CBC’s 5th Estate requesting hospital data to create an Internet-based resource that gives consumers easily-accessible and scientifically sound information about their hospital and hospitals across the country; the online tool will include individual hospital profiles.

NS would very much like to know how PTs are addressing the 5th Estate request, specifically how PTs are able to obtain cooperation from CIHI to release the data. Any information you can provide to me and Vijay ASAP would be helpful and greatly appreciated.

Many thanks,
Kirstin

---------------------------

Statement of Confidentiality
Cutler, Rachelle

From: Boyd, Rosemary
Sent: Tuesday, February 19, 2013 2:13 PM
To: Cutler, Rachelle
Subject: TRIM: FW: CBC 5th Estate - release of CIHI hospital data
Attachments: FW: request from CBC TV; CBC's the fifth estate inquiry; CBC Data Request Form.pdf.pdf

From: Nucklaus, Kirstin [mailto:Kirstin.Nucklaus@gov.ns.ca]
Sent: Tuesday, January 08, 2013 10:59 AM
To: Trish (DH/MS) Fanjoy (Trish.Fanjoy@gov.ns.ca); Boyd, Rosemary
Subject: FW: CBC 5th Estate - release of CIHI hospital data

As discussed on our HSC a few moments ago.

-K

From: Trotter, Wendy HLTH:EX [mailto:Wendy.Trotter@gov.bc.ca]
Sent: Thursday, December 20, 2012 3:27 PM
To: XT:HLTH Dimitriacopoulos, Louis; Nucklaus, Kirstin; XT:Khan, Afra HLTH:IN; XT:Stoutley, Alex HLTH:IN; XT:Bertelsen, Brian HLTH:IN; XT:HLTH Crummey, Carol; XT:Wong, Dan HLTH:IN; Edwards, Danielle HLTH:EX; DeChamp, Anne; XT:HLTH Canuel, Denise; XT:Murphy, Erin HLTH:IN; XT:Shea, Erin HLTH:IN; XT:Evan Sotiropoulos HLTH:IN; Downey, Gayle F HLTH:EX; XT:HLTH Langen, Geof HLTH:IN; Scheffer, Heather G HLTH:EX; XT:Irvine, Jessica HLTH:IN; XT:HLTH Caseault, Johanne; XT:HLTH Rodway, Kathy; Keating, Judy S; XT:Hiebert, Krista HLTH:IN; Cairns, Leann HLTH:EX; XT:HLTH Brown, Liana; XT:Malloy, Linda HLTH:IN; XT:Olenek, Lynn HLTH:IN; XT:HLTH Kanakaratnam, Mahindan; Mark Goossens; XT:HLTH Mckay, Marlien; Neuman, Maureen HLTH:EX; Kary, Michael HLTH:EX; XT:Doucette, Michelle HLTH:IN; XT:McCracken, Molly HLTH:IN; Nicolas Seney; Anderson, Patrick HLTH:EX; Ryan, Patti R; DeBeck, Paula HLTH:EX; Peterson Boulton, Lee-Ann; XT:Burke, Phil HLTH:IN; XT:HLTH Angeleau, Regina; XT:HLTH Boyd, Rosemary; XT:MacNeill, Shaun HLTH:IN; XT:Wright, Shauna-Leigh HLTH:IN; XT:Grew, Sophia HLTH:IN; XT:Buzash, Sophie HLTH:IN; XT:Sakac, Taras HLTH:IN; XT:Fetter, Tom HLTH:IN; Traci Schmekel; XT:HLTH Fanjoy, Trish; XT:HLTH Reddick, Vanessa; Bhashyakarla, Vijay; XT:Redford, Vinessa HLTH:IN; XT:HLTH Van Hees, Violet
Subject: RE: CBC 5th Estate - release of CIHI hospital data

Hi everyone. Further to our discussion, I have attached the two requests we have received.

I have also attached the request to CIHI, and the information on what is publicly available on CIHI’s website.

Regards,

Wendy Trotter ~ Director ~ Intergovernmental Relations
BC Ministry of Health
Ph: (250) 952-2378 Fax: (250) 952-2205

From: Nucklaus, Kirstin [mailto:Kirstin.Nucklaus@gov.ns.ca]
Sent: December-20 12 7:56 AM
To: Khan, Afra (MOH); Stoutley, Alex (MOH); Brian Bertelsen; Carol Crummey; Dan Wong; Danielle Edwards; DeChamp, Anne; Denise Canuel; Erin Murphy; Erin Shea; Sotiropoulos, Evan (MOH); Gayle Downey; Geof Langen; Heather Scheffer; Jessica Irvine; Johanne Caseault; Kathy Rodway; Keating, Judy S; Nucklaus, Kirstin; Krista Hiebert;
Hello PTs:
You may recall we had some prior discussion regarding CBC’s 5th Estate requesting hospital data to create an Internet-based resource that gives consumers easily-accessible and scientifically sound information about their hospital and hospitals across the country; the online tool will include individual hospital profiles.

NS would very much like to know how PTs are addressing the 5th Estate request, specifically how PTs are able to obtain cooperation from CIHI to release the data. Any information you can provide to me and Vijay ASAP would be helpful and greatly appreciated.
Many thanks,
Kirstin
FYI – we have received the following official request for release of data from CBC – they are as expected.

Wendy – can you check with your counterparts in the PTs to see what other jurisdictions are doing?

I’m here the rest of the week – and then away until January 8. Let me know today if there are any further clarifications needs from the requestor.

Thanks.

Hi Stephen,

It's for the three years 2009-10 to 2011-12.

Thanks. What timeframe are you looking at for the data itself? Are you looking for information for a particular year – or several?
From: [mailto:Stephen@cbc.ca]
Sent: Wednesday, December 19, 2012 9:05 AM
To: May, Stephen GCPE:EX
Subject: request from CBC TV

Dear Stephen,

I am writing to follow up on our telephone conversation on Monday. As I mentioned, I would like to ask the Ministry's permission to obtain site-specific information about hospitals in your province from the Canadian Institute for Health Information database. Officials at CIHI have referred me to you.

The information will be combined with data already published by CIHI to develop an Internet-based patient-oriented resource designed to provide consumers with credible information about how their hospitals are performing. Developing the resource is a joint project between the fifth estate and the CBC's online division. To ensure the resource is of the highest quality, we are working with an international panel of experts and a biostatistician who specializes in health quality research.

We have requested the following anonymized data. We do not intend to cross-reference the information with any other database.

1) The number and rate of induced births with no medical indication before 39 weeks gestation, reported by hospital.
2) Mortality rate and number of deaths for patients admitted to hospital on the weekend suffering from stroke or AMI, reported by hospital.
3) Mortality rate and number of deaths for patients admitted to hospital on a weekday suffering from stroke or AMI, reported by hospital.
4) Rate and number of unplanned returns to the operating room, reported by hospital.
5) Rate and number of hospital-acquired C. difficile infections, reported by hospital.
6) Rate and number of central line bloodstream infections, reported by hospital.
7) Rate and number of hospital-acquired urinary tract infections, reported by hospital.
8) Number of cases for each of the indicators included in the CHRP data.
9) Rate and number of deaths in low-risk diagnosis-related groups, reported by hospital.
10) Emergency department wait times according to length of stay in the ED, time waiting for a physician, time to a disposition decision and time waiting for an inpatient bed, reported by hospital.

As always, we are working with short deadlines. I would appreciate a response by mid-January. Please let me know if you need further information. I will be away starting tomorrow and returning on January 2.

Best regards,

CBC TV, the fifth estate
p: 416-
Hi Stephen,

Just to make confirm you have documentation of my request:

The fifth estate is working on a project to create an Internet-based resource that gives consumers easily-accessible and scientifically sound information about their hospital and hospitals across the country. The online tool will include individual hospital profiles. It will be published on cbc.ca and will be coupled with a fifth estate documentary.

The resource will be based on data provided by CIHI. As you may know, however, the CIHI data is missing some information. In order to present as complete and accurate a picture as possible, we are collecting additional data from each province.

We are looking for four pieces of information from EACH individual hospital in the province:

1. The wait time for the 5 "benchmark" procedures:
   - Hip replacements
   - Knee replacements
   - Cataracts
   - Bypass surgery
   - CT and MRI scans

2. Wait times for emergency rooms

3. Hospital-acquired infection rates
   - Data from the last 3 surveillance periods would be appreciated
   - We are specifically concerned with MRSA, C-Difficile and VRE
   - Please specify how the rates were measured

4. Patient experience survey results

In order to ensure that we have accurate and consistent information across all provinces, we require the RAW data in the form of an excel spreadsheet or another electronic format.

We are looking for the most up-to-date statistics you have.

Thanks very much for this, Stephen. Please let me know when I can expect some documents.
Canadian Institute for Health Information
Client Information Request
Form for Aggregate Data

General Information and Instructions
Before completing the form, we recommend that you contact the appropriate CIHI program manager to discuss your data requirements and applicable fees. Use this form when you are requesting aggregate data. If your request is for record-level data, please use the Client Information Request Form for Record-Level Data. The Canadian Institute for Health Information (CIHI) has privacy protection policies for the release of data, which are available at http://www.cihi.ca/cihiweb/dispatch.jsp?cw_page=privacy_e.html. CIHI requires requestors to obtain authorizations for the release of institution-identifiable data, unless an Act requires or an agreement with CIHI allows the release. Guidelines for what needs to be included in valid authorizations are available upon request. In order to protect confidential information, CIHI undertakes a review of all requests. Every effort is made to respond in a timely fashion, however, some requests may take several weeks to review. Prior to the release of data, CIHI requires a completed Non-Disclosure/Confidentiality Agreement for Aggregate Data. This Agreement is attached to this form. It may be submitted with the request form or, if that is not practical, at a later date.

Part A—Requester Information
1. Requestor (or Principal Investigator):

<table>
<thead>
<tr>
<th>Last name</th>
<th>First name</th>
<th>Initials</th>
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CBC TV News
Organization/affiliation

<table>
<thead>
<tr>
<th>Street</th>
<th>Toronto</th>
<th>Ontario</th>
<th>M5V 3G7</th>
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<tbody>
<tr>
<td>205 Wellington St. W.</td>
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<tr>
<th>Telephone number</th>
<th>Fax number</th>
<th>Email address</th>
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<tbody>
<tr>
<td>416</td>
<td></td>
<td>@cbc.ca</td>
</tr>
</tbody>
</table>

Requestor’s contact information:

Organization/Affiliation address (If different from above):

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<th>Street</th>
<th>City</th>
<th>Province</th>
<th>Postal code</th>
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</table>
Request on behalf of another party:
If you are making this request on behalf of another party, please provide the following information about the other party:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position/title</th>
<th>Organization/affiliation</th>
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2. Is this request made under the Graduate Student Data Access Program?
   Yes______ No_X_ 

   If yes, please attach:
   (a) 1–2 pages with
       • your name, degree program and expected graduation date
       • brief explanation of how this research will help establish sound health policies, manage the Canadian health system effectively, and/or create public awareness of the factors affecting good health
       • brief explanation of how your academic preparation, work experience and/or skills will enable you to undertake this research
       • brief explanation of how this research will contribute to your professional development
   (b) a letter from your academic supervisor(s) which
       • supports the planned research and attests to your ability to complete it
       • confirms that you are enrolled as a full-time or part-time student in a graduate degree program and that the research will be used for fulfilling degree requirements
   (c) brief curriculum vitae of your supervisor(s) for the planned research

Part B—Data Requested
1. Which CIHI data holdings(s) are you requesting data from:
   DAD-HMDB

   Which data years are you requesting?
   2008-2009, 2009-2010, 2010-2011 (Quebec)

2. List (or attach) aggregated data you are requesting (e.g. total acute myocardial infarctions by province, with breakdown by 5-year age group and gender, etc.):

   1) Number and rate of induced births with no medical indication before 39 weeks gestation, reported by hospital
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      Mortality rate and number of deaths for patients admitted to hospital on the weekend suffering from AMI, reported by hospital.
      Mortality rate and number of deaths for patients admitted to hospital on the weekend suffering from a fractured hip, reported by hospital.
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   Rate and number of hospital-acquired C. difficile infections, reported by hospital.
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   Rate and number of hospital-acquired urinary tract infections, reported by hospital
   Rate and number of all hospital-acquired infections reported by hospital for all surgical and medical patients.
   Rate and number of hospital-acquired VRE infections, reported by hospital

5) Rate and number of deaths in low-risk diagnosis-related groups, ie, where patients would normally be expected to survive, reported by hospital
6) Number of cases for each of the indicators included in the CHRP data, reported by hospital.
7) Number of cases in which a foreign object was accidentally left inside a patient during surgical and medical care, reported by hospital.
8) Number of cases of surgery performed on the wrong part of the body, reported by hospital.

3. How do you wish to receive the data (e.g. paper, diskette, CD-ROM, etc.) CD-ROM

4. Target date for receipt of data: December 7, 2012

Part C—Details of the Project (or Research Study)
1. Title of project: CBC TV hospital performance project

2. Provide a brief statement of the purpose/objective of the project:
   (or attach a copy of the project outline or research protocol)
   We are preparing a consumer-oriented internet-based tool designed to give Canadians current, easily-accessible information about how their hospitals perform based on validated criteria. The website resource will be combined with a television documentary about Canadian hospitals. We are looking for information to enhance and expand on the data which has already been published.

3. Describe the data analyses to be conducted:
   The information will be combined with other data, such as the data contained in the CHRP project and/or published by provincial health ministries. The data will be reviewed and validated by an international panel of researchers and health care practitioners who are experts in measuring hospital performance and quality improvement.
Part D—Institution-Identifiable Data
1. Are you requesting data that identify institutions? Yes_ X___ No____

2. If yes,
   a) Have you obtained signed authorizations from the institution(s) to have CIHI disclose institution-identifying information to this project? Yes_____ No_ X___

      If yes, please attach a copy of the signed authorizations.
      (No data will be released until authorizations are provided.)

   b) Does an Act require disclosure of the requested data? Yes_____ No_ X___

      If yes, please specify the Act and applicable section:

   c) Do you have an Agreement with CIHI, which permits disclosure of the requested information? Yes_____ No_ X___

      If yes, please specify:

Part E—Termination
In making this request, I acknowledge that failure to comply with the terms and conditions of the Non-Disclosure/Confidentiality Agreement for Aggregate Data, is cause for termination of the Agreement, and where applicable, a complaint to the Information and Privacy Commissioner or equivalent data protection authority.

[Redacted]
Date

[Redacted]
Signature of Requestor

s.30(1)
# Canadian Institute for Health Information
## Non-Disclosure/Confidentiality Agreement for Aggregate Data

**Effective Date:**

To protect certain Information, the **Canadian Institute for Health Information** ("CIHI") and the party receiving the Information under this Agreement ("Recipient") identified below agree that:

1. The term "Information" includes any personal, institutional or other information obtained from CIHI on or after the effective date.

2. The parties' representatives for disclosing or receiving Information are:

   CIHI:

   Recipient: [Redacted] [s.30(1)]

3. The Client Information Request Form and any attachment are considered part of this Agreement.

4. The specific Information disclosed under this Agreement is described in Part B of the Client Information Request Form.

5. Recipient shall only use Information disclosed to it under this Agreement for the purpose(s) described in Part C of the Client Information Request Form.

6. Recipient shall make no attempt to use the Information to identify or contact a person or institution.

7. Recipient shall include in any such material an acknowledgement in the following form: "Parts of this material are based on data and information provided by the Canadian Institute for Health Information. However, the analyses, conclusions, opinions and statements expressed herein are those of the author, and not necessarily those of the Canadian Institute for Health Information".

8. Recipient will provide CIHI with two copies of any published, reported or otherwise disclosed material within three months from the date of completion, unless otherwise requested by CIHI.

9. CIHI does not warrant the quality, accuracy or completeness of the Information, which is provided "as is" without warranty or condition of any kind. CIHI shall not be responsible for any liability whatsoever or howsoever caused resulting from adopting or relying upon the Information.

10. Unless expressly provided herein, neither party acquires any right or license under this Agreement in or to any intellectual property rights of the other party.

11. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement is made under and shall be construed in accordance with the laws in force in the Province of Ontario.
12. Upon reasonable notice, Recipient will permit CIHI to visit the Recipient’s premises to verify the Recipient’s compliance with the terms of this Agreement.

13. Recipient shall immediately report to CIHI in writing if the Recipient breaches any term or condition of this Agreement, or of any event that may cause the Recipient to believe that an actual or potential breach has occurred.

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<th>Canadian Institute for Health Information</th>
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<tr>
<td>495 Richmond Road, Suite 600</td>
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<td>Ottawa, Ontario K2A 4H6</td>
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<td>Phone: 613-241-7860</td>
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<td>Fax 613-241-8120</td>
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Date signed
From: Medd, Blair  
Sent: Tuesday, January 08, 2013 12:16 PM  
To: Tulk, Jennifer  
Subject: Fw: CBC 5th Estate - release of CIHI hospital data

Blair Medd  
Communications Manager  
Department of Health and Community Services  
Email: blairmedd@gov.nl.ca  
Office: 729-1399

From: Boyd, Rosemary  
Sent: Tuesday, January 08, 2013 12:08 PM  
To: Medd, Blair  
Cc: Rodway, Kathy  
Subject: FW: CBC 5th Estate - release of CIHI hospital data

Hi Blair, please see the attached as discussed.

From: Trotter, Wendy HLTH:EX [mailto:Wendy.Trotter@gov.bc.ca]  
Sent: Thursday, December 20, 2012 3:27 PM  
To: XT:HLTH Dimitracopoulos, Louis; Nucklaus, Kirstin; XT:Khan, Afra HLTH:IN; XT:Stoutley, Alex HLTH:IN; XT:Bertelsen, Brian HLTH:IN; XT:HLTH Crummey, Carol; XT:Wong, Dan HLTH:IN; Edwards, Danielle HLTH:EX; DeChamp, Anne; XT:HLTH Canuel, Denise; XT:Murphy, Erin HLTH:IN; XT:Shea, Erin HLTH:IN; XT:Evan Sotiropoulos HLTH:IN; Downey, Gayle F HLTH:EX; XT:HLTH Langen, Geof HLTH:IN; Scheffer, Heather G HLTH:EX; XT:Irvine, Jessica HLTH:IN; XT:HLTH Caseault, Johanne; XT:HLTH Rodway, Kathy; Keating, Judy S; XT:Niebert, Krista HLTH:IN; Cairns, Leann HLTH:EX; XT:HLTH Brown, Liana; XT:Malloy, Linda HLTH:IN; XT:Olenek, Lynn HLTH:IN; XT:HLTH Kanakaratnam, Mahinda; Mark Goossens; XT:HLTH Mckay, Marlien; Neuman, Maureen HLTH:EX; Kary, Michael HLTH:EX; XT:Doucette, Michelle HLTH:EX; XT:McCacken, Molly HLTH:IN; Nicolas Seney; Anderson, Patrick HLTH:EX; Ryan, Patti R; DeBeck, Paula HLTH:EX; Peterson Boulton, Lee-Ann; XT:Burke, Phil HLTH:IN; XT:HLTH Angeleau, Regina; XT:HLTH Boyd, Rosemary; XT:MacNeill, Shaun HLTH:IN; XT:Wright, Shauna-Leigh HLTH:IN; XT:Grew, Sophia HLTH:IN; XT:Buzash, Sophie HLTH:IN; XT:Sakac, Taras HLTH:IN; XT:Fetter, Tom HLTH:IN; Traci Schmeke; XT:HLTH Fanjoy, Trish; XT:HLTH Reddick, Vanessa; Bhaskyaralva, Vijay; XT:Redford, Vinessa HLTH:IN; XT:HLTH Van Hees, Violet  
Subject: RE: CBC 5th Estate - release of CIHI hospital data
Hi everyone. Further to our discussion, I have attached the two requests we have received.

I have also attached the request to CIHI, and the information on what is publicly available on CIHI’s website.

Regards,

Wendy Trotter ~ Director ~ Intergovernmental Relations
BC Ministry of Health
Ph: (250) 952-2378 Fax: (250) 952-2205

From: Nucklaus, Kirstin [mailto:Kirstin.Nucklaus@gov.ns.ca]
Sent: December-20-12 7:56 AM
To: Khan, Afra (MOH); Stoutley, Alex (MOH); Brian Bertelsen; Carol Crummey; Dan Wong; Danielle Edwards; DeChamp, Anne; Denise Canuel; Erin Murphy; Erin Shea; Sotiropoulos, Evan (MOH); Gayle Downey; Geof Langen; Heather Scheffer; Jessica Irvine; Johanne Caseault; Kathy Rodway; Keating, Judy S; Nucklaus, Kirstin; Krista Hiebert; Leann.Cairns@gov.bc.ca; Brown, Liana C. (MOH); Linda Malloy; Dimitracopoulos, Louis (MOH); Lynn Olenek; Kanakaratnam, Mahindan (MOH); Mark Goossens; Marlien McKay; Maureen Neuman; Michael Kary; Michelle Doucette Issaluk; Molly McCracken; Nicolas Seney; Patrick Anderson; Ryan, Patti R; Paula DeBeck; Peterson Boulton, Lee-Ann; Phil Burke; Regina Angelea; Rosemary Boyd; Shaun MacNeill; Shauna-Leigh Wright; Grew, Sophia (MOH); Sophie Buzash; Sakac, Taras (MOH); Tom Fetter; Traci Schmekel; Trish Fanjoy; Vanessa Redick; Bhashyakarla, Vijay; Redford, Vinessa (MOH); Violet van Hees; Wendy Trotter
Subject: CBC 5th Estate - release of CIHI hospital data
Importance: High

Hello PTs:
You may recall we had some prior discussion regarding CBC’s 5th Estate requesting hospital data to create an Internet-based resource that gives consumers easily-accessible and scientifically sound information about their hospital and hospitals across the country; the online tool will include individual hospital profiles.

NS would very much like to know how PTs are addressing the 5th Estate request, specifically how PTs are able to obtain cooperation from CIHI to release the data. Any information you can provide to me and Vijay ASAP would be helpful and greatly appreciated.

Many thanks,
Kirstin
Cutler, Rachelle

From: May, Stephen GCPE:EX <Stephen.May@gov.bc.ca>
Sent: Wednesday, December 19, 2012 1:49 PM
To: South, Nancy HLTH:EX; West, Randi HLTH:EX; Burd, Martha HLTH:EX; Trotter, Wendy HLTH:EX; Brar, Dave S HLTH:EX
Cc: Huber, Nora HLTH:EX
Subject: FW: request from CBC TV

FYI – we have received the following official request for release of data from CBC – they are as expected.

Wendy – can you check with your counterparts in the PTs to see what other jurisdictions are doing?

I’m here the rest of the week – and then away until January 8. Let me know today if there are any further clarifications needs from the requestor.

Thanks.

Stephen May | Government Communications and Public Engagement
Ministry of Health
P: 250-952-3401
C: 250-888-9879
F: 250-952-1883

From: [mailto:brar,dave@cbc.ca]
Sent: Wednesday, December 19, 2012 9:14 AM
To: May, Stephen GCPE:EX
Subject: RE: request from CBC TV

Hi Stephen,

It's for the three years 2009-10 to 2011-12.

... s.30(1) ... 

>>> "May, Stephen GCPE:EX" <Stephen.May@gov.bc.ca> 12/19/2012 12:12 PM >>>

s.30(1)

Thanks What timeframe are you looking at for the data itself? Are you looking for information for a particular year – or several?

Stephen May | Government Communications and Public Engagement
Ministry of Health
P: 250-952-3401
C: 250-888-9879
Dear Stephen,

I am writing to follow up on our telephone conversation on Monday. As I mentioned, I would like to ask the Ministry’s permission to obtain site-specific information about hospitals in your province from the Canadian Institute for Health Information database. Officials at CIHI have referred me to you.

The information will be combined with data already published by CIHI to develop an Internet-based patient-oriented resource designed to provide consumers with credible information about how their hospitals are performing. Developing the resource is a joint project between the fifth estate and the CBC’s online division. To ensure the resource is of the highest quality, we are working with an international panel of experts and a biostatistician who specializes in health quality research.

We have requested the following anonymized data. We do not intend to cross-reference the information with any other database.

1) The number and rate of induced births with no medical indication before 39 weeks gestation, reported by hospital.
2) Mortality rate and number of deaths for patients admitted to hospital on the weekend suffering from stroke or AMI, reported by hospital.
3) Mortality rate and number of deaths for patients admitted to hospital on a weekday suffering from stroke or AMI, reported by hospital.
4) Rate and number of unplanned returns to the operating room, reported by hospital.
5) Rate and number of hospital-acquired C. difficile infections, reported by hospital.
6) Rate and number of central line bloodstream infections, reported by hospital.
7) Rate and number of hospital-acquired urinary tract infections, reported by hospital.
8) Number of cases for each of the indicators included in the CHRP data.
9) Rate and number of deaths in low-risk diagnosis-related groups, reported by hospital.
10) Emergency department wait times according to length of stay in the ED, time waiting for a physician, time to a disposition decision and time waiting for an inpatient bed, reported by hospital.

As always, we are working with short deadlines. I would appreciate a response by mid-January. Please let me know if you need further information. I will be away starting tomorrow and returning on January 2.

Best regards,

CBC TV, the fifth estate
p: 416-
Hi Stephen,

Just to make confirm you have documentation of my request:

The fifth estate is working on a project to create an Internet-based resource that gives consumers easily-accessible and scientifically sound information about their hospital and hospitals across the country. The online tool will include individual hospital profiles. It will be published on cbc.ca and will be coupled with a *fifth estate* documentary.

The resource will be based on data provided by CIHI. As you may know, however, the CIHI data is missing some information. In order to present as complete and accurate a picture as possible, we are collecting additional data from each province.

We are looking for four pieces of information from EACH individual hospital in the province:

1. The wait time for the 5 "benchmark" procedures:
   - Hip replacements
   - Knee replacements
   - Cataracts
   - Bypass surgery
   - CT and MRI scans

2. Wait times for emergency rooms

3. Hospital-acquired infection rates
   - Data from the last 3 surveillance periods would be appreciated
   - We are specifically concerned with MRSA, C-Difficle and VRE
   - Please specify how the rates were measured

4. Patient experience survey results

In order to ensure that we have accurate and consistent information across all provinces, we require the RAW data in the form of an excel spreadsheet or another electronic format.

We are looking for the most up-to-date statistics you have.

Thanks very much for this, Stephen. Please let me know when I can expect some documents.
General Information and Instructions

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   Last name   First name   Initials
   s.30(1)     s.30(1)      s.30(1)

   CBC TV News
   Organization/affiliation
   Department
   Position/title
   s.30(1)

Requestor’s contact information:

205 Wellington St. W.
Toronto
Ontario
M5V 3G7

Street
City
Province
Postal code

416-__________ s.30(1)  ________ s.30(1) @cbc.ca
Telephone number
Fax number
Email address

Organization/Affiliation address (If different from above):

Street
City
Province
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Telephone number
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Request on behalf of another party:
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Name.............................................................................Position/title..................................................................................Organization/affiliation....................................................

Street.................................................................................City..............................................................................................Province..............................................................................Postal code.................................................................................

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2. Is this request made under the Graduate Student Data Access Program?
Yes_____ No_X_

If yes, please attach:
(a) 1–2 pages with
• your name, degree program and expected graduation date
• brief explanation of how this research will help establish sound health policies, manage the Canadian health system effectively, and/or create public awareness of the factors affecting good health
• brief explanation of how your academic preparation, work experience and/or skills will enable you to undertake this research
• brief explanation of how this research will contribute to your professional development
(b) a letter from your academic supervisor(s) which
• supports the planned research and attests to your ability to complete it
• confirms that you are enrolled as a full-time or part-time student in a graduate degree program and that the research will be used for fulfilling degree requirements
(c) brief curriculum vitae of your supervisor(s) for the planned research

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   Rate and number of all hospital-acquired infections reported by hospital for all surgical and medical patients.
   Rate and number of hospital-acquired VRE infections, reported by hospital

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3. How do you wish to receive the data (e.g. paper, diskette, CD-ROM, etc.) CD-ROM

4. Target date for receipt of data: December 7, 2012

Part C—Details of the Project (or Research Study)
1. Title of project: CBC TV hospital performance project

2. Provide a brief statement of the purpose/objective of the project:
   (or attach a copy of the project outline or research protocol)
   We are preparing a consumer-oriented internet-based tool designed to give Canadians current, easily-accessible information about how their hospitals perform based on validated criteria. The website resource will be combined with a television documentary about Canadian hospitals. We are looking for information to enhance and expand on the data which has already been published.

3. Describe the data analyses to be conducted:
   The information will be combined with other data, such as the data contained in the CHRP project and/or published by provincial health ministries. The data will be reviewed and validated by an international panel of researchers and health care practitioners who are experts in measuring hospital performance and quality improvement.
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1. Are you requesting data that identify institutions? Yes_X__ No____

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   b) Does an Act require disclosure of the requested data? Yes_____ No_X__

      If yes, please specify the Act and applicable section:

   c) Do you have an Agreement with CIHI, which permits disclosure of the requested information? Yes_____ No_X__

      If yes, please specify:

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16 apr 2012  s.30(1)
Date Signature of Requestor
### Canadian Institute for Health Information
### Non-Disclosure/Confidentiality Agreement for Aggregate Data

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</tbody>
</table>

1. The term "Information" includes any personal, institutional or other information obtained from CIHI on or after the effective date.

2. The parties’ representatives for disclosing or receiving Information are:
   - CIHI: [Redacted]
   - Recipient: [Redacted] §30(1)

3. The Client Information Request Form and any attachment are considered part of this Agreement.

4. The specific Information disclosed under this Agreement is described in Part B of the Client Information Request Form.

5. Recipient shall only use Information disclosed to it under this Agreement for the purpose(s) described in Part C of the Client Information Request Form.

6. Recipient shall make no attempt to use the Information to identify or contact a person or institution.

7. Recipient shall include in any such material an acknowledgement in the following form: "Parts of this material are based on data and information provided by the Canadian Institute for Health Information. However, the analyses, conclusions, opinions and statements expressed herein are those of the author, and not necessarily those of the Canadian Institute for Health Information".

8. Recipient will provide CIHI with two copies of any published, reported or otherwise disclosed material within three months from the date of completion, unless otherwise requested by CIHI.

9. CIHI does not warrant the quality, accuracy or completeness of the Information, which is provided "as is" without warranty or condition of any kind. CIHI shall not be responsible for any liability whatsoever or howsoever caused resulting from adopting or relying upon the Information.

10. Unless expressly provided herein, neither party acquires any right or license under this Agreement in or to any intellectual property rights of the other party.

11. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement is made under and shall be construed in accordance with the laws in force in the Province of Ontario.
12. Upon reasonable notice, Recipient will permit CIHI to visit the Recipient's premises to verify the Recipient's compliance with the terms of this Agreement.

13. Recipient shall immediately report to CIHI in writing if the Recipient breaches any term or condition of this Agreement, or of any event that may cause the Recipient to believe that an actual or potential breach has occurred.

### Canadian Institute for Health Information

495 Richmond Road, Suite 600  
Ottawa, Ontario K2A 4H6  
Phone: 613-241-7860  
Fax 613-241-8120

### Recipient

CBC TV News

<table>
<thead>
<tr>
<th>Address</th>
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<tbody>
<tr>
<td>Signature</td>
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<tr>
<td>Name (print)</td>
<td>s.30(1)</td>
</tr>
<tr>
<td>Title</td>
<td>s.30(1)</td>
</tr>
</tbody>
</table>

Date signed: 6/11/12

Client Information Request Form  
For Aggregate Data—November 2008
From: Tulk, Jennifer  
Sent: Friday, February 15, 2013 12:02 PM  
To: Cutler, Rachelle  
Subject: FW: CBC 5th Estate - release of CIHI hospital data

We’ll chat about this tomorrow.

From: Medd, Blair  
Sent: Tuesday, January 08, 2013 12:16 PM  
To: Tulk, Jennifer  
Subject: RE: CBC 5th Estate - release of CIHI hospital data

Blair Medd  
Communications Manager  
Department of Health and Community Services  
Email: blaimedd@gov.nl.ca  
Office: 729-1399

From: Boyd, Rosemary  
Sent: Tuesday, January 08, 2013 12:08 PM  
To: Medd, Blair  
Cc: Rodway, Kathy  
Subject: FW: CBC 5th Estate - release of CIHI hospital data

Hi Blair, please see the attached as discussed.

From: Trotter, Wendy HLTH:EX [mailto:Wendy.Trotter@gov.bc.ca]  
Sent: Thursday, December 20, 2012 3:27 PM  
Hi everyone. Further to our discussion, I have attached the two requests we have received. 

I have also attached the request to CIHI, and the information on what is publicly available on CIHI’s website.

Regards,

Wendy Trotter ~ Director ~ Intergovernmental Relations
BC Ministry of Health
Ph: (250) 952-2378     Fax: (250) 952-2205

From: Nucklaus, Kirstin [mailto:Kirstin.Nucklaus@gov.ns.ca]
Sent: December-20-12 7:56 AM
To: Khan, Afra (MOH); Stoutley, Alex (MOH); Brian Bertelsen; Carol Crummey; Dan Wong; Danielle Edwards; DeChamp, Anne; Denise Canuel; Erin Murphy; Erin Shea; Sotiropoulos, Evan (MOH); Gayle Downey; Geoff Langen; Heather Scheffer; Jessica Irvine; Johanne Caseault; Kathy Rodway; Keating, Judy S; Nucklaus, Kirstin; Krista Hiebert; Leann.Cairns@gov.bc.ca; Brown, Liana C. (MOH); Linda Malloy; Dimitracopoulos, Louis (MOH); Lynn Olenek; Kanakaratnam, Mahindan (MOH); Mark Goossens; Marlién McKay; Maureen Neuman; Michael Kary; Michelle Doucette Issaluk; Molly McCracken; Nicolas Seney; Patrick Anderson; Ryan, Patti R; Paula DeBeck; Peterson Boulton, Lee-Ann; Phil Burke; Regina Angeleau; Rosemary Boyd; Shaun MacNeill; Shauna-Leigh Wright; Grew, Sophia (MOH); Sophie Buzash; Sakac, Taras (MOH); Tom Fetter; Traci Schmekel; Trish Fanjoy; Vanessa Reddick; Bhashyakarla, Vijay; Redford, Vinessa (MOH); Violet van Hees; Wendy Trotter

Subject: CBC 5th Estate - release of CIHI hospital data

Importance: High

Hello PTs:

You may recall we had some prior discussion regarding CBC’s 5th Estate requesting hospital data to create an Internet-based resource that gives consumers easily-accessible and scientifically sound information about their hospital and hospitals across the country; the online tool will include individual hospital profiles.

NS would very much like to know how PTs are addressing the 5th Estate request, specifically how PTs are able to obtain cooperation from CIHI to release the data. Any information you can provide to me and Vijay ASAP would be helpful and greatly appreciated.

Many thanks,

Kirstin
From: Medd, Blair
Sent: Wednesday, January 09, 2013 2:03 PM
To: Tulk, Jennifer
Subject: FW: Urgent Request

Hi Blair, the continuing CBC saga! I don’t know if you or someone in comms has been contacted as per the attached. I will confirm with MB that we are only making public info available and have referred CBC to RHA for any public info that they may collect. Can you confirm for me that nothing has changed in our approach since our conversation yesterday? thanks

r

From: Langen, Geof (HEALTH) [mailto:Geof.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 12:31 PM
To: 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Goossens, Mark HEO'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@mssss.gov.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'Boyd, Rosemary'; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH)
Subject: Urgent Request

Hey HSC leads,

The CBC fifth estate has begun sending emails to individual hospitals asking them directly for information (see attached).

MB is wanting to confirm that as per the CDM we are providing them only with information that is already publicly available.

If you could please confirm what the process in your jurisdiction is going to be. A quick scan of the survey and it becomes clear it will be very difficult to leave any of those questions blank.
We are hoping to have this by the end of the day today.

Thanks,

geof

Geof Langen
Acting Executive Director - Federal Provincial Unit - Manitoba Health

204-788-6761 wk  204-228-0961 cel  204-948-2258 fax
Potential copyright material

If you wish to obtain a copy please contact the ATIPP Office at (709) 729-7072 or atippoffice@gov.nl.ca.
From: Boyd, Rosemary
Sent: Monday, February 18, 2013 4:31 PM
To: Cutler, Rachelle
Subject: FW: Urgent Request

From: Boyd, Rosemary
Sent: Wednesday, January 09, 2013 2:15 PM
To: Medd, Blair
Subject: RE: Urgent Request

Will do.

From: Medd, Blair
Sent: Wednesday, January 09, 2013 2:09 PM
To: Boyd, Rosemary
Cc: Rodway, Kathy
Subject: RE: Urgent Request

You should have a chat with Jennifer about this. Give her a call. She will discuss with Bruce.

Blair

From: Boyd, Rosemary
Sent: Wednesday, January 09, 2013 1:50 PM
To: Medd, Blair
Cc: Rodway, Kathy
Subject: FW: Urgent Request

Hi Blair, the continuing CBC saga! I don’t know if you or someone in comms has been contacted as per the attached. I will confirm with MB that we are only making public info available and have referred CBC to RHA for any public info that they may collect. Can you confirm for me that nothing has changed in our approach since our conversation yesterday? thanks

From: Langen, Geof (HEALTH) [mailto:Geof.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 12:31 PM
To: 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Goossens, Mark HE0'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gov.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; Boyd, Rosemary; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH)
Subject: Urgent Request

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If you could please confirm what the process in your jurisdiction is going to be. A quick scan of the survey and it becomes clear it will be very difficult to leave any of those questions blank.

We are hoping to have this by the end of the day today.

Thanks,

geof

Geof Langen
Acting Executive Director - Federal/Provincial Unit - Manitoba Health

204-788-6761 wk  204-228-0961 cel  204-948-2258 fax

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From: Langen, Geof (HEALTH) [mailto:Geof.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 5:20 PM
To: 'Goossens, Mark HE0'; Boyd, Rosemary; 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gouv.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise.canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH); Rodway, Kathy
Subject: RE: Urgent Request

Thanks Mark

To clarify I think it’s the regular Health Coms teleconference and this has been added as an agenda item.

Thanks,

geof

Geof Langen
Acting Executive Director-Federal/Provincial Unit - Manitoba Health

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From: Goossens, Mark [mailto:Mark.Goossens@health.gov.sk.ca]
Sent: January-09-13 2:41 PM
To: Langen, Geoff (HEO); 'Boyd, Rosemary'; 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gouv.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'smacneill@gov.pe.ca'; 'XT:Doquette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH); 'Rodway, Kathy'
Subject: RE: Urgent Request

Thanks for the update Geoff. Do you know which Comm Group is having a teleconference?

From: Langen, Geoff [mailto:Geoff.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 2:37 PM
To: 'Boyd, Rosemary'; Goossens, Mark HEO; 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gouv.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'smacneill@gov.pe.ca'; 'XT:Doquette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH); 'Rodway, Kathy'
Subject: RE: Urgent Request

Thanks Rosemary,

What we are encountering today is that CBC is forwarding the survey to our Hospitals directly.

You may wish to double check with your regions.

The suggestion of turning this over to the Communications Directors is a great idea – I understand they are on a call about this right now.

Thanks,

type

Geof Langen

Acting Executive Director—Federal/Provincial Unit - Manitoba Health

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From: Boyd, Rosemary [mailto:rosemaryboyd@gov.nl.ca]
Sent: January-09-13 12:39 PM
To: Goossens, Mark HE0; Langen, Geof (HEALTH); Downey, Gayle F HLTH:EX; XT:Burke, Phil HLTH:IN; Dimitracopoulos, Louis (MOH); johanne.caseault@msss.gouv.qc.ca; vijay.bhashyakarla@gov.ns.ca; Fanjoy, Trish (DH/MS); smacneill@gov.pe.ca; XT:Doucette, Michelle HLTH:IN; Denise_canuel@gov.nt.ca; Violet.VanHees@gov.yk.ca
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH); Rodway, Kathy
Subject: RE: Urgent Request

Our communication staff advises that they replied to the request by making available public information. They also directed the CBC to our 4 regional health authorities where they can request other information that we do not collect as a department. It is my understanding that the RHAs in turn have provided other publicly available information. We have not responded to the survey. Since this is a media inquiry our communications division have been handling the response. I would suggest that if we are attempting to achieve a consistent approach to our response on this matter, it would be best that communication Directors convene a teleconference to discuss.

From: Goossens, Mark HE0 [mailto:Mark.Goossens@health.gov.sk.ca]
Sent: Wednesday, January 09, 2013 2:30 PM
To: 'Langen, Geof (HEALTH)'; 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gouv.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; Boyd, Rosemary; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH)
Subject: RE: Urgent Request
Importance: High

This issue has also come up in Saskatchewan, where a few of our Health Regions are wondering what to do with this request. The direction by DMs in December was to direct the CBC to publicly available information, but as Geof notes many of the questions in the survey don’t lend themselves easily to publicly available data that a CIHI (or others) might have. Examples would be the questions in the survey on parking or services to visitors.

We have not yet responded to our Health Regions and are still mulling over our options, but would be very interested to see how others are treating this survey. It may be something to chat about on tomorrow’s HSC as well.
From: Langen, Geof (HEALTH) [mailto:Geof.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 10:01 AM
To: 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; Goossens, Mark HE0; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@mss.gouv.qc.ca'; 'vizav.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'Boyd, Rosemary'; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH)
Subject: Urgent Request

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If you could please confirm what the process in your jurisdiction is going to be. A quick scan of the survey and it becomes clear it will be very difficult to leave any of those questions blank.

We are hoping to have this by the end of the day today.

Thanks,

going

Geof Langen

Acting Executive Director-Federal Provincial Unit - Manitoba Health

204-788-6761 wk 204-228-0961 cel 204-948-2258 fax
Cutler, Rachelle

From: Boyd, Rosemary
Sent: Monday, February 18, 2013 4:29 PM
To: Cutler, Rachelle
Subject: FW: Urgent Request

From: Dimitracopoulos, Louis (MOH) [mailto:Louis.Dimitracopoulos@ontario.ca]
Sent: Wednesday, January 09, 2013 6:32 PM
To: 'Mark.Goossens@health.gov.sk.ca'; 'Vijay.Bhashyakarla@gov.ns.ca'; 'Geof.Langen@gov.mb.ca'; Boyd, Rosemary;
'Gayle.Downey@gov.bc.ca'; 'phil.burke@gov.ab.ca'; 'johanne.caseault@msss.gouv.qc.ca'; 'Trish.Fanjoy@gnb.ca';
'smacneill@gov.pe.ca'; 'mdoucette@gov.nu.ca'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: 'Regina.Angeleau@gov.mb.ca'; 'Molly.McCracken@gov.mb.ca'; 'Jessica.Irvine@gov.mb.ca'; Rodway, Kathy; Redford,
Vinessa (MOH)
Subject: Re: Urgent Request

I will raise this during tomorrow's call

Louis Dimitracopoulos

From: Goossens, Mark HEO [mailto:Mark.Goossens@health.gov.sk.ca]
Sent: Wednesday, January 09, 2013 05:01 PM
To: 'Bhashyakarla, Vijay' <Vijay.Bhashyakarla@gov.ns.ca>; 'Geof.Langen@gov.mb.ca' <Geof.Langen@gov.mb.ca>;
'rosemaryboyd@gov.nl.ca' <rosemaryboyd@gov.nl.ca>; 'Gayle.Downey@gov.bc.ca' <Gayle.Downey@gov.bc.ca>;
'phil.burke@gov.ab.ca' <phil.burke@gov.ab.ca>; Dimitracopoulos, Louis (MOH); 'johanne.caseault@msss.gouv.qc.ca'
<johanne.caseault@msss.gouv.qc.ca>; 'Trish.Fanjoy@gnb.ca' <Trish.Fanjoy@gnb.ca>; 'smacneill@gov.pe.ca'
<smacneill@gov.pe.ca>; 'mdoucette@gov.nu.ca' <mdoucette@gov.nu.ca>; 'Denise_canuel@gov.nt.ca'
<Denise_canuel@gov.nt.ca>; 'Violet.VanHees@gov.yk.ca' <Violet.VanHees@gov.yk.ca>
Cc: 'Regina.Angeleau@gov.mb.ca' <Regina.Angeleau@gov.mb.ca>; 'Molly.McCracken@gov.mb.ca'
'Molly.McCracken@gov.mb.ca'; 'Jessica.Irvine@gov.mb.ca' <Jessica.Irvine@gov.mb.ca>; 'kbabstock@gov.nl.ca'
.Subject: RE: Urgent Request

Maybe we chat about this tomorrow on HSC re desirability of P/T comm people connecting on the CBC request. The
public health group sounds like it's F/P/T.

From: Bhashyakarla, Vijay [mailto:Vijay.Bhashyakarla@gov.ns.ca]
Sent: Wednesday, January 09, 2013 3:43 PM
To: Goossens, Mark HEO; 'Geof.Langen@gov.mb.ca'; 'rosemaryboyd@gov.nl.ca'; 'Gayle.Downey@gov.bc.ca';
'phil.burke@gov.ab.ca'; 'Louis.Dimitracopoulos@ontario.ca'; 'johanne.caseault@msss.gouv.qc.ca'; 'Trish.Fanjoy@gnb.ca';
'smacneill@gov.pe.ca'; 'mdoucette@gov.nu.ca'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: 'Regina.Angeleau@gov.mb.ca'; 'Molly.McCracken@gov.mb.ca'; 'Jessica.Irvine@gov.mb.ca'; 'kbabstock@gov.nl.ca'
Subject: Re: Urgent Request
From: Goossens, Mark HE0 [mailto:Mark.Goossens@health.gov.sk.ca]
Sent: Wednesday, January 09, 2013 05:22 PM
To: Bhashyakarla, Vijay; 'Geof.Langen@gov.mb.ca' <Geof.Langen@gov.mb.ca>; 'rosemaryboyd@gov.nl.ca' <rosemaryboyd@gov.nl.ca>; 'Gayle.Downey@gov.bc.ca' <Gayle.Downey@gov.bc.ca>; 'phil.burke@gov.ab.ca' <phil.burke@gov.ab.ca>; 'Louis.Dimitracopoulos@ontario.ca' <Louis.Dimitracopoulos@ontario.ca>; 'johanne.caseault@msss.gouv.qc.ca' <johanne.caseault@msss.gouv.qc.ca>; 'Trish.Fanjoy@gnb.ca' <Trish.Fanjoy@gnb.ca>; 'smacneill@gov.pe.ca' <smacneill@gov.pe.ca>; 'mdoucette@gov.nu.ca' <mdoucette@gov.nu.ca>; 'Denise_canuel@gov.nt.ca' <Denise_canuel@gov.nt.ca>; 'Violet.VanHees@gov.yk.ca' <Violet.VanHees@gov.yk.ca>
Cc: 'Regina.Angeleau@gov.mb.ca' <Regina.Angeleau@gov.mb.ca>; 'Molly.McCracken@gov.mb.ca' <Molly.McCracken@gov.mb.ca>; 'Jessica.Irvine@gov.mb.ca' <Jessica.Irvine@gov.mb.ca>; 'kbabstock@gov.nl.ca' <kbabstock@gov.nl.ca>
Subject: RE: Urgent Request

Hi Vijay,

My understanding is that there is a P/T Comm network, created during H1N1, that continues to keep in touch. Their focus is generally on public health issues, but there may be opportunities to raise other items. That might be the group in question.

From: Bhashyakarla, Vijay [mailto:Vijay.Bhashyakarla@gov.ns.ca]
Sent: Wednesday, January 09, 2013 3:13 PM
To: 'Geof.Langen@gov.mb.ca'; Goossens, Mark HE0; 'rosemaryboyd@gov.nl.ca'; 'Gayle.Downey@gov.bc.ca'; 'phil.burke@gov.ab.ca'; 'Louis.Dimitracopoulos@ontario.ca'; 'johanne.caseault@msss.gouv.qc.ca'; 'Trish.Fanjoy@gnb.ca'; 'smacneill@gov.pe.ca'; 'mdoucette@gov.nu.ca'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: 'Regina.Angeleau@gov.mb.ca'; 'Molly.McCracken@gov.mb.ca'; 'Jessica.Irvine@gov.mb.ca'; 'kbabstock@gov.nl.ca'
Subject: Re: Urgent Request

Hi

non-responsive

Thx

V

From: Langen, Geof (HEALTH) [mailto:Geof.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 04:50 PM
To: 'Goossens, Mark HE0' <Mark.Goossens@health.gov.sk.ca>; 'Boyd, Rosemary' <rosemaryboyd@gov.nl.ca>; 'Downey, Gayle F HLTH:EX' <Gayle.Downey@gov.bc.ca>; 'XT:Burke, Phil HLTH:IN' <phil.burke@gov.ab.ca>; 'Dimitracopoulos, Louis (MOH)' <Louis.Dimitracopoulos@ontario.ca>; 'johanne.caseault@msss.gouv.qc.ca'; Bhashyakarla, Vijay; 'Fanjoy, Trish (DH/MS)' <Trish.Fanjoy@gnb.ca>; 'smacneill@gov.pe.ca' <smacneill@gov.pe.ca>; 'XT:Doucette, Michelle HLTH:IN' <mdoucette@gov.nu.ca>; 'Denise_canuel@gov.nt.ca' <Denise_canuel@gov.nt.ca>; 'Violet.VanHees@gov.yk.ca' <Violet.VanHees@gov.yk.ca>
Cc: Angeleau, Regina (HEALTH) <Regina.Angeleau@gov.mb.ca>; McCracken, Molly (HEALTH) <Molly.McCracken@gov.mb.ca>; Irvine, Jessica (HEALTH) <Jessica.Irvine@gov.mb.ca>; 'Rodway, Kathy' <kbabstock@gov.nl.ca>
Subject: RE: Urgent Request

Thanks Mark

To clarify I think it’s the regular Health Coms teleconference and this has been added as an agenda item.

Thanks,
Geof Langen

Acting Executive Director-Federal/Provincial Unit - Manitoba Health

204-788-6761 wk  204-228-0961 cel  204-948-2258 fax

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From: Goossens, Mark HE0 [mailto:Mark.Goossens@health.gov.sk.ca]
Sent: January-09-13 2:41 PM
To: Langen, Geof (HEALTH); 'Boy, Rosemary'; 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@mss.gov.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH); 'Rodway, Kathy'
Subject: RE: Urgent Request

Thanks for the update Geof. Do you know which Comm Group is having a teleconference?

From: Langen, Geof (HEALTH) [mailto:Geof.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 2:37 PM
To: 'Boy, Rosemary'; Goossens, Mark HE0; 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@mss.gov.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH); 'Rodway, Kathy'
Subject: RE: Urgent Request

Thanks Rosemary,

What we are encountering today is that CBC is forwarding the survey to our Hospitals directly.
You may wish to double check with your regions.

The suggestion of turning this over to the Communications Directors is a great idea – I understand they are on a call about this right now.

Thanks,

geof

Geof Langen

Acting Executive Director-Federal Provincal Unit - Manitoba Health

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From: Boyd, Rosemary [mailto:rosemaryboyd@gov.nl.ca]
Sent: January-09-13 12:39 PM
To: Goossens, Mark (HEO); Langen, Geof (HEALTH); Downey, Gayle (HLTH:EX); XT: Burke, Phil (HLTH:IN); Dimitracopoulos, Louis (MOH); johanne.caseault@msss.gouv.qc.ca; vijay.bhashyakarla@gov.ns.ca; Fanjoy, Trish (DH/MS); smacneill@gov.pe.ca; XT: Doucette, Michelle (HLTH:IN); Denise_canuel@gov.nt.ca; Violet.VanHees@gov.yk.ca
Cc: Angelesau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH); Rodway, Kathy
Subject: RE: Urgent Request

Our communication staff advises that they replied to the request by making available public information. They also directed the CBC to our 4 regional health authorities where they can request other information that we do not collect as a department. It is my understanding that the RHAs in turn have provided other publicly available information. We have not responded to the survey. Since this is a media inquiry our communications division have been handling the response. I would suggest that if we are attempting to achieve a consistent approach to our response on this matter, it would be best that communication Directors convene a teleconference to discuss.
This issue has also come up in Saskatchewan, where a few of our Health Regions are wondering what to do with this request. The direction by DMs in December was to direct the CBC to publicly available information, but as Geof notes many of the questions in the survey don’t lend themselves easily to publicly available data that a CIHI (or others) might have. Examples would be the questions in the survey on parking or services to visitors.

We have not yet responded to our Health Regions and are still mulling over our options, but would be very interested to see how others are treating this survey. It may be something to chat about on tomorrow’s HSC as well.

From: Langen, Geoff (HEALTH) [mailto:Geoff.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 10:01 AM
To: 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@mssss.gouv.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'Boyd, Rosemary'; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH)
Subject: Urgent Request

Hey HSC leads,

The CBC fifth estate has begun sending emails to individual hospitals asking them directly for information (see attached).

MB is wanting to confirm that as per the CDM we are providing them only with information that is already publicly available.

If you could please confirm what the process in your jurisdiction is going to be. A quick scan of the survey and it becomes clear it will be very difficult to leave any of those questions blank.

We are hoping to have this by the end of the day today.

Thanks,
geof

Geof Langen
Subject: FW: Information Update - Description has changed: PHN Communications Group - Teleconference

Start: Thu 1/10/2013 2:30 PM
End: Thu 1/10/2013 3:30 PM
Show Time As: Tentative

Recurrence: (none)
Meeting Status: Not yet responded
Organizer: PHN COMMS/HC-SC/GC/CA

-----Original Appointment-----
From: PHN COMMS/HC-SC/GC/CA [mailto:PHN.COMMS@hc-sc.gc.ca]
Sent: Wednesday, January 09, 2013 6:01 PM
To: agremere@gov.pe.ca; Ashley Fagan; awinchester@gov.pe.ca; Brigitte Smith; carla.grant@gov.ns.ca; carol.dellapenta@hc-sc.gc.ca; carol.swan@bccdc.ca; Celine N Dion; chamilton@health.gov.sk.ca; Charlene Wiles; Cynthia Booden Firth; damien_healy@gov.nt.ca; Elaine.Krawchenko@phac-aspc.gc.ca; Jack.Marquardson@gov.mb.ca; Jean-Claude.Camus@ontario.ca; Tulk, Jennifer; jennifer.piercey@hc-sc.gc.ca; Jessica Martin; john.rainford@phac-aspc.gc.ca; Julie McGihon; Julie.Kentner@gov.mb.ca; Karine.White@msss.gov.qc.ca; kkratzig@health.gov.sk.ca; Laura.R.Neufeld@gov.bc.ca; Margaret Fondong; Mary Lyn Mulvihill; mary.hand@hc-sc.gc.ca; michelle.boleen@gov.yk.ca; micky.elabdil@gov.ab.ca; Monika Mazur; Natalie Howson; Patricia.Living@gov.yk.ca; PCrowdis@GOV.NU.CA; Pike, Robyn; Ryan.Jabs@gov.bc.ca; Sandra Donatusci; Shannon.Hagerman@gov.bc.ca; Tess.Malolos@ontario.ca; Tony.Kiriitis@gov.ns.ca; Tracey.Burkhardt@gnb.ca; vance.white@phac-aspc.gc.ca; PHN COMMS/HC-SC/GC/CA

Subject: Information Update - Description has changed: PHN Communications Group -

When: Thursday, January 10, 2013 2:30 PM-3:30 PM (UTC-03:30) Newfoundland.
Where: 

Description

PHN Colleagues,

Please see the below updated agenda for tomorrow’s teleconference. New item has been added to discuss a CBC Fifth Estate request for hospital statistical data. I have pasted the text of the CBC request below.

Ashley

Updated Agenda

(See attached file: PHN Comms - Agenda - 10 January 2013.doc)

Request received from CBC:
As Canada's public broadcaster, the CBC believes strongly in its mission to responsibly share information with ordinary Canadians so that they can make sensible choices in their own lives. That mission is front and centre in our new network initiative “Vital Signs: Inside Canada's Hospitals.”

The project is a first for Canada. Working with an international panel of experts, the fifth estate and CBC News Online are gathering material that will help build an easily-accessible patient-friendly database of essential facts and statistics about Canadian hospitals. We hope it will help patients and their families to better evaluate the quality of care they receive at their local hospitals or elsewhere in the province or country.

To ensure our results are of the highest quality we need your help. You will find links to a survey at the bottom of this letter, which we are sending to the leaders of 620 Canadian hospitals. I ask that you take a few minutes to see that it is properly completed and submitted via the online form provided by Monday, January 28. Instructions and a printable version are attached.

Your response will be used in combination with outcomes data we have collected through the Canadian Institute for Health information. It will allow us to develop a profile of your hospital, along with profiles of all the hospitals in our database, and to highlight the initiatives you are taking to guarantee the very best patient care.

We see this as a pioneering project, one that we believe is in tune with a growing recognition that openness and patient involvement is crucial to health care quality improvement. I know that as a leader in Canadian health care you are also committed to the highest quality. In that spirit, please join us in this important initiative.

Best regards,

CBC News, the fifth estate
P: 416-

Updated agenda and CBC request text added.

PHN Comms - ATT1472642.htm ATT1472644.htm c163001.ics
Agenda - 10 Jan...
<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Speaker</th>
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<tr>
<td>1:20-1:30</td>
<td><strong>6. CBC Fifth Estate Request for Statistical Data</strong></td>
<td>Julie Kentnor (MB)</td>
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<td></td>
<td><strong>AGENDA</strong></td>
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**PUBLIC HEALTH NETWORK (PHN) COMMUNICATIONS TELECONFERENCE**

Thursday, January 10, 2013
1:00-2:00 p.m. EST

non responsive

non responsive
PHN Colleagues,

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**Updated Agenda**

(See attached file: PHN Comms - Agenda - 10 January 2013.doc)

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Best regards,

CBC News, *the fifth estate*
P: 416- —
A

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*non responsive*
From: Boyd, Rosemary
Sent: Monday, February 18, 2013 4:29 PM
To: Cutler, Rachelle
Subject: FW: [Potential Junk/Spam] RE: Urgent Request - NS Position

From: Fanjoy, Trish (DH/MS) [mailto:Trish.Fanjoy@gnb.ca]
Sent: Thursday, January 10, 2013 9:19 AM
To: 'Bhashyakarla, Vijay'; Phil Burke; 'Langen, Geof (HEALTH)'; Boyd, Rosemary; 'Goossens, Mark HE0'; 'Downey, Gayle F HLTH:EX'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gouv.qc.ca'; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'; Krista Hiebert
Cc: 'Angeleau, Regina (HEALTH)'; 'McCracken, Molly (HEALTH)'; 'Irvine, Jessica (HEALTH)'; Rodway, Kathy; Nucklaus, Kirstin
Subject: [Potential Junk/Spam] RE: Urgent Request - NS Position

Hello and good morning all: I understand from our Comm Director there is a call amongst comm. folks today on another matter however, this item has been added to their agenda.

From: Bhashyakarla, Vijay [mailto:Vijay.Bhashyakarla@gov.ns.ca]
Sent: Thursday, January 10, 2013 8:41 AM
To: Phil Burke; 'Langen, Geof (HEALTH)'; 'Boyd, Rosemary'; 'Goossens, Mark HE0'; 'Downey, Gayle F HLTH:EX'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gouv.qc.ca'; Fanjoy, Trish (DH/MS); 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'; Krista Hiebert
Cc: 'Angeleau, Regina (HEALTH)'; 'McCracken, Molly (HEALTH)'; 'Irvine, Jessica (HEALTH)'; Rodway, Kathy'; Nucklaus, Kirstin
Subject: RE: Urgent Request - NS Position

Hi all
In late November, Capital District Health Authority was approached by the CBC with a similar data request. At that time we discussed the request with the Decision Support Leads in the districts and the consensus was that we needed a provincial data response coordinated by the Department. To date, no additional DHAs have been contacted by CBC.

Since that time, the Department has been contacted by CBC directly for access to this information. A decision on what data to release has not yet been made, however our initial approach is to treat this request as we would any other. A meeting with our privacy folks is to take place this AM. I will have more information after.

Vijay R Bhashyakarla, MPA
Director, Intergovernmental Affairs
Nova Scotia Department of Health and Wellness
Phone Numbers:
902 424 2842 (Work)
902 219 2147 (Cell)

From: Phil Burke [mailto:phil.burke@gov.ab.ca]
Sent: January-09-13 4:58 PM
To: 'Langen, Geof (HEALTH)'; 'Boyd, Rosemary'; 'Goossens, Mark HE0'; 'Downey, Gayle F HLTH:EX'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gouv.qc.ca'; Bhashyakarla, Vijay; 'Fanjoy, Trish (DH/MS)'; 'smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'; Krista Hiebert
Geof,

My understanding is that we have left the request for information from the CBC with Alberta Health Services and they have responded by making available information that is already publicly available. I am not sure if this is an option that would work on all P/T fronts.

Phil

---

From: Langen, Geoff [mailto:Geoff.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 1:37 PM
To: Boyd, Rosemary; Goossens, Mark; Downey, Gayle; Dimitracopoulos, Louis (MOH); Johanne.caseault@mssss.gouv.qc.ca; Vijay.bhashyakarla@gov.ns.ca; Fanjoy, Trish (DH/MS); SmacNeill@gov.pe.ca; XT: Doucette, Michelle HLTH:IN; Denise_canuel@gov.nt.ca; Violet.VanHees@gov.yk.ca
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH); Rodway, Kathy
Subject: RE: Urgent Request

Thanks Rosemary,

What we are encountering today is that CBC is forwarding the survey to our Hospitals directly.

You may wish to double check with your regions.

The suggestion of turning this over to the Communications Directors is a great idea – I understand they are on a call about this right now.

Thanks,

geof

Geof Langen
Acting Executive Director–Federal/Provincial Unit - Manitoba Health
204-788-6761 wk 204-228-0961 cel 204-948-2258 fax

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From: Goossens, Mark HE0 [mailto:Mark.Goossens@health.gov.sk.ca]
Sent: Wednesday, January 09, 2013 2:30 PM
To: 'Langen, Geof (HEALTH)'; 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gov.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'Boyd, Rosemary; smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH)
Subject: RE: Urgent Request
Importance: High

This issue has also come up in Saskatchewan, where a few of our Health Regions are wondering what to do with this request. The direction by DMs in December was to direct the CBC to publicly available information, but as Geof notes many of the questions in the survey don’t lend themselves easily to publicly available data that a CIHI (or others) might have. Examples would be the questions in the survey on parking or services to visitors.

We have not yet responded to our Health Regions and are still mulling over our options, but would be very interested to see how others are treating this survey. It may be something to chat about on tomorrow’s HSC as well.

From: Langen, Geof (HEALTH) [mailto:Geof.Langen@gov.mb.ca]
Sent: Wednesday, January 09, 2013 10:01 AM
To: 'Downey, Gayle F HLTH:EX'; 'XT:Burke, Phil HLTH:IN'; 'Goossens, Mark HE0'; 'Dimitracopoulos, Louis (MOH)'; 'johanne.caseault@msss.gov.qc.ca'; 'vijay.bhashyakarla@gov.ns.ca'; 'Fanjoy, Trish (DH/MS)'; 'Boyd, Rosemary; smacneill@gov.pe.ca'; 'XT:Doucette, Michelle HLTH:IN'; 'Denise_canuel@gov.nt.ca'; 'Violet.VanHees@gov.yk.ca'
Cc: Angeleau, Regina (HEALTH); McCracken, Molly (HEALTH); Irvine, Jessica (HEALTH)
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MB is wanting to confirm that as per the CDM we are providing them only with information that is already publicly available.

If you could please confirm what the process in your jurisdiction is going to be. A quick scan of the survey and it becomes clear it will be very difficult to leave any of those questions blank.

We are hoping to have this by the end of the day today.

Thanks,

geof

Geof Langen
Acting Executive Director - Federal/Provincial Unit - Manitoba Health
204-788-6761 wk 204-228-0961 cel 204-948-2258 fax

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Québec received a request from CBC, just before Christmas, at the Minister's Cabinet. We are now trying to see if CBC contacted hospitals directly. Our intent, at this time, would be to give access to information already public.

It was confirmed also to me that the communication call to take place this afternoon is FPT and the CBC-Fifth Estate item has been added.

Johanne
Hey HSC leads,

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Potential copyright material

If you wish to obtain a copy please contact the ATIPP Office at (709) 729-7072 or atippoffice@gov.nl.ca.
Cutler, Rachelle

From: Simmons, Heidi Staeben <heidistaebensimmons@westernhealth.nl.ca>
Sent: Friday, January 11, 2013 10:15 AM
To: 'Allan Bock'; roger.pike@centralhealth.nl.ca
Cc: Medd, Blair
Subject: RE: CBC News request: Hospital project

We have not responded. We played phone tag with the reporter before Christmas and haven’t heard back.
Heidi

From: Allan Bock [mailto:allan.bock@lghealth.ca]
Sent: January 10, 2013 9:33 PM
To: Simmons, Heidi Staeben; roger.pike@centralhealth.nl.ca
Cc: Medd, Blair
Subject: Fw: CBC News request: Hospital project

Hi Heidi and Roger,
Some time ago, Blair shared with us the department’s response to the CBC request for survey data.
Can you advise if you have responded to the request, similar to the one below our CEO received? If so, what was your response.
Thanks.
Allan

Allan Bock
Regional Director of Communications (Acting)
Labrador-Grenfell Health
227 Hamilton River Road
P.O. Box 7000 Station C
Happy Valley-Goose Bay, NL
A0P 1C0

T. 709-897-2294
C. 709-899-1568
F. 709-896-4032

From: Hospital.Survey@CBC.CA [mailto:Hospital.Survey@CBC.CA]
Sent: Tuesday, January 08, 2013 07:54 PM
To: Tony Wakeham
Subject: CBC News request: Hospital project

Dear Tony Wakeham,

As Canada’s public broadcaster, the CBC believes strongly in its mission to responsibly share information with ordinary Canadians so that they can make sensible choices in their own lives. That mission is front and centre in our new network initiative "Vital Signs: Inside Canada's Hospitals."

The project is a first for Canada. Working with an international panel of experts, \textit{the fifth estate} and CBC News Online are gathering material that will help build an easily-accessible patient-friendly database of essential facts and statistics
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Best regards,

CBC News, the fifth estate
P: 416----------- s.30(1)

Here are the unique links for each hospital in your organization. See attached instructions for details:

White Bay Central
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10694

Captain William Jackman Memorial Hospital
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10077

Charles S. Curtis Memorial Hospital
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10186

Labrador Health Centre
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10352

Labrador South
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10353

Strait of Belle Isle Health Centre
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=20712
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From: Ashley Fagan [mailto:ashley.fagan@phac-aspc.gc.ca] On Behalf Of PHN COMMS
Sent: Friday, January 11, 2013 11:17 AM
To: agtremere@gov.pe.ca; Ashley Fagan; awchester@gov.pe.ca; carla.grant@gov.ns.ca; carol.dellapenta@hc-sc.gc.ca; carol.swan@bccdc.ca; Celine N Dion; chamilton@health.gov.sk.ca; Charlene Wiles; Cynthia Booden Firth; damien_healy@gov.nt.ca; Elaine.Krawchenko@phac-aspc.gc.ca; Gillian Badger; Jack.Marquardson@gov.mb.ca; Jean-Claude.Camus@ontario.ca; Tulk, Jennifer; jennifer.piercey@hc-sc.gc.ca; Jessica Martin; john.rainford@phac-aspc.gc.ca; Julie McGilhon; julie.kentner@gov.mb.ca; karine.white@mssss.gouv.qc.ca; kkratzig@health.gov.sk.ca; Laura.R.Neufeld@gov.bc.ca; Margaret Fondong; Mary Lyn Mulvihill; mary.hand@hc-sc.gc.ca; michelle.boleen@gov.yk.ca; micky.elabdi@gov.ab.ca; Monika Mazur; Natalie Howson; Patricia.Living@gov.yk.ca; pcrowdis@gov.nu.ca; Pike, Robyn; Ryan.Jabs@gov.bc.ca; Sandra Donatucci; Shannon.Hagerman@gov.bc.ca; tess.malolos@ontario.ca; Tony.Kiritsis@gov.ns.ca; tracey.burkhardt@gnb.ca; trinh.phan@hc-sc.gc.ca; vance.white@phac-aspc.gc.ca; John Muir
Subject: FOR REVIEW: Communications Analysis - Hospital Statistical Data Media Request

PHN Colleagues,

For your review and input, please see the attached draft communications analysis developed by our Manitoba colleague Julie Kentner, on the media request for hospital statistical data.

We are asking for your comments by COB Monday, January 14th. Please provide your responses to both PHN.Comms@hc-sc.gc.ca and Julie.Kentner@gov.mb.ca.

Following your comments, we will distribute a revised version and would like to host another teleconference early next week for discussion. Invitation for that meeting to follow.

Many thanks,
Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Secretariat des communications du Réseau de santé publique (RSP)

Health Canada  Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d’urgence
130 Colonnade Road / 130 chemin Colonnade
Ottawa ON, K1A 0K9
Phone: 613-960-4537
PHN.Comms@hc-sc.gc.ca
From: Simmons, Heidi Staeben [mailto:heidistaebensimmons@westernhealth.nl.ca]
Sent: Friday, January 11, 2013 11:26 AM
To: Tulk, Jennifer
Subject: FW: CBC News request: Hospital project

Please see below from Allan. It is my understanding that we have had the same request to our CEO on Tuesday. Is it possible to have some collective discussion on this?
Heidi

From: Allan Bock [mailto:allan.bock@lghealth.ca]
Sent: January 10, 2013 9:33 PM
To: Simmons, Heidi Staeben; roger.pike@centralhealth.nl.ca
Cc: Medd, Blair
Subject: Fw: CBC News request: Hospital project

Hi Heidi and Roger,
Some time ago, Blair shared with us the department’s response to the CBC request for survey data. Can you advise if you have responded to the request, similar to the one below our CEO received? If so, what was your response.
Thanks.
Allan

Allan Bock
Regional Director of Communications (Acting)
Labrador-Grenfell Health
227 Hamilton River Road
P.O. Box 7000 Station C
Happy Valley-Goose Bay, NL
A0P 1CO

T. 709-897-2294
C. 709-899-1568
F. 709-896-4032

From: Hospital.Survey@CBC.CA [mailto:Hospital.Survey@CBC.CA]
Sent: Tuesday, January 08, 2013 07:54 PM
To: Tony Wakeham
Subject: CBC News request: Hospital project

Dear Tony Wakeham,
As Canada's public broadcaster, the CBC believes strongly in its mission to responsibly share information with ordinary Canadians so that they can make sensible choices in their own lives. That mission is front and centre in our new network initiative “Vital Signs: Inside Canada’s Hospitals.”

The project is a first for Canada. Working with an international panel of experts, the fifth estate and CBC News Online are gathering material that will help build an easily-accessible patient-friendly database of essential facts and statistics about Canadian hospitals. We hope it will help patients and their families to better evaluate the quality of care they receive at their local hospitals or elsewhere in the province or country.

To ensure our results are of the highest quality we need your help. You will find links to a survey at the bottom of this letter, which we are sending to the leaders of 620 Canadian hospitals. I ask that you take a few minutes to see that it is properly completed and submitted via the online form provided by Monday, January 28. Instructions and a printable version are attached.

Your response will be used in combination with outcomes data we have collected through the Canadian Institute for Health Information. It will allow us to develop a profile of your hospital, along with profiles of all the hospitals in our database, and to highlight the initiatives you are taking to guarantee the very best patient care.

We see this as a pioneering project, one that we believe is in tune with a growing recognition that openness and patient involvement is crucial to health care quality improvement. I know that as a leader in Canadian health care you are also committed to the highest quality. In that spirit, please join us in this important initiative.

Best regards,

CBC News, the fifth estate
P: 416-361-

Here are the unique links for each hospital in your organization. See attached instructions for details:

White Bay Central
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10694

Captain William Jackman Memorial Hospital
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10077

Charles S. Curtis Memorial Hospital
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10186
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Potential copyright material

If you wish to obtain a copy please contact the ATIPP Office at (709) 729-7072 or atippoffice@gov.nl.ca.
From: Simmons, Heidi Staeben [mailto:heidistaebensimmons@westernhealth.nl.ca]
Sent: Friday, January 11, 2013 11:46 AM
To: Tulk, Jennifer
Subject: Re: CBC News request: Hospital project

Ok! Thanks!
Heidi Staeben-Simmons. Director of Communications, Western Health. 709.637.5252

From: TULK, JENNIFER [mailto:JENNIFERTULK@GOV.NL.CA]
Sent: Friday, January 11, 2013 11:42 AM
To: Simmons, Heidi Staeben
Subject: Re: CBC News request: Hospital project

Yes. We should have a conversation about this Monday. I’ll set something up.

Department of Health & Community Services
Executive Council
Government of Newfoundland and Labrador
P.O.Box 8700
St.John’s, NL
Canada
A1B 4J6

From: Simmons, Heidi Staeben [mailto:heidistaebensimmons@westernhealth.nl.ca]
Sent: Friday, January 11, 2013 11:25 AM
To: Tulk, Jennifer
Subject: FW: CBC News request: Hospital project

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On Tuesday. Is it possible to have some collective discussion on this?
Heidi

From: Allan Bock [mailto:allan.bock@lghealth.ca]
Sent: January 10, 2013 9:33 PM
To: Simmons, Heidi Staeben; roger.pike@centralhealth.nl.ca
Cc: Medd, Blair
Subject: Fw: CBC News request: Hospital project

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Allan

Allan Bock
Regional Director of Communications (Acting)
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227 Hamilton River Road
P.O. Box 7000 Station C
Happy Valley-Goose Bay, NL
A0P 1C0

T. 709-897-2294
C. 709-899-1568
F. 709-896-4032

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CBC News, the fifth estate
P: 416-

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Captain William Jackman Memorial Hospital
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Charles S. Curtis Memorial Hospital
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10186

Labrador Health Centre
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10352

Labrador South
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=10353

Strait of Belle Isle Health Centre
www.cbc.ca/news/vitalsigns/hospital-survey/?hospitalID=20712

(Copy and paste into browser.)

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Hi all,

Please see additional below document, mentioned in the draft communications approach as Annex 1.

Thanks,
Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Sécretariat des communications du Réseau de santé publique (RSP)

FOR REVIEW: Communications Analysis - Hospital Statistical Data Media Request
Indicators already available to the public on the CIHI Hospital Report website:
- Facilities are identified by name
- 2011/12 data will be available in the public website in time for CBC's analysis “in the spring”.

Clinical Indicators
- All the data can be easily downloaded in a single Excel file.
- This list shows the list of indicators that will be publicly available in the 2011/12 update.

<table>
<thead>
<tr>
<th>Clinical Indicators</th>
<th>Reported on public eTool</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indicator Category</strong></td>
<td><strong>Indicator Name</strong></td>
<td><strong>Data years available</strong></td>
</tr>
<tr>
<td>Effectiveness</td>
<td>5-Day In-Hospital Mortality Following Major Surgery (rate per 1,000)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>30-Day In-Hospital Mortality Following Acute Myocardial Infarction (rate per 100)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>30-Day In-Hospital Mortality Following Stroke (rate per 100)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>28-Day Readmission After Acute Myocardial Infarction (rate per 100)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>28-Day Readmission After Stroke (rate per 100)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>90-Day Readmission After Hip Replacement (rate per 100)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>90-Day Readmission After Knee Replacement (rate per 100)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>30-Day Overall Readmission (rate per 100)</td>
<td>Y FY2009 - FY2010</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>30-Day Medical Readmission (rate per 100)</td>
<td>Y FY2009 - FY2010</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>30-Day Obstetric Readmission (rate per 100)</td>
<td>Y FY2009 - FY2010</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>30-Day Readmission - Patients aged 19 and Younger (rate per 100)</td>
<td>Y FY2009 - FY2010</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>30-Day Surgical Readmission (rate per 100)</td>
<td>Y FY2009 - FY2010</td>
</tr>
<tr>
<td>Patient Safety</td>
<td>In-Hospital Hip Fracture in Elderly (65+) Patients (rate per 1,000)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Patient Safety</td>
<td>Nursing-Sensitive Adverse Events for Medical Patients (rate per 1,000)</td>
<td>Y FY2007 - FY2011</td>
</tr>
<tr>
<td>Clinical Indicators</td>
<td>Indicator Category</td>
<td>Indicator Name</td>
</tr>
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</tr>
<tr>
<td></td>
<td>Patient Safety</td>
<td>Nursing-Sensitive Adverse Events for Surgical Patients (rate per 1,000)</td>
</tr>
<tr>
<td></td>
<td>Patient Safety</td>
<td>Obstetric Trauma - Vaginal Delivery With Instrument (rate per 100)</td>
</tr>
<tr>
<td></td>
<td>Patient Safety</td>
<td>Obstetric Trauma - Vaginal Delivery Without Instrument (rate per 100)</td>
</tr>
<tr>
<td></td>
<td>Appropriateness</td>
<td>Caesarean Section Rate: Excluding Pre-Term and Multiple Gestations (rate per 100)</td>
</tr>
<tr>
<td></td>
<td>Appropriateness</td>
<td>Vaginal Birth After Caesarean Section (rate per 100)</td>
</tr>
<tr>
<td></td>
<td>Appropriateness</td>
<td>Use of Coronary Angiography Following Acute Myocardial Infarction (rate per 100)</td>
</tr>
<tr>
<td></td>
<td>Accessibility</td>
<td>Hip Fracture Surgical Procedures Performed Within 48H: Wait Time Across Facilities (rate per 100)</td>
</tr>
</tbody>
</table>

**Hospital Financial Performance Indicators (available at the regional level, not the facility level) up to 2010/11**
- Percentage Benefit Hours
- Administrative Service Expense as a Percentage of Total Expense
- Average Age of Equipment
- Cost Per Weighted Case
- Current Ratio
- Hours Per Weighted Case
- Total Margin
- Service Recipient-Support Expense as a Percentage of Total Expense
- Unit-Producing Personnel Inpatient Nursing Productivity
- Registered Nurse Earned Hours as Percentage of Total Inpatient Nursing Earned Hours

**Other Hospital Information**  
On website, but not included in download files up to 2010/11
- Total Inpatient Days
- Average Resource Intensity Weights
- Average Length of Stay (days)
- Percent Alternate Level of Care Cases
- Percent Alternate Level of Care Days
- Total beds staffed and in operation
- Total Expenditure

**Community Profile Information (Statistics Canada Census 2006)**
- Total Population
- Low Income Rate (%)
- Immigrant Population (%)
- Rural Area Population (%)
- Seniors (%), 65 Years and older
- Aboriginal Population (%)

Plus: CIHI publicly reports Hospital Standardized Mortality Ratios at the facility and regional levels
Hi all,

Attached is a survey I understand has been sent to your CEOs by the Fifth Estate. I wanted to flag this for you so you are in the loop and surveys are not sent out without your knowledge.

I think a coordinated approach among the RHAs is required on this request. I am suggesting a call with all of you tomorrow morning to help get everyone on the same page.

Please let me know you availability.

Thanks,
Jennifer
If you wish to obtain a copy please contact the ATIPP Office at (709) 729-7072 or atippoffice@gov.nl.ca.
From: Simmons, Heidi Staeben [mailto:heidistaebensimmons@westernhealth.nl.ca]
Sent: Monday, January 14, 2013 11:33 AM
To: Tulk, Jennifer
Subject: RE: CBC News request - fifth estate

That's fine. I have another meeting but will pop out to join the call. Let me know, Heidi

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]
Sent: January 14, 2013 11:31 AM
To: Carmel.Turpin@easternhealth.ca; Simmons, Heidi Staeben; Roger.Pike@centralhealth.nl.ca; allan.bock@lghealth.ca
Cc: Medd, Blair
Subject: CBC News request - fifth estate

Hi all,

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Thanks,
Jennifer

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From: Carmel Turpin [mailto:Carmel.Turpin@easternhealth.ca]
Sent: Monday, January 14, 2013 11:40 AM
To: Allan Bock; Tulk, Jennifer; heidistaebensimmons@westernhealth.nl.ca; Roger.Pike@centralhealth.nl.ca
Cc: Medd, Blair
Subject: RE: CBC News request - fifth estate

I do not have any availability tomorrow morning and cannot change my schedule.

A quick scan of the questions indicates these are pretty basic, factual. If memory serves correctly we may have answered some of these through direct contact with fifth estate.

CT

Carmel Turpin
Vice President, Eastern Health
Executive Office, HSC Site, Level 1, Rm 1349
300 Prince Philip Drive
St. John’s, NL A1B 3V6
Tel: 709-777-1420/ Fax: 709-777-1302
Email: carmel.turpin@easternhealth.ca

Hi Jennifer,
I am available to discuss.

Allan Bock
Regional Director of Communications (Acting)
Labrador-Grenfell Health
227 Hamilton River Road
P.O. Box 7000 Station C
Happy Valley-Goose Bay, NL
A0P 1C0

T. 709-897-2294
C. 709-899-1568
F. 709-896-4032
From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]  
Sent: Monday, January 14, 2013 11:01 AM  
To: Carmel.Turpin@easternhealth.ca; heidistaebensimmons@westernhealth.nl.ca; Roger.Pike@centralhealth.nl.ca; Allan Bock  
Cc: Medd, Blair  
Subject: CBC News request - fifth estate

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Thanks,

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From: Lynnette Oates [mailto:Lynnette.Oates@easternhealth.ca]
Sent: Monday, January 14, 2013 12:09 PM
To: Tulk, Jennifer
Cc: Zelda Burt
Subject: RE: CBC News request - fifth estate

Jennifer,

Zelda Burt will participate on the call as well.

Lynnette

From: Lynnette Oates
Sent: January-14-13 11:55 AM
To: 'Tulk, Jennifer'
Cc: Carmel Turpin; Zelda Burt
Subject: RE: CBC News request - fifth estate

10 a.m. works for me.

Lynnette

Lynnette Oates
Director of Public Relations | Corporate Communications
Eastern Health | Administrative Office
Waterford Bridge Road, St. John's, NL A1E 4J8
Tel: 709-777-3792 | Cell: 709-689-7059
Email: Lynnette.Oates@easternhealth.ca

From: Tulk, Jennifer [mailto:Jennifer.Tulk@gov.nl.ca]
Sent: January-14-13 11:45 AM
To: Carmel Turpin; heidistaebensimmons@westernhealth.nl.ca; Roger.Pike@centralhealth.nl.ca; allan.bock@lghealth.ca
Cc: Medd, Blair; Lynnette Oates
Subject: RE: CBC News request - fifth estate

Thanks Carmel.
Would 10am tomorrow work?

Jenn

From: Carmel Turpin [mailto:Carmel.Turpin@easternhealth.ca]
Sent: Monday, January 14, 2013 11:42 AM
To: Tulk, Jennifer; heidistaebensimmons@westernhealth.nl.ca; Roger.Pike@centralhealth.nl.ca; allan.bock@lghealth.ca
Cc: Medd, Blair; Lynette Oates
Subject: RE: CBC News request - fifth estate

I can ask Lynette to sit in. Copying her on this email.

CT

Carmel Turpin
Vice President, Eastern Health
Executive Office, HSC Site, Level 1, Rm 1349
300 Prince Philip Drive
St. John’s, NL A1B 3V6
Tel: 709-777-1420/ Fax: 709-777-1302
Email: carmel.turpin@easternhealth.ca

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Hi all,

I am proceeding with the call tomorrow at 10am.

Roger – I understand you have a conflict in your schedule. Perhaps Kim can sit in on the call, or you and I can have a chat offline when you are free.

Geri will send you the dial in information later today.

Thanks for your attention to this matter.

Jenn

Thanks Carmel.

Would 10am tomorrow work?

Jenn

I can ask Lynette to sit in. Copying her on this email.
Carmel Turpin
Vice President, Eastern Health
Executive Office, HSC Site, Level 1, Rm 1349
300 Prince Philip Drive
St. John's, NL A1B 3V6
Tel: 709-777-1420/ Fax: 709-777-1302
Email: carmel.turpin@easternhealth.ca

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]
Sent: January-14-13 11:31 AM
To: Carmel Turpin; heidistaebensimmons@westernhealth.nl.ca; Roger.Pike@centralhealth.nl.ca; allan.bock@lghealth.ca
Cc: Medd, Blair
Subject: CBC News request - fifth estate

Hi all,

Attached is a survey I understand has been sent to your CEOs by the Fifth Estate. I wanted to flag this for you so you are in the loop and surveys are not sent out without your knowledge.

I think a coordinated approach among the RHAs is required on this request. I am suggesting a call with all of you tomorrow morning to help get everyone on the same page.

Please let me know you availability.

Thanks,
Jennifer

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BOOKING CONFIRMATION

This booking confirmation contains important information required to connect to your conference call. Please take this sheet with you to your session.

Name of Conference Call: CBC News Request Fifth Estate
Date of Conference Call: 15-JAN-13
Start Time: 10:00 (10:00 AM)
End Time: 11:00 (11:00 AM)
Lines Booked: 5
Meeting Room at PDCS: No

ACCESS PROVIDED 5 MINUTES PRIOR TO CONFERENCE START TIME DIAL [redacted] ENTER YOUR PASS CODE FOLLOWED BY THE # SYMBOL

ACCESS INFORMATION:

CHAIRPERSON PASS CODE: [redacted]
PARTICIPANT PASS CODE: [redacted]

Reference Number: 47139

Jennifer Tulk

- The first person to enter the conference will receive a message from the automated operator.

- If there is no message upon entering the conference it means others are already connected. You may speak to these participants immediately.

TECHNICAL SUPPORT: Have the name and time of your conference ready.
1) If you experience trouble connecting to your
2) If you experience trouble during your conference call, press *0 (star-zero) to speak to an operator.
3) Call PDCS during normal office hours at (709) 777-6653 or toll free 1-888-299-0676 and ask to speak to conferencing technical support.

OFFICE HOURS:

Monday to Friday
- 9am to 5pm, September 1 - May 31
- 9am to 4pm, June 1 - August 31

NOTE: To avoid additional charges, please ensure all participants disconnect at the end of the conference call.

This electronic communication is governed by the terms and conditions at http://www.mun.ca/cc/policies/electronic.communications.disclaimer_2012.php
From: Tulk, Jennifer
Sent: Friday, February 15, 2013 11:21 AM
To: Cutler, Rachelle
Subject: FW: CBC News request - fifth estate

From: Pike, Roger [mailto:Roger.Pike@centralhealth.nl.ca]
Sent: Monday, January 14, 2013 4:08 PM
To: Tulk, Jennifer
Subject: RE: CBC News request - fifth estate

Good afternoon Jennifer,

Unfortunately Kim is not available in the morning to do the call. I will try and be there, however, we may have to debrief later.

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]
Sent: Monday, January 14, 2013 12:00 PM
To: Pike, Roger
Subject: RE: CBC News request - fifth estate

Roger, maybe Kim could sit in tomorrow at 10am?

From: Pike, Roger [mailto:Roger.Pike@centralhealth.nl.ca]
Sent: Monday, January 14, 2013 11:51 AM
To: Tulk, Jennifer; Carmel.Turpin@easternhealth.ca; heidistaebensimmons@westernhealth.nl.ca; allan.bock@lghealth.ca
Cc: Medd, Blair
Subject: RE: CBC News request - fifth estate

Good Morning Jennifer,

This is the first I have seen of this survey document as presented. Blair did send us his response to a Fifth Estate Request from a [REDACTED] with the suggestion local numbers can be provided by the regional health authorities. I am currently working on that request following a phone call before Christmas from the CBC researcher.

Unfortunately I am not available for discussion on this until possibly Thursday morning. I can try and be available at noon tomorrow but Wednesday is out for me as well.

I agree there needs to be a coordinated approach as this can be time consuming. I’m looking at this afternoon or Thursday morning if that works for everyone.

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]
Sent: Monday, January 14, 2013 11:31 AM
To: Carmel.Turpin@easternhealth.ca; heidistaebensimmons@westernhealth.nl.ca; Pike, Roger; allan.bock@lghealth.ca
Cc: Medd, Blair
Subject: CBC News request - fifth estate

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Thanks,
Jennifer

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From: Ashley Fagan [mailto:ashley.fagan@phac-aspc.gc.ca] On Behalf Of PHN COMMS
Sent: Monday, January 14, 2013 4:41 PM
To: PHN COMMS
Cc: agtremere@gov.pe.ca; awinchester@gov.pe.ca; carla.grant@gov.ns.ca; carol.dellapenta@hc-sc.gc.ca; carol.swan@bccdc.ca; Celine N Dion; chamilton@health.gov.sk.ca; Cynthia Booden Firth; damien._healy@gov.nt.ca; Elaine.Krawchenko@phac-aspc.gc.ca; Gillian Badger; Jack.Marquardson@gov.mb.ca; Jean-Claude.Camus@ontario.ca; Tulk, Jennifer; jennifer.piercey@hc-sc.gc.ca; Jessica Martin; John Muir; john.rainford@phac-aspc.gc.ca; Julie McGilhon; julie.kentner@gov.mb.ca; karine.white@mssss.gov.qc.ca; kkratzig@health.gov.sk.ca; Laura.R.Neufeld@gov.bc.ca; Margaret Fondong; Mary Lyn Mulvihill; mary.hand@hc-sc.gc.ca; michelle.boleen@gov.yk.ca; micky.elabdi@gov.ab.ca; Natalie Howson; Patricia.Living@gov.yk.ca; pcrowdis@gov.nu.ca; Plke, Robyn; Ryan.Labs@gov.bc.ca; Sandra Donatucci; Shannon.Hagerman@gov.bc.ca; tess.malolos@ontario.ca; Tony.Kiritsis@gov.ns.ca; tracey.burkhardt@gnb.ca; trinh.phan@hc-sc.gc.ca; vance.white@phac-aspc.gc.ca
Subject: Re: FOR REVIEW: Communications Analysis - Hospital Statistical Data Media Request

Hi all,

A friendly reminder to provide any comments/suggestions/revisions you might have on the draft communications approach by end of day today, please. If your P/T has no comments to provide, a message indicating such would be appreciated as well.

Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Sécretaire des communications du Réseau de santé publique (RSP)

Health Canada - Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d’urgence
130 Colonnade Road / 130 chemin Colonnade
Ottawa ON, K1A 0K9
Phone: 613-960-4537
PHN.Comms@hc-sc.gc.ca

FOR REVIEW: Communications Analysis - Hospital Statistical Data Media Request

PHN Colleagues,

For your review and input, please see the attached draft communications analysis developed by our Manitoba colleague Julie Kentner, on the media request for hospital statistical data.

We are asking for your comments by COB Monday, January 14th. Please provide your responses to both PHN.Comms@hc-sc.gc.ca and Julie.Kentner@gov.mb.ca.

Following your comments, we will distribute a revised version and would like to host another teleconference early next week for discussion. Invitation for that meeting to follow.

Many thanks,
Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Sécrétariat des communications du Réseau de santé publique (RSP)

Health Canada  Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d’urgence
130 Colonnade Road / 130 chemin Colonnade
Ottawa ON, K1A 0K9
Phone: 613-960-4537
PHN.Comms@hc-sc.gc.ca
From: Pike, Roger [mailto:Roger.Pike@centralhealth.nl.ca]
Sent: Tuesday, January 15, 2013 8:49 AM
To: Tulk, Jennifer
Subject: RE: CBC News request - fifth estate

Good Morning Jennifer,

Is there a number for this mornings call in.

Thanks

From: Tulk, Jennifer [mailto:Jennifer.Tulk@gov.nl.ca]
Sent: Monday, January 14, 2013 12:00 PM
To: Pike, Roger
Subject: RE: CBC News request - fifth estate

Roger, maybe Kim could sit in tomorrow at 10am?

From: Pike, Roger [mailto:Roger.Pike@centralhealth.nl.ca]
Sent: Monday, January 14, 2013 11:51 AM
To: Tulk, Jennifer; Carmel.Turpin@easternhealth.ca; heidistaebensimmons@westernhealth.nl.ca; allan.bock@lghealth.ca
Cc: Medd, Blair
Subject: RE: CBC News request - fifth estate

Good Morning Jennifer. This is the first I have seen of this survey document as presented. Blair did send us his response to a Fifth Estate Request from a [redacted] with the suggestion local numbers can be provided by the regional health authorities. I am currently working on that request following a phone call before Christmas from the CBC researcher.

Unfortunately I am not available for discussion on this until possibly Thursday morning. I can try and be available at noon tomorrow but Wednesday is out for me as well.

I agree there needs to be a coordinated approach as this can be time consuming. I’m looking at this afternoon or Thursday morning if that works for everyone.
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Please let me know you availability.

Thanks,
Jennifer

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From: Pike, Roger [mailto:Roger.Pike@centralhealth.nl.ca]
Sent: Tuesday, January 15, 2013 8:51 AM
To: Tulk, Jennifer
Subject: RE: CBC News request - fifth estate

Thanks, I got the number.

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]
Sent: Monday, January 14, 2013 12:00 PM
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Subject: RE: CBC News request - fifth estate

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From: Pike, Roger [mailto:Roger.Pike@centralhealth.nl.ca]
Sent: Tuesday, January 15, 2013 12:19 PM
To: Tulk, Jennifer; Carmel.Turpin@easternhealth.ca; heidistaebensimmons@westernhealth.nl.ca; allan.bock@lghealth.ca
Cc: Medd, Blair
Subject: RE: CBC News request - fifth estate

Good afternoon Jennifer,

In light of what is on our plate over the next three months and in discussion with our CEO and Executive team we have decided to opt out of this survey with CBC.

Regards.

---

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]
Sent: Monday, January 14, 2013 11:31 AM
To: Carmel.Turpin@easternhealth.ca; heidistaebensimmons@westernhealth.nl.ca; Pike, Roger; allan.bock@lghealth.ca
Cc: Medd, Blair
Subject: CBC News request - fifth estate

Hi all,

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Thanks,
Jennifer

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recipient, please take notice that any disclosure, copying, distribution, and/or any action taken or omitted to be taken in reliance upon it, is unauthorized and may be unlawful. If you have received this communication in error, please notify the sender immediately and delete the message and any attachments from your system.
From: Boyd, Rosemary
Sent: Tuesday, February 19, 2013 2:42 PM
To: Cutler, Rachelle
Subject: FW: CBC 5th Estate hospital data survey

Thanks Rosemary. I had a conference call with the RHAs this am to discuss the request. There is also a PT Comm call this afternoon that we will be sitting in on. We will keep you in the loop.

Jenn

From: Boyd, Rosemary
Sent: Tuesday, January 15, 2013 12:34 PM
To: Tulk, Jennifer
Cc: Rodway, Kathy; Medd, Blair
Subject: RE: CBC 5th Estate hospital data survey

FYI, not sure if you’re aware.

I checked with my colleagues on Thursday regarding their approach to the request to grant approval to CIHI to release institutionally specific info. At this point no one seems to have made a decision in that regard.

From: Dimitracopoulos, Louis (MOH) [mailto:Louis.Dimitracopoulos@ontario.ca]
Sent: Thursday, January 10, 2013 4:26 PM
To: Kary, Michael HLTH:EX; XT:Nucklaus, Kirstin HLTH:IN; Khan, Afra (MOH); Stoutley, Alex (MOH); XT:Bertelsen, Brian HLTH:IN; Crummey, Carol; XT:Wong, Dan HLTH:IN; Edwards, Danielle HLTH:EX; XT:deChamp, Anne HLTH:IN; XT:HLTH Canuel, Denise; XT:Murphy, Erin HLTH:IN; XT:Shea, Erin HLTH:IN; Sotiropoulos, Evan (MOH); Downey, Gayle F HLTH:EX; XT:HLTH Langen, Geof HLTH:IN; Scheffer, Heather G HLTH:EX; XT:Irvine, Jessica HLTH:IN; XT:HLTH Caseault, Johanne; XT:Rodway, Kathy; XT:Keating, Judy S HLTH:IN; XT:Hiebert, Krista HLTH:IN; Cairns, Leann HLTH:EX; XT:Brown, Liana C. (MOH); XT:Malloy, Linda HLTH:IN; XT:Olenek, Lynn HLTH:IN; Kanakaratnam, Mahindan (MOH); Mark Goossens; XT:HLTH McKay, Marlien; XT:Neuman, Maureen HLTH:EX; XT:Doucette, Michelle HLTH:IN; XT:McCracken, Molly HLTH:IN; XT:Seney, Nicolas; XT:Anderson, Patrick HLTH:EX; XT:Ryan, Patti HLTH:IN; DeBeck, Paula HLTH:EX; XT:HLTH Peterson Boulton, Lee-Ann; XT:Burke, Phil HLTH:IN; XT:HLTH Angeleau, Regina; Boyd, Rosemary; XT:MacNeill, Shaun HLTH:IN; XT:Wright, Shauna-Leigh HLTH:IN; Grew, Sophia (MOH); XT:Buzash, Sophie HLTH:IN; Sakac, Taras (MOH); XT:Fetter, Tom HLTH:IN; Traci Schmekel; XT:HLTH Fanjoy, Trish; Reddick, Vanessa; Bhashyakara, Vijay; Redford, Vinessa (MOH); XT:HLTH Van Hees, Violet; XT:Trotter, Wendy HLTH:EX
Subject: RE: CBC 5th Estate hospital data survey

Thanks for this.
A quick update from the communications call that took place earlier today. There seems to be consensus that a collective response to the CBC is desired. The MB representative will draft a non-binding, collective response to the CBC.

As I recall, we had discussed at HSC the possibility of BC drafting a common response. At this time, I suggest we allow our communications colleagues to draft a letter that we can then edit and agree on.

Geoff can you please let your communications officials know that any letter should be sent to HSC for review before anything goes out to the CBC.

Thanks
Louis

From: Kary, Michael HLTH:EX [mailto:Michael.Kary@gov.bc.ca]
Sent: January-10-13 2:43 PM
To: Dimitracopoulos, Louis (MOH); XT:Nucklaus, Kirstin HLTH:IN; Khan, Afra (MOH); Stoutley, Alex (MOH); XT:Bertelsen, Brian HLTH:IN; XT:HLTH Crumme, Carol; XT:Wong, Dan HLTH:IN; Edwards, Danielle HLTH:EX; XT:deChamp, Anne HLTH:IN; XT:HLTH Canuel, Denise; XT:Murphy, Erin HLTH:IN; XT:Shea, Erin HLTH:IN; Sotiropoulos, Evan (MOH); Downey, Gayle F HLTH:EX; XT:HLTH Langen, Geof HLTH:IN; Scheffer, Heather G HLTH:EX; XT:Irvine, Jessica HLTH:IN; XT:HLTH Caseault, Johanne; XT:HLTH Rodway, Kathy; XT:Keating, Judy S HLTH:IN; XT:Hiebert, Krista HLTH:IN; Cairns, Leann HLTH:EX; Brown, Liana C. (MOH); XT:Malloy, Linda HLTH:IN; XT:Olenek, Lynne HLTH:IN; Kanakaratnam, Mahindan (MOH); Mark Goossens; XT:HLTH Mckay, Marlien; Neuman, Maureen HLTH:EX; Kary, Michael HLTH:EX; XT:Doucette, Michelle HLTH:IN; XT:McCracken, Molly HLTH:IN; Nicolas Seney; Anderson, Patrick HLTH:EX; XT:Ryan, Patti HLTH:IN; DeBeck, Paula HLTH:EX; XT:HLTH Peterson Boulton, Lee-An; XT:Burke, Phil HLTH:IN; XT:HLTH Angeleau, Regina; XT:HLTH Boyd, Rosemary; XT:MacNeill, Shaun HLTH:IN; XT:Wright, Shauna-Leigh HLTH:IN; Grew, Sophia (MOH); XT:Buzash, Sophie HLTH:IN; Sakac, Taras (MOH); XT:Fetter, Tom HLTH:IN; Traci Schminkel; XT:HLTH Fanjoy, Trish; XT:HLTH Reddick, Vanessa; Bhashyakarla, Vijay; Redford, Vinessa (MOH); XT:HLTH Van Hees, Violet; Trotter, Wendy HLTH:EX
Subject: CBC 5th Estate hospital data survey

Hi all,

As discussed on today’s HSC call and for your information here is a pdf copy of the survey that was sent by CBC to British Columbia’s Health Authorities and hospitals. If your jurisdiction can indicate whether or not you have received as well.

Michael Kary
Senior Policy Analyst, Intergovernmental Relations Branch
BC Ministry of Health Services
Phone: (250) 952-1660
Fax: (250) 952-2516
Email: Michael.Kary@gov.bc.ca
From: johanne.caseault@msss.gouv.qc.ca [mailto:johanne.caseault@msss.gouv.qc.ca]

Sent: Wednesday, January 16, 2013 1:16 PM

To: Kary, Michael HLTH:EX


Subject: RE: CBC 5th Estate hospital data survey

Michael,

Johanne

JOHANNE CASEAULT
Conseillère en affaires intergouvernementales
Direction des affaires intergouvernementales et de la coopération internationale
Ministère de la Santé et des Services sociaux
1005, chemin Ste-Foy, 1er étage
Québec (Québec) G1S 4N4
Téléphone (418) 266-5838
Télécopieur (418) 266-8755
Courriel : johanne.caseault@msss.gouv.qc.ca

"Kary, Michael HLTH:EX" <Michael.Kary@gov.bc.ca>

2013-01-14 19:29
Hi all,

Michael Kary
Senior Policy Analyst, Intergovernmental Relations Branch
BC Ministry of Health Services
Phone: (250) 952-1660
Fax: (250) 952-2516
Email: Michael.Kary@gov.bc.ca
Hi all,

As discussed on today’s HSC call and for your information here is a pdf copy of the survey that was sent by CBC to British Columbia’s Health Authorities and hospitals. If your jurisdiction can indicate whether or not you have received as well.

---

Michael Kary
Senior Policy Analyst, Intergovernmental Relations Branch
BC Ministry of Health Services
Phone: (250) 952-1660
Fax: (250) 952-2516
Email: Michael.Kary@gov.bc.ca
Cutler, Rachelle

Subject: FW: Information Update - Description has changed: PHN Communications Group - Teleconference - Hospital Statistical Data Media Request

Start: Thu 1/17/2013 2:30 PM
End: Thu 1/17/2013 3:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: PHN COMMS/HC-SC/GC/CA

-----Original Appointment-----
From: PHN COMMS/HC-SC/GC/CA [mailto:PHN.COMMS@hc-sc.gc.ca]
Sent: Wednesday, January 16, 2013 4:15 PM
To: agtemere@gov.pe.ca; Ashley Fagan; AWINCHESTER@gov.pe.ca; carla.grant@gov.ns.ca; carol.dellapenta@hc-sc.gc.ca; Celine N Dion; chamilton@health.gov.sk.ca; damien_healy@gov.nt.ca; elaine.krawchenko@phac-aspc.gc.ca; Gillian Badger; Jack.Marquardson@gov.mb.ca; Jean-Claude.Camus@ontario.ca; Tulk, Jennifer; jennifer.piercley@hc-sc.gc.ca; Jessica Martin; John.muir@gov.ab.ca; John.rainford@phac-aspc.gc.ca; Julie McGihon; Julie.Kentner@gov.mb.ca; Karine.White@msss.gov.qc.ca; kkratzig@health.gov.sk.ca; Laura.R.Neufeld@gov.bc.ca; Margaret Fondong; Mary Lyn Mulvihill; mary.hand@hc-sc.gc.ca; michelle.boleen@gov.yk.ca; micky.elabdi@gov.ab.ca; Patricia.Living@gov.yk.ca; PCrowdis@GOV.NU.CA; Pike, Robyn; Ryan.Jabs@gov.bc.ca; Shannon.Hagerman@gov.bc.ca; tess.malolos@ontario.ca; Tracey.Burkhardt@gnb.ca; trinh.phan@hc-sc.gc.ca; vance.white@phac-aspc.gc.ca; PHN COMMS/HC-SC/GC/CA; Medd, Blair

Subject: Information Update - Description has changed: PHN Communications Group - Teleconference - Hospital Statistical Data Media Request (Dia-in: 23(1)(b))

When: Thursday, January 17, 2013 2:30 PM-3:30 PM (UTC-03:30) Newfoundland.

Where:

Description

PHN Colleagues,

Please see the attached agenda and revised communications approach for our discussion tomorrow.

(See attached file: PHN Comms - Agenda - 17 January 2013.doc)(See attached file: CAA - Statistical Data Request Jan2013.doc)

Also, FYI—yesterday the PEI CBC facebook page posted the below, seeking readers to fill out their online questionnaire. Other local pages may follow suit.
“the fifth estate and CBCNews.ca are taking an in-depth look inside hospitals across the country. Our project, Vital Signs, will launch in March. But right now, we need your help. We want to hear about your hospital experiences, both good and bad, whether you’re a patient or a health care worker. Fill out our questionnaire at cbc.ca/hospitals”


Thanks,
Ashley

Agenda and updated communications approach attached.

PHA Comms - AT165939.htm AT165940.htm CAA - Statistical Data Request... c144505.ics

PHN Comms - AT165939.htm AT165940.htm CAA - Statistical Data Request... c144505.ics

Agenda - 17 Jan...
**PUBLIC HEALTH NETWORK (PHN) COMMUNICATIONS TELECONFERENCE**

**23(1)(b)**

Thursday, January 17, 2013  
1:00-2:00 p.m. EST

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**AGENDA**

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:05-1:15</td>
<td>2. Introduction / Overview of Communications Approach</td>
<td>Julie Kentner (MB)</td>
</tr>
</tbody>
</table>

---

**ROUNDTABLE**

---

Public Health Network (PHN) Communications Secretariat  
[t] 613-960-4537  
[e] PHN.Comms@hc-sc.gc.ca
From: Tulk, Jennifer
Sent: Friday, February 15, 2013 12:05 PM
To: Cutler, Rachelle
Subject: FW: For Review: Updated Comms Analysis – Hospital Statistical Data Request
Attachments: CAA - Statistical Data Request Jan2013 Draft2.doc

Hi Kathy,

As discussed, please see attached.

Thanks,
Jenn

From: Ashley Fagan [mailto:ashley.fagan@phac-aspc.gc.ca] On Behalf Of PHN COMMS
Sent: Thursday, January 17, 2013 5:57 PM
To: PHN Communications Group
Cc: PHN COMMS; Laura Stephen; Vijay.Bhashyakarla@gov.ns.ca; Peter.Andru@ontario.ca; Lorri.Thacyk@health.gov.sk.ca
Subject: For Review: Updated Comms Analysis – Hospital Statistical Data Request

PHN Colleagues,

For your review, please see the attached revised draft comms analysis prepared by Julie Kentner in Manitoba. Additions have been highlighted in yellow.

If you have any comments or questions, please send them to Julie.Kentner@gov.mb.ca and PHN.Comms@hc-sc.gc.ca.

Thanks,
Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Sécretariat des communications du Réseau de santé publique (RSP)

Health Canada  Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d’urgence
From: Thacyk, Lorri HE0 [mailto:Lorri.Thacyk@health.gov.sk.ca]
Sent: Friday, January 18, 2013 1:53 PM
To: 'Burkhardt, Tracey (DH/MS)'; PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

We have not officially communicated our response back to CIHI, but it will be same as per NB’s response: publicly-available info. only.

From: Burkhardt, Tracey (DH/MS) [mailto:Tracey.Burkhardt@gnb.ca]
Sent: Friday, January 18, 2013 11:11 AM
To: PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Thacyk, Lorri HE0; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

Hi Vance, Publicly available information only.

From: Vance White [mailto:vance.white@phac-aspc.gc.ca] On Behalf Of PHN COMMS
Sent: Friday, January 18, 2013 1:11 PM
To: PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Lorri.Thacyk@health.gov.sk.ca; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca; PHN COMMS
Subject: Re: FOR ACTION: Provide status on facility-specific data request

Hello All,

just a quick reminder--please provide confirmation regarding how your P/T has decided to respond to the request to have CIHI release facility-level information, and any related comments--this so I can compile and distribute to all, as discussed on our call yesterday. I’ve received confirmation from one jurisdiction so far. Thanks,

Vance

FOR ACTION: Provide status on facility-specific data request

PHN COMMS PHN Communications Group

Sent by: Ashley Fagan
As discussed on our call this afternoon, we are happy to collect, compile and share information pertaining to your jurisdiction regarding the request to CIHI for the facility-specific data. Please include any specific actions your jurisdiction has taken to date, any direction already received from your DMs, and any concerns there may be should facility-level data be released.

If you wish to participate, please respond to this email account by tomorrow noon (EST), and we will distribute to the network by end of day tomorrow.

Thanks,
Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Sécrétariat des communications du Réseau de santé publique (RSP)

Health Canada  Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d’urgence
130 Colonnade Road / 130 chemin Colonnade
Ottawa ON, K1A 0K9
Phone: 613-960-4537
PHN.Comms@hc-sc.gc.ca
Cutler, Rachelle

From: Tulk, Jennifer
Sent: Friday, February 15, 2013 11:28 AM
To: Cutler, Rachelle
Subject: FW: CBC News request - fifth estate

From: Allan Bock [mailto:allan.bock@lghealth.ca]
Sent: Friday, January 18, 2013 2:23 PM
To: Tulk, Jennifer
Cc: Medd, Blair; Tony Wakeham
Subject: RE: CBC News request - fifth estate

Will do.

Allan Bock
Regional Director of Communications (Acting)
Labrador-Grenfell Health
227 Hamilton River Road
P.O. Box 7000 Station C
Happy Valley-Goose Bay, NL
A0P 1C0

T. 709-897-2294
C. 709-899-1568
F. 709-896-4032

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]
Sent: Friday, January 18, 2013 1:44 PM
To: Allan Bock
Cc: Medd, Blair
Subject: Re: CBC News request - fifth estate

Thanks Allan.

I think a coordinated response would be the best. Can you please hold off responding until we get some common msgs. I'm hoping that we can finalize this Monday.

Jenn

Department of Health & Community Services
Executive Council
Government of Newfoundland and Labrador
P.O.Box 8700
St.John's, NL
Canada
A1B 4J6
Hi Jennifer,

I had a word with Tony this morning about the fifth estate’s request. He says LGH doesn’t have the capacity or the resources at this time to undertake the collection of this information. He says there’s value in the project and he’s not ruling it out in the future, but not now.

Are we going with a collective response to CBC, or should I proceed with our response?

Allan Bock
Regional Director of Communications (Acting)
Labrador-Grenfell Health
227 Hamilton River Road
P.O. Box 7000 Station C
Happy Valley-Goose Bay, NL
A0P 1C0

T. 709-897-2294
C. 709-899-1568
F. 709-896-4032

Good afternoon Jennifer,

In light of what is on our plate over the next three months and in discussion with our CEO and Executive team we have decided to opt out of this survey with CBC.

Regards.

Hi all,

Attached is a survey I understand has been sent to your CEOs by the Fifth Estate. I wanted to flag this for you so you are in the loop and surveys are not sent out without your knowledge.

I think a coordinated approach among the RHAs is required on this request. I am suggesting a call with all of you tomorrow morning to help get everyone on the same page.

Please let me know you availability.

Thanks,
Jennifer
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Roger,

Not sure if you had responded to the 5th Estate request yet. Please hold off until we develop some common messages. We hope to work on this Monday.

Thanks,

Blair

Blair Medd
Communications Manager
Department of Health and Community Services
Main Floor, West Block
Confederation Building

Tel: 709-729-1399
Email: blairmedd@gov.nl.ca
Cutler, Rachelle

From: Tulk, Jennifer
Sent: Friday, February 15, 2013 11:29 AM
To: Cutler, Rachelle
Subject: FW: FOR ACTION: Provide status on facility-specific data request

From: Boyd, Rosemary
Sent: Friday, January 18, 2013 3:48 PM
To: Tulk, Jennifer; Rodway, Kathy
Subject: RE: FOR ACTION: Provide status on facility-specific data request

Yesterday on the health officials call there was general agreement that:
On the request from CBC for CIHI facility identifier info - only public non-identifiable info would be ok for release.
On the request for hospital surveys - again only public info would be released if hospitals decided to participate. Most Ministries were not directing hospitals/rhas in one way or the other, but they would support non-participation if the hospital chose that route.

From: Tulk, Jennifer
Sent: Friday, January 18, 2013 1:47 PM
To: Boyd, Rosemary; Rodway, Kathy
Subject: Fw: FOR ACTION: Provide status on facility-specific data request

Please see below.

Department of Health & Community Services
Executive Council
Government of Newfoundland and Labrador
P.O.Box 8700
St.John’s, NL
Canada
A1B 4J6

From: PHN COMMS [mailto:PHN.COMMS@hc-sc.gc.ca]
Sent: Friday, January 18, 2013 01:41 PM
To: PHN Communications Group <PHN_Communications_Group@hc-sc.gc.ca>
Cc: Ashley Fagan <ashley.fagan@phac-aspc.gc.ca>; Laura Stephen <laura.stephen@phac-aspc.gc.ca>
Lorri.Thacyk@health.gov.sk.ca <Lorri.Thacyk@health.gov.sk.ca>; Peter.Andru@ontario.ca <Peter.Andru@ontario.ca>
Vijay.Bhashyakarla@gov.ns.ca <Vijay.Bhashyakarla@gov.ns.ca>; PHN COMMS <PHN.COMMS@hc-sc.gc.ca>
Subject: Re: FOR ACTION: Provide status on facility-specific data request

Hello All,
just a quick reminder--please provide confirmation regarding how your P/T has decided to respond to the request to have CIHI release facility-level information, and any related comments--this so I can compile and distribute to all, as discussed on our call yesterday. I've received confirmation from one jurisdiction so far. Thanks,

Vance
FOR ACTION: Provide status on facility-specific data request

PHN COMMS  PHN Communications Group

Ashley Fagan

PHN COMMS, Laura Stephen, Vijay Bhaskarla, Peter Andrus, Lorri Thacyk

As discussed on our call this afternoon, we are happy to collect, compile and share information pertaining to your jurisdiction regarding the request to CIHI for the facility-specific data. Please include any specific actions your jurisdiction has taken to date, any direction already received from your DMs, and any concerns there may be should facility-level data be released.

If you wish to participate, please respond to this email account by tomorrow noon (EST), and we will distribute to the network by end of day tomorrow.

Thanks,
Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Sécrétariat des communications du Réseau de santé publique (RSP)

Health Canada Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d’urgence
130 Colonnade Road / 130 chemin Colonnade
Ottawa ON, K1A 0K9
Phone: 613-960-4537
PHN.Comms@hc-sc.gc.ca
From: Vance White [mailto:vance.white@phac-aspc.gc.ca] On Behalf Of PHN COMMS
Sent: Friday, January 18, 2013 5:33 PM
To: PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Lorri.Thacyk@health.gov.sk.ca; Peter.Andru@ontario.ca; PHN COMMS; Vijay.Bhashyakarla@gov.ns.ca
Subject: Re: FOR ACTION: Provide status on facility-specific data request

Hello everyone, here is the summary as to what I've received so far.

Have a great weekend. We'll update again next week as other responses come in. Many thanks,

Vance

Re: FOR ACTION: Provide status on facility-specific data request  Link

PHN COMMS  to  PHN Communications Group  2013-01-18 12:11 PM

Sent by: Vance White


Hello All,
just a quick reminder--please provide confirmation regarding how your P/T has decided to respond to the request to have CIHI release facility-level information, and any related comments--this so I can compile and distribute to all, as discussed on our call yesterday. I've received confirmation from one jurisdiction so far. Thanks,

Vance

FOR ACTION: Provide status on facility-specific data request

PHN COMMS  to  PHN Communications Group  2013-01-17 02:15 PM

Sent by: Ashley Fagan
As discussed on our call this afternoon, we are happy to collect, compile and share information pertaining to your jurisdiction regarding the request to CIHI for the facility-specific data. Please include any specific actions your jurisdiction has taken to date, any direction already received from your DMs, and any concerns there may be should facility-level data be released.

If you wish to participate, please respond to this email account by tomorrow noon (EST), and we will distribute to the network by end of day tomorrow.

Thanks,
Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Sécrétariat des communications du Réseau de santé publique (RSP)

Health Canada  Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d’urgence
130 Colonnade Road / 130 chemin Colonnade
Ottawa ON, K1A 0K9
Phone: 613-960-4537
PHN.Comms@hc-sc.gc.ca
Summary of (expected) actions within P/T jurisdictions in regard to the CBC request to have CIHI release facility-level information which is not currently available publicly.

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Action</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nunavut</td>
<td>To share publicly available info only</td>
<td></td>
</tr>
<tr>
<td>NWT</td>
<td>To share publicly available info only</td>
<td></td>
</tr>
<tr>
<td>Yukon</td>
<td>To share publicly available info only</td>
<td></td>
</tr>
<tr>
<td>BC</td>
<td>BC is considering granting permission to CIHI to provide facility-level information.</td>
<td>No final decision, however, as this is still being discussed.</td>
</tr>
<tr>
<td>AB</td>
<td>To share publicly available info only</td>
<td></td>
</tr>
<tr>
<td>SK</td>
<td>To share publicly available info only</td>
<td>Not yet officially communicated to CIHI</td>
</tr>
<tr>
<td>MB</td>
<td>To share publicly available info only</td>
<td>Not yet officially communicated to CIHI</td>
</tr>
<tr>
<td>ON</td>
<td>CBC was directed to existing information on CIHI and other publicly available sites.</td>
<td>Ontario did not give CIHI permission to release new facility-identifiable data to the CBC. OHA has expressed concerns to the CBC on this issue.</td>
</tr>
<tr>
<td>QC</td>
<td>Likely only to share publicly available info</td>
<td>TBC with DM in coming day(s)</td>
</tr>
<tr>
<td>NB</td>
<td>To share publicly available info only</td>
<td></td>
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<tr>
<td>NS</td>
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<td>Nfld</td>
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<td></td>
</tr>
</tbody>
</table>
From: Simmons, Heidi Staeben [mailto:heidistaebensimmons@westernhealth.nl.ca] 
Sent: Monday, January 28, 2013 11:36 AM 
To: Tulk, Jennifer 
Subject: RE: CBC News request - fifth estate

Hi there – We haven’t been able to do anything with this given all the priorities in the past two weeks. Do you know if others have responded? I don’t want to be off side. Having said that, this is a fairly Big piece of work to pull together. Heidid

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca] 
Sent: January 14, 2013 11:31 AM 
To: Carmel.Turpin@easternhealth.ca; Simmons, Heidi Staeben; Roger.Pike@centralhealth.nl.ca; allan.bock@lghealth.ca 
Cc: Medd, Blair 
Subject: CBC News request - fifth estate

Hi all,

Attached is a survey I understand has been sent to your CEOs by the Fifth Estate. I wanted to flag this for you so you are in the loop and surveys are not sent out without your knowledge.

I think a coordinated approach among the RHAs is required on this request. I am suggesting a call with all of you tomorrow morning to help get everyone on the same page.

Please let me know you availability.

Thanks, 
Jennifer

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received this communication in error, please notify the sender immediately and delete the message and any attachments from your system
Hi Folks: We’d refer this request back to the RHAs (after doing the necessary in-house consultaitons). CSRS does not track this as other means exist to do so. Michelle

Hi Jennifer, Central Health have sent this along. Disease Control has not been approached for provincial data, thought you would like to be aware that Central has. The NL rates of Healthcare Associated Infections (MRSA and C diff) are higher than the national average. We have a report in the works if you would like to see.

My best

Cathy O’Keefe
Director, Disease Control
PO Box 8700
St. John’s, NL
A1B 4J6
Telephone 709-729-5019
Fax 709-729-0730
Hi Lola,

I’m referring this to Cathy and Michelle for feedback. I’m not aware of any request for this information at the provincial level.

M

From: Gushue, Lola [mailto:Lola.Gushue@centralhealth.nl.ca]
Sent: Monday, January 28, 2013 9:17 AM
To: paulastagg@westernhealth.nl.ca; Paula March; Donna Ronayne; Yetman, Marion M.
Subject: 5th Estate

Hi All,

Happy Monday!

Central Health has had a request from the Communications department (5th Estate contacted them) to provide a 3 year rate of infection for MRSA/C-Diff in its facilities…other requests were included such as wait times for ER, joint replacement surgery, Diagnostic Imaging, etc… I checked with Marion briefly last week and she was not aware at that time of any requests but it would be up to the individual RHA’s to release it’s own data from the database…Did anyone else receive a request for this information? My understanding is that it is a provincial request…I’m not quite sure what the end result will be but they were looking trying to establish some sort of data bank for the public to view weight list times, etc…again, don’t know all the details…

Thoughts?

Lola

Clean Hands Save Lives!

Lola Gushue BN RN CIC
Regional Infection Prevention and Control Coordinator
Central Health
James Paton Memorial Regional Health center
125 TCH
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Cutler, Rachelle

From: Boyd, Rosemary
Sent: Tuesday, February 19, 2013 2:27 PM
To: Cutler, Rachelle
Subject: TRIM: FW: CBC 5th Estate hospital data survey
Attachments:

non-responsive

From: Kary, Michael HLTH:EX [mailto:Michael.Kary@gov.bc.ca]
Sent: Tuesday, January 29, 2013 8:23 PM
To: hlth PT Health Support Committee
Subject: FW: CBC 5th Estate hospital data survey

Hi all,

Michael Kary

From: Kary, Michael HLTH:EX
Sent: Monday, January 14, 2013 4:29 PM
Subject: RE: CBC 5th Estate hospital data survey

Hi all,
Hi all,

As discussed on today’s HSC call and for your information here is a pdf copy of the survey that was sent by CBC to British Columbia’s Health Authorities and hospitals. If your jurisdiction can indicate whether or not you have received as well.
Dear Jennifer,

I am writing to let you know that I have reduced the scope of my recent request for data from CIHI. After looking at CIHI’s specifications for my original requests, I have decided that the most useful information will come from just two data sets. They are:

1) Denominator for each of the indicators included in the CHRP data for the years 2009-2010 to 2011-2012.
2) Emergency department wait times according to length of stay in ED, time waiting for a physician, time to a disposition decision, and time waiting for an inpatient bed, reported by hospital, for the years 2009-2010 to 2011-2012.

According to CIHI specifications, Newfoundland does not report ED wait times, so only the first request applies to you. I am asking for the denominator for validated indicators, pooled over three years to ensure that I have the most stable, reliable data available. I trust you will agree that having access to stable, reliable data is in everyone’s interest and that you will agree to my request.

Best,

[Contact Information]
Suggested Response

1) The Provincial Government is supportive of the Canadian Hospital Reporting Project and feels the Canadian Institute for Health Information provides a valuable avenue for Canadians to access indicators specific to their province. Newfoundland and Labrador appreciates the quality and consistency lens CIHI places on their information gathering, taking into consideration factors including low volumes or statistical anomalies. As such, the Department of Health and Community Services believes there is sufficient information available already in the public domain as it relates to indicators tracked by CIHI and at this time is not authorizing the release of the denominator information.

2) As you have indicated, Newfoundland and Labrador does not track emergency department wait times. However, the regional health authorities may have this information and I would encourage you to contact them for further information.

Eastern Health
Zelda Burt
Media Relations Manager
(709) 777-1339
zelda.burt@easternhealth.ca

Central Health
Roger Pike
Director of Corporate Communications
(709) 256-5532
Roger.Pike@centralhealth.nl.ca

Western Health
Heidi Staeben-Simmons
Director of Communications
Western Health
(709) 637-5252
heidistaebensimmons@westernhealth.nl.ca

Labrador-Grenfell Health
Allan Bock
Communications Manager
(709) 897-2294
allan.bock@lghealth.ca
Ok.
Blair Medd
Communications Manager
Department of Health and Community Services
Email: blairmedd@gov.nl.ca
Office: 729-1399

Can you ask Rosemary to put some feelers out to her IGA colleagues and see what they are doing? This does not reflect what I heard on the last call.

Don't read until tomorrow. Just sending now before I forget.
Blair Medd
Communications Manager
Department of Health and Community Services
Email: blairmedd@gov.nl.ca
Office: 729-1399
From: Carmel Turpin [mailto:Carmel.Turpin@easternhealth.ca]
Sent: Wednesday, January 30, 2013 10:10 AM
To: Medd, Blair
Subject: FW: Responding to CBC’s Hospital Survey

Carmel Turpin
Vice President, Eastern Health
Executive Office, HSC Site, Level 1, Rm 1349
300 Prince Philip Drive
St. John’s, NL A1B 3V6
Tel: 709-777-1420/ Fax: 709-777-1302
Email: carmel.turpin@easternhealth.ca

SCH eal

From: Sharon Lehr
Sent: January-30-13 9:49 AM
To: Carmel Turpin
Subject: FW: Responding to CBC’s Hospital Survey

fyi

From: Vickie Kaminski
Sent: January-30-13 9:07 AM
To: Sharon Lehr
Subject: FW: Responding to CBC’s Hospital Survey

20(1)(a), 20(1)(c)
Cutler, Rachelle

From: Tulk, Jennifer
Sent: Friday, February 15, 2013 11:38 AM
To: Cutler, Rachelle
Subject: FW: CBC survey

Sure.

From: Carmel Turpin [mailto:Carmel.Turpin@easternhealth.ca]
Sent: Wednesday, January 30, 2013 12:56 PM
To: Tulk, Jennifer; Medd, Blair
Cc: Zelda Burt; Lynette Oates
Subject: Re: CBC survey

Thanks Carmel.

Can I share your approach with the other regional directors?

Jenn

Department of Health & Community Services
Executive Council
Government of Newfoundland and Labrador
P.O. Box 8700
St.John’s, NL
Canada
A1B 4J6

From: Carmel Turpin [mailto:Carmel.Turpin@easternhealth.ca]
Sent: Wednesday, January 30, 2013 10:58 AM
To: Medd, Blair; Tulk, Jennifer
Cc: Zelda Burt <Zelda.Burt@easternhealth.ca>; Lynette Oates <Lynette.Oates@easternhealth.ca>
Subject: CBC survey

Jennifer/Blair

Eastern Health will respond to the questions being asked in the CBC 5th Estate survey from a corporate perspective; we will not provide site specific information. Should they ask for this information, we will advise they can file an ATIPP request due the time required to collect all that information for our acute care sites. Further, we will not actually be "completing" the survey. We will provide to them the information via email - outside of actually completing the survey.
Trust this is satisfactory.

Thanks
Carmel

Carmel Turpin
Vice President, Eastern Health
Executive Office, HSC Site, Level 1, Rm 1349
300 Prince Philip Drive
St. John's, NL A1B 3V6
Tel: 709-777-1420/ Fax: 709-777-1302
Email: carmel.turpin@easternhealth.ca

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Dear Jennifer,

I am writing to let you know that I have reduced the scope of my recent request for data from CIHI. After looking at CIHI’s specifications for my original requests, I have decided that the most useful information will come from just two data sets. They are:

1) Denominator for each of the indicators included in the CHRP data for the years 2009-2010 to 2011-2012.
2) Emergency department wait times according to length of stay in ED, time waiting for a physician, time to a disposition decision, and time waiting for an inpatient bed, reported by hospital, for the years 2009-2010 to 2011-2012.

According to CIHI specifications, Newfoundland does not report ED wait times, so only the first request applies to you. I am asking for the denominator for validated indicators, pooled over three years to ensure that I have the most stable, reliable data available. I trust you will agree that having access to stable, reliable data is in everyone’s interest and that you will agree to my request.

Best,

CBC TV News, *the fifth estate*
p: 416-
From: Rodway, Kathy  
Sent: Wednesday, January 30, 2013 3:22 PM  
To: Boyd, Rosemary  
Subject: RE: CBC 5th Estate hospital data survey

Rosemary – I haven’t forwarded this to anyone here to confirm our position. Should this go to Jennifer Tulk? I wasn’t sure if you may have already sent it.

Kathy Rodway, Government Relations Branch  
Department of Health & Community Services  
Box 8700, NL, Canada A1B 4J6  
Ph: 709.729.3533  Cell:709.699.3047  
krodway@gov.nl.ca

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From: Kary, Michael HLTH:EX [mailto:Michael.Kary@gov.bc.ca]  
Sent: Tuesday, January 29, 2013 8:23 PM  
To: hlth PT Health Support Committee  
Subject: FW: CBC 5th Estate hospital data survey and PT Survey

Hi all,

Michael Kary
Hi all,

As discussed on today's HSC call and for your information here is a pdf copy of the survey that was sent by CBC to British Columbia's Health Authorities and hospitals. If your jurisdiction can indicate whether or not you have received as well.
Michael Kary
Senior Policy Analyst, Intergovernmental Relations Branch
BC Ministry of Health Services
Phone: (250) 952-1660
Fax: (250) 952-2516
Email: Michael.Kary@gov.bc.ca
From: Cutler, Rachelle
Sent: Friday, February 15, 2013 11:38 AM
To: Tulk, Jennifer
Subject: FW: CBC request to CIHI

Importance: High

From: Breen, Seamus
Sent: Thursday, January 31, 2013 10:39 AM
To: Tulk, Jennifer
Cc: Connolly, Krista
Subject: RE: CBC request to CIHI
Importance: High

Krista, can u help

Seamus

From: Tulk, Jennifer
Sent: Thursday, January 31, 2013 10:36 AM
To: Breen, Seamus
Subject: FW: CBC request to CIHI
Importance: High

Hi Seamus,

Please see the below request. Can you explain to me what exactly the #1 data set the reporter is requesting would include?

Thanks,

Jenn

From: [mailto:[redacted]@CBC.CA]
Sent: Wednesday, January 30, 2013 4:39 PM
To: Tulk, Jennifer
Subject: CBC request to CIHI
Importance: High

Dear Jennifer,

I am writing to let you know that I have reduced the scope of my recent request for data from CIHI. After looking at CIHI’s specifications for my original requests, I have decided that the most useful information will come from just two data sets. They are:

1) Denominator for each of the indicators included in the CHRP data for the years 2009-2010 to 2011-2012.
2) Emergency department wait times according to length of stay in ED, time waiting for a physician, time to a disposition decision, and time waiting for an inpatient bed, reported by hospital, for the years 2009-2010 to 2011-2012.

According to CIHI specifications, Newfoundland does not report ED wait times, so only the first request applies to you. I am asking for the denominator for validated indicators, pooled over three years to ensure that I have the most stable, reliable data available. I trust you will agree that having access to stable, reliable data is in everyone’s interest and that you will agree to my request.

Best,

CBC TV News, the fifth estate
p: 416-
From: Medd, Blair
Sent: Thursday, January 31, 2013 11:09 AM
To: Boyd, Rosemary
Subject: FW: Responding to CBC’s Hospital Survey

Rosemary,

Please see the email below. Can you please look into this with your colleagues to see if the overall approach has changed?

Thanks,

Blair
Hi all,

I wanted to touch base with you on the CBC Fifth Estate survey request. It’s my understanding that some provinces have decided to participate in the survey. I think it is important that in this province, where possible, there is an effort to have a coordinated approach among the RHAs.

I have heard from Eastern Health that they will respond to the questions being asked in the CBC 5th Estate survey from a corporate perspective but will not provide site specific information. Should they ask for this information, Eastern Health will advise they can file an ATIPP request due the time required to collect all that information for acute care sites. While not “filling out” the survey, Eastern will be providing corporate information in an email to the CBC.

I think this is an appropriate response to this large scale request and would suggest you all consider a similar approach.

Thanks,

Jenn
From: Boyd, Rosemary
Sent: Tuesday, February 19, 2013 4:11 PM
To: Cutler, Rachelle
Subject: FW: Responding to CBC's Hospital Survey

From: Boyd, Rosemary
Sent: Thursday, January 31, 2013 1:25 PM
To: Medd, Blair
Subject: RE: Responding to CBC's Hospital Survey

Will do. I have a call this afternoon.

From: Medd, Blair
Sent: Thursday, January 31, 2013 11:09 AM
To: Boyd, Rosemary
Subject: FW: Responding to CBC's Hospital Survey

Rosemary,

Please see the email below. Can you please look into this with your colleagues to see if the overall approach has changed?

Thanks,

Blair

20(1)(a), 20(1)(c)
From: Kentner, Julie (CHT) [mailto:Julie.Kentner@gov.mb.ca]
Sent: Thursday, January 31, 2013 4:59 PM
To: Kratzig, Kimberly HE0; Thacyk, Lorri HE0; 'Burkhardt, Tracey (DH/MS)'; PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

20(1)(a), 23(1)(a)(i)

From: Kratzig, Kimberly HE0 [mailto:Kimberly.Kratzig@health.gov.sk.ca]
Sent: January-31-13 9:57 AM
To: Kentner, Julie (CHT); Thacyk, Lorri HE0; 'Burkhardt, Tracey (DH/MS)'; PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

Please share what you find out - again, maybe a consistent approach is attainable.

From: Kentner, Julie (CHT) [mailto:Julie.Kentner@gov.mb.ca]
Sent: Thursday, January 31, 2013 9:08 AM
To: Thacyk, Lorri HE0; 'Burkhardt, Tracey (DH/MS)'; Kratzig, Kimberly HE0; PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

We just got this request for denominator data again, and I’ve asked our data experts what kind of information it would provide.
From: Thacyk, Lorri HE0 [mailto:Lorri.Thacyk@health.gov.sk.ca]
Sent: January-31-13 9:02 AM
To: 'Burkhardt, Tracey (DH/MS)'; Kratzig, Kimberly HE0; Kentner, Julie (CHT); PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

So . . . what is the real significance of that? Is it a good thing or a bad thing in terms of data portrayal? What kind of "story" would that tell? (sorry -- not a statistician!)

From: Burkhardt, Tracey (DH/MS) [mailto:Tracey.Burkhardt@gnb.ca]
Sent: Thursday, January 31, 2013 8:58 AM
To: Kratzig, Kimberly HE0; 'Kentner, Julie (CHT)'; PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Thacyk, Lorri HE0; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

I asked that of our data crunchers and they tell me it's the bottom part of the fraction, which made me feel rather stupid. At any rate, it would allow them to report a per hospital number without actually having the individualized hospital data.

From: Kratzig, Kimberly HE0 [mailto:Kimberly.Kratzig@health.gov.sk.ca]
Sent: Thursday, January 31, 2013 10:55 AM
To: 'Kentner, Julie (CHT)'; Burkhardt, Tracey (DH/MS); PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Thacyk, Lorri HE0; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

Excuse my ignorance - but what does denominator data" actually mean?

From: Kentner, Julie (CHT) [mailto:Julie.Kentner@gov.mb.ca]
Sent: Thursday, January 31, 2013 8:53 AM
To: Burkhardt, Tracey (DH/MS); PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Thacyk, Lorri HE0; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

Manitoba received a follow-up request and declined that request as well.

From: Burkhardt, Tracey (DH/MS) [mailto:Tracey.Burkhardt@gnb.ca]
Sent: January-31-13 8:52 AM
To: PHN COMMS; PHN Communications Group
Cc: Ashley Fagan; Laura Stephen; Lorri.Thacyk@health.gov.sk.ca; Peter.Andru@ontario.ca; Vijay.Bhashyakarla@gov.ns.ca
Subject: RE: FOR ACTION: Provide status on facility-specific data request

Hi Colleagues, to follow up on this, has anyone else received a follow up request for denominator data and what do you plan to do? NB hasn't decided yet.

Tracey Burkhardt
Director/Directrice
Communications
Health/Santé
As discussed on our call this afternoon, we are happy to collect, compile and share information pertaining to your jurisdiction regarding the request to CIHI for the facility-specific data. Please include any specific actions your jurisdiction has taken to date, any direction already received from your DMs, and any concerns there may be should facility-level data be released.

If you wish to participate, please respond to this email account by tomorrow noon (EST), and we will distribute to the network by end of day tomorrow.

Thanks,
Ashley

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Séretariat des communications du Réseau de santé publique (RSP)

Health Canada  Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d'urgence
130 Colonnade Road / 130 chemin Colonnade
Ottawa ON, K1A 0K9
Phone: 613-960-4537
PHN.Comms@hc-sc.gc.ca
-----Original Message-----
From: Tulk, Jennifer
Sent: Tuesday, February 05, 2013 5:04 PM
To: 'allan.bock@lghealth.ca'
Cc: Medd, Blair; 'tony.wakeham@lghealth.ca'
Subject: Re: CBC Request - Fifth Estate

Thanks Allan.

Jenn
Department of Health & Community Services Executive Council Government of Newfoundland and Labrador P.O.Box 8700 St.John's, NL Canada A1B 4J6

----- Original Message ----- 
From: Allan Bock [mailto:allan.bock@lghealth.ca]
Sent: Tuesday, February 05, 2013 05:04 PM
To: Tulk, Jennifer
Cc: Medd, Blair; Tony Wakeham <tony.wakeham@lghealth.ca>
Subject: FW: CBC Request - Fifth Estate

Hi Jennifer,
Now that we have Eastern's response, we are going to use this as a template for our response. As per Tony's direction, Labrador-Grenfell Health is forming a working group to collect the information so that I can gather, disseminate and respond to the CBC request. I will keep you posted.

Allan

Allan Bock
Regional Director of Communications (Acting) Labrador-Grenfell Health
227 Hamilton River Road
P.O. Box 7000 Station C
Happy Valley-Goose Bay, NL
A0P 1C0

T. 709-897-2294
C. 709-899-1568
F. 709-896-4032

-----Original Message-----
From: Carmel Turpin [mailto:Carmel.Turpin@easternhealth.ca]
Hey Allan. Hope all is well with you!

Zelda is going to send you what we have drafted to send so you can use that as a guide. While it is in draft, doubt if much will change – just needs to get to the respective VPs for final sign off.

Cheers

CT

Carmel Turpin
Vice President, Eastern Health
Executive Office, HSC Site, Level 1, Rm 1349
300 Prince Philip Drive
St. John’s, NL A1B 3V6
Tel: 709-777-1420/ Fax: 709-777-1302
Email: carmel.turpin@easternhealth.ca


SCH eal

From: Allan Bock [mailto:allan.bock@lghealth.ca]
Sent: February-04-13 5:09 PM
To: Carmel Turpin
Cc: JenniferTulk@gov.nl.ca; Medd, Blair; Tony Wakeham; Norma Forsey
Subject: RE: CBC Request - Fifth Estate

Hi Carmel,

Further to Jennifer’s email re: a coordinated approach from RHAs, can you provide an idea of what is defined as ‘corporate information’?
The survey is broken down into sections: Profile, Performance and Patient Services. Is Eastern submitting Profile information only?

Thanks for your help with this.
Allan

Allan Bock
Regional Director of Communications (Acting)
Labrador-Grenfell Health
227 Hamilton River Road
P.O. Box 7000 Station C
Happy Valley-Goose Bay, NL
A0P 1C0

T. 709-897-2294
C. 709-899-1568
F. 709-896-4032

From: Tulk, Jennifer [mailto:JenniferTulk@gov.nl.ca]
Sent: Thursday, January 31, 2013 10:44 AM
To: heidistaebensimmons@westernhealth.nl.ca; Roger.Pike@centralhealth.nl.ca; Allan Bock
Cc: Carmel.Turpin@easternhealth.ca; Lynette.Oates@easternhealth.ca; Zelda.Burt@easternhealth.ca; Medd, Blair
Subject: CBC Request - Fifth Estate

Hi all,

I wanted to touch base with you on the CBC Fifth Estate survey request. It’s my understanding that some provinces have decided to participate in the survey. I think it is important that in this province, where possible, there is an effort to have a coordinated approach among the RHAs.
I have heard from Eastern Health that they will respond to the questions being asked in the CBC 5th Estate survey from a corporate perspective but will not provide site specific information. Should they ask for this information, Eastern Health will advise they can file an ATIPP request due the time required to collect all that information for acute care sites. While not “filling out” the survey, Eastern will be providing corporate information in an email to the CBC.

I think this is an appropriate response to this large scale request and would suggest you all consider a similar approach.

Thanks,

Jenn

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Hi Roger

We are not completing the survey. Rather, we are compiling the information in a document and will forward to CBC. It will be corporate-wide information – not site specific. We are now finalizing it so do not know at this point how CBC will respond. If they follow up for the site specific information, we will be advising them to file an ATIPP request.

Via this email I am asking Zelda to send it along to you.

Cheers

CT

Carmel Turpin
Vice President, Eastern Health
Executive Office, HSC Site, Level 1, Rm 1349
300 Prince Philip Drive
St. John’s, NL A1B 3V6
Tel: 709-777-1420/ Fax: 709-777-1302
Email: carmel.turpin@easternhealth.ca

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Good afternoon Carmel,

I hope all is well. With regard to this CBC Fifth Estate survey it is not possible to send this along via their links as they have links for each specific site. Did you respond as one site/authority? If so did you place it all into one document and what was the CBC response to you doing it that way?

We are working hard to complete this as one Central Health document and was looking to see how you guys responded.

Look forward to hearing from you.
Roger
Roger K. Pike
Director of Communications
Central Health
Phone: 709-292-1289
Cell: 709-293-2169

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From: Zelda Burt [mailto:Zelda.Burt@easternhealth.ca]
Sent: Wednesday, February 06, 2013 1:52 PM
To: Pike, Roger
Cc: Tulk, Jennifer
Subject: Draft Eastern Health Response: CBC Fifth Estate

Roger,

Please note that the below is **draft**. Our material has been approved at director-level, and is currently being finalized at VP-level. As per normal, I will cc all RHAs on our media call report once the response went public.

I have already advised CBC today that we are responding as an organization and not by facility, as it’s too time consuming. I did not get any pushback. I advised I will have a response to them today or tomorrow. They had no issue.

Once final, I intend to PDF our material once finalized.

Thank you,

**Zelda Burt**
Media Relations Manager
Eastern Health | Administrative Office
Waterford Bridge Road | St. John's, NL, A1E 4J8
Tel: (709) 777-1339 | Mobile: (709) 697-0798
Email: Zelda.Burt@easternhealth.ca
To Whom it May Concern:

In response to CBC’s request for completion of a hospital survey, Eastern Health is pleased to offer below organization-wide information about its facilities. Eastern Health did not complete individual surveys for each of its hospital facilities due to the time required to collect information of all Eastern Health facilities. If you wish to seek additional information, you may file an ATIPP request.

Please note that some of the information provided captures details about Eastern Health at a given point in time. Eastern Health is constantly working to further enhance the services it provides to the people of Newfoundland and Labrador.

To gain a more in-depth understanding about Eastern Health, the services it provides, and the areas it serves, we encourage you to visit our web site at http://www.easternhealth.ca/AboutEH.aspx.

**General Information About Eastern Health:**

- Eastern Health is one of four Regional Health Authorities in Newfoundland and Labrador. The Eastern Health region extends from St. John’s west to Port Blandford, and includes all communities on the Avalon, Burin and Bonavista Peninsulas.
- Eastern Health employs approximately 13,000 dedicated employees and serves a population of more than 290,000 people.
- Eastern Health has an annual budget of about $1.3 billion and offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial and tertiary programs and services including cardiac care, cancer care, and paediatrics.

**PROFILE:**

- The information below provides total numbers for Eastern Health sites that have acute care beds, unless otherwise indicated. These facilities include:
  - Health Sciences Centre, St. John’s;
  - St. Clare’s Mercy Hospital, St. John’s;
  - Waterford Hospital, St. John’s;
  - Janeway Children’s Health and Rehabilitation Centre, St. John’s;
  - Dr. Walter Templeman Health Care Centre, Bell Island;
  - Carbonear General Hospital, Carbonear;
  - Placentia Health Centre, Placentia;
  - Dr. G.B Cross Memorial Hospital, Clarenville;
  - Bonavista Peninsula Health Centre, Bonavista;
• Burin Peninsula Health Care Centre, Burin;
• Dr. A.A. Wilkinson Memorial Health Centre, Old Perlican.

• The total number of:
  o acute care inpatient days in the last fiscal year (April 1, 2011 to March 31, 2012), including newborns, were 371,251;
  o acute care inpatient days, excluding newborns, in the last fiscal year were 270,268;
  o acute care beds, staffed and in operation at the end of the last fiscal year were 884;
  o non-acute care beds, staffed and in operation at the end of the last fiscal year were 312;
  o single-bed patient rooms, staffed and in operation in the last fiscal year were 183; and
  o ambulatory care visits in the last fiscal year were 604,002.

• The percentage of acute inpatient days that were alternate level of care days in the last fiscal year was **8.69 per cent.**

• The total number of emergency room visits in the last fiscal year was **243,397**. This percentage **includes** the above-mentioned facilities, as well as the Dr. William H. Newhook Community Health Centre in Whitbourne, the Grand Bank Health Centre in Grand Bank, and the U.S Memorial Health Centre in St. Lawrence. However, this percentage **does not** include visits pertaining to mental health-related emergencies at the Waterford Hospital in St. John’s.

**PERFORMANCE:**

**Accreditation:**
• Eastern Health was surveyed by Accreditation Canada in 2010. At that time, the accreditation decision was **Accreditation with Condition - (Report)**. Eastern Health has since received confirmation from Accreditation Canada, indicating that conditions outlined in the 2010 report have since been successfully met.
• Please find attached a copy of the report, entitled, **Accreditation Report 2010**, which is also publicly available in the publications section of Eastern Health’s website at [www.easternhealth.ca](http://www.easternhealth.ca).

**HIMSS Analytics for an Electronic Medical Record Adoption Model Score:**
• Eastern Health has been assessed by HIMSS (Healthcare Information and Management Systems Society Analytics), where the last date of assessment was June 27, 2012.
• HIMSS’s EMR Adoption Model (EMRAM) identifies and scores hospitals using a multi-step scale that charts the path to a fully paperless environment.
• Please find below the EMRAM scores per Eastern Health facility.

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>City</th>
<th>Province</th>
<th>EMRAM Score</th>
</tr>
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</table>
HUMAN RESOURCES:

The following information is for the fiscal year, April 1, 2011 to March 31, 2012:

- The percentage of Eastern Health’s full-time registered nurse workforce for sites with acute care in-patient beds was 71 per cent. This percentage does not include licensed practical nurses or nursing assistants.
- Of the total nursing worked hours in emergency departments and inpatient care units, the percentage worked by registered nurses was 85 per cent. This percentage includes emergency and inpatient units; however, it excludes areas that do not have inpatient care beds, such as operating rooms, recovery rooms, etc.
- The percentage of total overtime hours worked by registered nurses was four per cent. This percentage only includes Eastern Health facilities with acute care inpatient services.

Palliative Care Services:

- Eastern Health facilities have access to a team with special training that focuses on palliative care or end-of-life care.
- Eastern Health supports a Regional Palliative and End of Life Care Leadership team, which consists of a Manager, Bereavement Coordinator, Nurse Practitioner, Administrative Assistant and a part-time Medical Director focused on this specialized area.
Additionally, in the greater St. John’s area, Eastern Health offers a Palliative Care Consult Service, which offers client specific symptom management and Palliative Care Unit assessment. This team also offers consultative support throughout the eastern region and to cancer patients provincially, as requested. The Consult Service team consists of specially trained physicians and nurses.

It should be noted that dedicated chaplaincy services are not offered as part of Eastern Health’s Palliative Care Consult Service. However, chaplains take a large role on the dedicated Palliative Care Unit at the Dr. L. A. Miller Centre in St. John’s, and in relation to the additional palliative care beds in various health care facilities across the eastern region. In an effort to provide

Employees of Eastern Health’s Pastoral Care and Ethics program also liaise with individuals who provide palliative care and end-of-life care patients. Additionally, Eastern Health’s Palliative Care Bereavement Coordinator has developed a network of professionals, including pastoral care professionals, to assist patient navigation.

Eastern Health is currently building its capacity to offer Palliative Care Services around the region, particularly in areas outside of the capital region, through network creation and educational opportunities. Teams of professionals are available with enhanced palliative care skills in various areas of the region.

Eastern Health also offers community-based services for short-term end-of-life care during the last 28 days of life, which involve the services of nursing coordinators, social workers and community health nursing staff. These services are based in St. John’s, the Rural Avalon and Peninsulas areas.

Regional Palliative and End of Life Care Leadership team and the Palliative Care Consult Team operate Monday to Friday, from 09:00 – 17:00. Medical coverage of the Palliative Care Unit in St. John’s is provided. Based on the location of palliative care beds in other parts of the eastern region, on-call medical support is also available.

**SAFETY MEASURES:**

**Safer Healthcare Now!**

Eastern Health is enrolled in the Safer Healthcare Now! Program (SHN!). However, it should be noted that Eastern Health has also been involved in the following SHN! initiatives, including:

- **Stop Infections Now**;
- **Ventilator Associated Pneumonia**;
- **Acute Myocardial Infarction Care**;
- **Central Line Associated Bloodstream Infections**; and
- **Surgical Site Infections** (Colorectal).

Eastern Health submits data to the SHN!’s patient safety metrics system.

**Medication Reconciliation Process and Compliance Rate:**

The Medication Reconciliation process at Eastern Health is currently being rolled out incrementally across all inpatient clinical programs and Home and Community Care sites in the region.
• At this point in time, Medication Reconciliation on admission has been implemented across 87 per cent of the acute care programs in the eastern region, including the following programs:
  o Surgery;
  o Medicine;
  o Cardiac and Critical Care;
  o Mental Health and Addictions; and
  o Children and Women’s Health.
• In addition, 77 per cent of Eastern Health’s long term care facilities, and 100 per cent of its home and community care sites are also doing Medication Reconciliation on admission.
• Currently, Eastern Health is only measuring its Medication Reconciliation compliance in its acute care programs referenced above. In November 2012, the overall compliance rate for these programs combined was 43 per cent. Data for December 2012 is currently being collected and is not yet available.
• Medication reconciliation for transfers/discharges has not yet been implemented at Eastern Health. It is currently under development and will be piloted in Eastern Health’s Children and Women’s Health program during Spring 2013.

Hand Hygiene:
• Eastern Health has a formal system in place for auditing hand hygiene throughout the region at its Emergency Departments, acute care, and long term care facilities.
• Eastern Health currently initiates its hand hygiene audits twice a year, where the future plans for the organization is to conduct audits on a quarterly basis.
• Eastern Health provides hand hygiene data to its Board of Trustees, its Regional IPAC Committee; and its employees.
• Eastern Health conducted a hand hygiene compliance audit from April 2011 to June 2011, which involved 5,576 employees throughout Eastern Health’s long term and acute care settings. For this time period, the overall compliance rate for long term care and acute care 52.6 per cent.
• Eastern Health is currently working to make its 2012 results available.

Additional Information about Hand Hygiene Practices at Eastern Health:
• Eastern Health believes that hand hygiene is the single most important strategy to prevent the transmission of germs. As such, Eastern Health:
  o is committed to continue delivering hand hygiene information and instructions to staff;
  o conducts hand hygiene readiness audits for staff who are in direct contact with patients, residents, and clients; and
  o has installed more alcohol-based hand rub hand washing stations throughout its facilities.
• Eastern Health also has a Hand Hygiene Policy that applies to all employees, agents and visitors (where appropriate). As part of the policy, hand hygiene can be performed by:
  o hand washing using soap and water; or
• using alcohol based hand rub (ABHR), containing a minimum of 70 per cent alcohol, when hands are not visibly soiled.
  • Eastern Health’s Hand Hygiene Policy also outlines that hand hygiene must be performed:
    o with soap and water when the hands are visibly soiled;
    o before and after all patient/resident/client contact and their environment;
    o after removing gloves;
    o after any hand contaminating activities; and
    o before and after performing an aseptic procedure.
  • In addition, artificial nails and nail enhancements are not to be worn by staff who provide patient, resident, and client care, as they harbour germs and have been linked to the transmission of healthcare associated infections. Jewellery, such as rings and bracelets, hinder hand hygiene, and must not be worn for patient contact, as rings can increase the number of germs present on hands and increase the risk of tears in gloves.
  • Eastern Health remains committed to advance the quality of patient, resident, and client care, and to continue to promote hand hygiene practices.

**Surgery Services:**
• Eastern Health mandates the use of a safe surgery checklist for all surgeries, at all of its facilities.
• Eastern Health cannot provide a single compliance rate for the entire organization, as the compliance rates vary per hospital facility and by program areas within each facility.

**Systematic Pain Assessment Tools:**
• Eastern Health uses valid and reliable systematic pain assessment tools throughout its program areas. Patients’ pain levels are evaluated regularly based on their current needs.

**Patient Misadventure or Near-miss Events:**
• The Board’s Quality and Safety Committee, which includes all members of the Board, discusses adverse events that occurred within the organization at each Board meeting. These meetings are normally held every other month.
• In addition, Eastern Health’s Regional Quality Council, which is an executive-level committee, reviews serious adverse events at each council meeting. It should be noted that other structures within the organization also review adverse events, including Eastern Health’s Portfolio Quality Committee and Program Quality and Safety Committees. The Quality and Risk Management Framework for the organization provides the model for quality improvement.

**Additional Information about Eastern Health’s Clinical Safety Electronic Reporting System:**
• Eastern Health has established a regional reporting process to report adverse events and close calls, using its Clinical Safety Reporting System (CSRS).
The CSRS is an electronic reporting system that helps to improve, simplify and streamline its occurrence reporting process in an effort to make health care safer for patients, clients, residents and staff. The CSRS system measures three types of occurrences, where occurrences are described as:
- undesired or unplanned events that are associated with the care and/or services provided to a client, patient or resident; or
- instances that may put visitors, property or the organization at risk.

The three types of occurrences measured by CSRS include:
- close calls, which are potential adverse events that did not actually occur due to chance, corrective action, and/or timely intervention;
- occurrences that reached the patient/client, but resulted in no harm being done to the patient/client; and
- adverse events, which are occurrences that result in unintended harm to the patient, client or resident, and are related to the care and/or services provided, rather than the underlying health condition.

The CSRS links the entire organization by centralizing occurrence reporting, which allows health care professionals to learn and share best practices. More importantly, the electronic system identifies patterns of error, which helps to improve processes in future.

Eastern Health is committed to continue providing a reporting and learning environment, where close calls and adverse events are openly identified, reported, and managed effectively and efficiently through its electronic occurrence reporting system.

**Client Satisfaction Surveys:**
- In December 2012, Eastern Health released the first series of results from its *Experience of Care Survey*, where the program areas included in the Phase One of the survey are Acute Care, Emergency Services, Children’s Health, and Mental Health, Rehabilitation, and Long Term Care.
- The survey, which was both confidential and voluntary, was the first of its kind for Eastern Health. It was launched in May 2011 to gather insight into Eastern Health’s services from a patient perspective and help guide the organization in its efforts to deliver the highest possible care to its patients, residents and clients.
- For more information about the first series of results released, please see the attached news release entitled, *Eastern Health Releases First Results of Client Satisfaction Survey*, or visit Eastern Health’s news section at www.easternhealth.ca.

**PATIENT SERVICES:**

**Parking:**
- Eastern Health only charges for parking at its sites where demand requires efficient turnover for space, and where neighbourhood parking pressures threaten parking availability for its patients and visitors. Some city facilities and rural health facilities do not have parking meters because ample parking is available with little neighbourhood pressures.
• In the St. John’s metro area, Eastern Health has 993 parking spaces, which includes the Health Sciences Centre, the Janeway Children’s Rehabilitation Centre, the Dr. H. Bliss Murphy Cancer Centre and the Agnes Cowan Hostel, where parking costs are as follows:
  o $0.25 for 20 min; or
  o $0.75 per hour; or
  o a maximum of $12 for 24 hours.

• Eastern Health provides designated parking areas for dialysis patients. This parking is provided to ensure access to a health facility and to help alleviate the long-term financial burden for people who need to visit the facility frequently. In addition, free parking is provided to the volunteers who drive cancer patients to the health care facility for treatment.

Visitors:
• Visiting hours and regulations vary by Eastern Health facility, and also depend on the type of care patients are receiving. Families are encouraged to inquire before visiting any Eastern Health facility. The regular visitation hours at Eastern Health acute care facilities are 14:00 to 16:00, and 19:00 to 21:00, daily (Monday to Sunday).

• For more information about visiting patients, please visit http://www.easternhealth.ca/OurServices.aspx?d=2&id=183&p=462.

Food Services:
• Cafeteria/food services provided at Eastern Health vary per facility.

• The Health Sciences Centre in St. John’s provides a retail, non-patient, cafeteria meal service from 07:00 to 21:30 daily from Monday to Sunday. When cafeteria services are closed, other retail food services, such as Tim Horton’s, the Better 4U Café, and vending services are available.

• Rural hospital cafeterias, which include the Burin Peninsula Health Care Centre and the Dr. G. B. Cross Memorial Hospital in Clarenville, and the Carbonar General Hospital run from Monday to Friday from 09:00 to 13:30. These cafeterias provide a wide variety of self-serve menu items, such as beverages, soup, specialty and traditional salads and sandwiches, ready-to-eat entrees, baked goods, and a wide variety of deserts.

• Vending services for beverages and snacks are accessible 24 hours a day at all Eastern Health facilities.

Language Services:
• Eastern Health provides French services to patients, clients and residents at any of its facilities in the St. John’s area. Eastern Health’s Bilingual Services also provide:
  o documentation, consent forms, and various fact sheets for common surgeries and procedures in French, and
  o service to patients who have pre-arranged surgeries and/or consultations with private specialist offices in St. John’s.

• Eastern Health also has an arrangement with St. Pierre and Miquelon, where interpreters are available to patients who come to Eastern Health for care. This group of interpreters are available between Monday to Friday during regular business hours. Eastern Health’s Bilingual Services handle approximately up to 2,000 patient visits annually.

• In addition, through a partnership with the St. John’s Native Friendship Centre, Eastern Health has two Aboriginal Patient Navigators who assist Aboriginal patients using the acute care sector of the health and community services system. As part of their role, the Aboriginal
Patient Navigators offer translation services in Inuktitut and Innu-aimun. For the fiscal year 2011-12 (April to March), Aboriginal Patient Navigators assisted 446 patients.

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Hi there,

Nunavut’s one hospital has redirected CBC to the CIHI data too.

Best,

m

Michelle Doucette Issaluk
Intergovernmental Policy Analyst
Department of Health and Social Services
Government of Nunavut
P.O. Box 1000, Ste. 1000, Iqaluit, Nunavut X0A 0H0

Save a tree. Please do not print this email unnecessarily.

From: Phil Burke [mailto:phil.burke@gov.ab.ca]
Sent: Thursday, February 07, 2013 10:26 AM
To: 'Bhashyakarla, Vijay'; 'Brian Bertelsen'; 'Marlien.McKay@gnb.ca'; 'Tom.Fetter@gnb.ca'; 'Trish.Fanjoy@gnb.ca'; Erin Murphy; Inka Fakuade; Krista Hiebert; Linda Malloy; Shauna-Leigh Wright; 'Danielle.Edwards@gov.bc.ca'; 'Gayle.Downey@gov.bc.ca'; 'Heather.Scheffer@gov.bc.ca'; 'Leann.Cairns@gov.bc.ca'; 'Maureen.Neuman@gov.bc.ca'; 'Michael.Kary@gov.bc.ca'; 'Patrick.Anderson@gov.bc.ca'; 'Paula.DeBeck@gov.bc.ca'; 'Wendy.Trotter@gov.bc.ca'; 'Molly (HEALTH) McCracken'; Crummey, Carol; Rodway, Kathy; Boyd, Rosemary; Reddick, Vanessa; 'DeChamp, Anne'; 'Keating, Judy S'; 'Nucklaus, Kirstin'; 'Peterson Boulton, Lee-Ann'; 'Ryan, Patti R'; 'Dan_Wong@gov.nt.ca'; 'Denise_canuel@gov.nt.ca'; 'Erin_Shea@gov.nt.ca'; 'Shaun MacNeill'; 'Violet.VanHees@gov.yk.ca'; 'mark.goossens@health.gov.sk.ca'; 'sbuzash@health.gov.sk.ca'; 'Tara.Gereaux@health.gov.sk.ca'; 'traci.schmekel@health.gov.sk.ca'; 'johanne.caseault@mssss.gov.qc.ca'; 'nicolas.seney@mssss.gov.qc.ca'; 'Afra.Khan@ontario.ca'; 'Alex.Stoutley@ontario.ca'; 'Evan.Sotiroopoulos@ontario.ca'; 'Liana.C.Brown@ontario.ca'; 'Louis.Dimitracopoulos@ontario.ca'; 'Mahindan.Kanakaratnam@ontario.ca'; 'Taras.Sakac@ontario.ca'; 'Vinessa.Redford@ontario.ca'
Cc: 'Geof (HEALTH) Langen'; 'Jessica (HEALTH) Irvine'; 'Regina(HEALTH) Angeleau'
Subject: RE: CBC 5th Estate - Hospital Surveys
Hello All!

As well, Alberta has agreed to share only publicly available data.

Regards,

Phillip Burke
Acting Director, Intergovernmental Relations
Strategic Policy Branch
Alberta Health
780-415-2834

From: Bhashyakarla, Vijay [mailto:Vijay_Bhashyakarla@gov.ns.ca]
Sent: Thursday, February 07, 2013 7:11 AM
To: 'Brian Bertelsen'; 'Marlien.McKay@gnb.ca'; 'Tom.Fetter@gnb.ca'; 'Trish.Fanjoy@gnb.ca'; 'Erin Murphy'; 'Inka Fakuade'; 'Krista Hiebert'; 'Linda Malloy'; 'Phil Burke'; 'Shauna-Leigh Wright'; 'Danielle.Edwards@gov.bc.ca'; 'Gayle.Downey@gov.bc.ca'; 'Heather.Scheffer@gov.bc.ca'; 'Leann.Cairns@gov.bc.ca'; 'Maureen.Neuman@gov.bc.ca'; 'Michael.Kary@gov.bc.ca'; 'Patrick.Anderson@gov.bc.ca'; 'Paula.DeBeck@gov.bc.ca'; 'Wendy.Trotter@gov.bc.ca'; 'Molly (HEALTH) McCracken'; 'ccrummey@gov.nl.ca'; 'kroday@gov.nl.ca'; 'rosemaryboyd@gov.nl.ca'; 'vannessaredick@gov.nl.ca'; 'DeChamp, Anne'; 'Keating, Judy S'; 'Nucklaus, Kirstin'; 'Peterson Boulton, Lee-Ann'; 'Ryan, Patti R'; 'Dan_Wong@gov.nt.ca'; 'Denise_canuel@gov.nt.ca'; 'Erin_Shea@gov.nt.ca'; 'mdoucette@gov.nu.ca'; 'Shaun MacNeill'; 'Violet.VanHees@gov.yk.ca'; 'mark.goossens@health.gov.sk.ca'; 'sbuzash@health.gov.sk.ca'; 'Tara.Gereaux@health.gov.sk.ca'; 'traci.schmkel@health.gov.sk.ca'; 'johanne.caseault@msss.gov.qc.ca'; 'nicholas.seney@mssss.gov.qc.ca'; 'Afra.Khan@ontario.ca'; 'Alex.Stoutley@ontario.ca'; 'Evan.Sotiropoulos@ontario.ca'; 'Liana.C.Brown@ontario.ca'; 'Louis.Dimitracopoulos@ontario.ca'; 'Mahindan.Kanakaratnam@ontario.ca'; 'Taras.Sakac@ontario.ca'; 'Vinessa.Redford@ontario.ca'
CC: Geoff (HEALTH) Langen; Jessica (HEALTH) Irvine; Regina(HEALTH) Angeleau
Subject: RE: CBC 5th Estate - Hospital Surveys

Hello all

NS has agreed to share only publicly available data.

Vijay R Bhashyakarla, MPA
Director, Intergovernmental Affairs
Nova Scotia Department of Health and Wellness
Phone Numbers:
902 424 2842 (Work)
902 219 2147 (Cell)

From: Brian Bertelsen [mailto:bdbertelsen@gov.pe.ca]
Sent: February-07-13 8:57 AM
To: 'Marlien.McKay@gnb.ca'; 'Tom.Fetter@gnb.ca'; 'Trish.Fanjoy@gnb.ca'; 'Erin Murphy@gov.ab.ca'; 'inka.fakuade@gov.ab.ca'; 'krista.hiebert@gov.ab.ca'; 'linda.malloy@gov.ab.ca'; 'phil.burke@gov.ab.ca'; 'shauna-leigh.wright@gov.ab.ca'; 'Danielle.Edwards@gov.bc.ca'; 'Gayle.Downey@gov.bc.ca'; 'Heather.Scheffer@gov.bc.ca'; 'Leann.Cairns@gov.bc.ca'; 'Maureen.Neuman@gov.bc.ca'; 'Michael.Kary@gov.bc.ca'; 'Patrick.Anderson@gov.bc.ca'; 'Paula.DeBeck@gov.bc.ca'; 'Wendy.Trotter@gov.bc.ca'; 'Molly (HEALTH) McCracken'; 'ccrummey@gov.nl.ca'; 'kroday@gov.nl.ca'; 'rosemaryboyd@gov.nl.ca'; 'vannessaredick@gov.nl.ca'; 'DeChamp, Anne'; 'Keating, Judy S'; 'Nucklaus, Kirstin'; 'Peterson Boulton, Lee-Ann'; 'Ryan, Patti R'; 'Bhashyakarla, Vijay'; 'Dan_Wong@gov.nt.ca'; 'Denise_canuel@gov.nt.ca'; 'Erin_Shea@gov.nt.ca'; 'mdoucette@gov.nu.ca'; 'Shaun MacNeill'; 'Violet.VanHees@gov.yk.ca'; 'mark.goossens@health.gov.sk.ca'; 'sbuzash@health.gov.sk.ca'; 'Tara.Gereaux@health.gov.sk.ca'; 'traci.schmkel@health.gov.sk.ca'; 'johanne.caseault@msss.gov.qc.ca'; 'nicholas.seney@mssss.gov.qc.ca'; 'Afra.Khan@ontario.ca'; 'Alex.Stoutley@ontario.ca'; 'Evan.Sotiropoulos@ontario.ca';
Good morning all,

I have been contacted by our health agency (Health PEI) regarding surveys our hospitals have received from CBC 5th Estate. Our agency communications people seem to think that there are many hospitals across the country that are completing these surveys. This seems to not be in line with the information jurisdictions provided in the attached summary so I thought I'd send a quick email to see if anyone is aware if hospitals in your jurisdiction are completing these survey requests.

Thanks,
Brian

Brian D. Bertelsen
Policy Analyst
PEI Dept. of Health and Wellness
902.368.6593 ph

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From: Zelda Burt [mailto:Zelda.Burt@easternhealth.ca]
Sent: Thursday, February 07, 2013 3:37 PM
To: Tulk, Jennifer; Medd, Blair
Subject: FW: Media Call Report: Hospital Surveys - CBC Toronto, Fifth Estate

Fyi,

Zelda Burt
Media Relations Manager
Eastern Health | Administrative Office
Waterford Bridge Road | St. John’s, NL A1E 4J8
Tel: (709) 777-1339 | Mobile: (709) 697-0798 | Fax: (709) 777-1344
Email: Zelda.Burt@easternhealth.ca

From: Zelda Burt
Sent: February 7, 2013 3:37 PM
To: Executive Team Eastern Health - 2011; Joy Thompson; Joy Maddigan; Lynne Loveskane; Carla Williams; Ron Johnson; Merlee Steele; Rodway; Mike Power; Brian Lambe; Joe Dunford; Judy Davidson; Lisa Browne; Sharon Dominic; Debbie Walsh; Angela Lawrence; Beth Ryan; Carmel Turpin; Cathy Fitzpatrick (Executive Offices); Deborah Collins (Communications); Elizabeth Strange; Jackie O'Brien; Janet Laidley; Kimberly Warford-Butler; Lynette Oates; Melissa Valverde; Mollie Butler; Phil Simms; Robyn Lush; Ruby Constantine; Stephanie Barrett; Susan Bonnell; Zelda Burt
Cc: Alison Dower; Heidi Staebensimmons; Joanne Rose; Kim Cheeks; Michelle Hart; Roger Pike; Stephanie Power; Tara Pye
Subject: Media Call Report: Hospital Surveys - CBC Toronto, Fifth Estate

MEDIA CALL REPORT:

Date: February 7, 2013

Media: CBC TV, The Fifth Estate, [name redacted] - s.30(1)

Context: As part of a hospital comparison story, CBC requested health authorities across Canada to fill out surveys for each of its facilities.

Response Delivered:

To Whom it May Concern:
In response to CBC’s request for completion of a hospital survey, Eastern Health is pleased to offer the attached organization-wide information about its facilities, entitled, *Eastern Health Corporate Information*. Eastern Health did not complete individual surveys for each of its hospital facilities due to the time required to collect information of all Eastern Health facilities. If you wish to seek additional information, you may file an ATIPP request.

Please note that some of the information provided captures details about Eastern Health at a given point in time. Eastern Health is constantly working to further enhance the services it provides to the people of Newfoundland and Labrador.

To gain a more in-depth understanding about Eastern Health, the services it provides, and the areas it serves, we encourage you to visit our web site at [http://www.easternhealth.ca/AboutEH.aspx](http://www.easternhealth.ca/AboutEH.aspx).

**In consultation with, and approved by:**
- Carmel Turpin
- Oscar Howell
- Marilyn Thompson
- Alice Kennedy
- Pat Coish-Snow
- George Butt
- Sharon Lehr
- Joy Thompson
- Joy Maddigan
- Lynne Loveys Kane
- Carla Williams
- Ron Johnson
- Merlee Steele-Rodway
- Mike Power
- Brian Lambe
- Joe Dunford
- Judy Davidson
- Lisa Browne
- Debbie Walsh
- Lynette Oates

**Zelda Burt**  
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*Email: Zelda.Burt@easternhealth.ca*

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General Information About Eastern Health:

- Eastern Health is one of four Regional Health Authorities in Newfoundland and Labrador. The Eastern Health region extends from St. John’s west to Port Blandford, and includes all communities on the Avalon, Burin and Bonavista Peninsulas.
- Eastern Health employs approximately 13,000 dedicated employees and serves a population of more than 290,000 people.
- Eastern Health has an annual budget of about $1.3 billion and offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial and tertiary programs and services including cardiac care, cancer care, and paediatrics.

**PROFILE:**

- The information below provides **total numbers** for Eastern Health sites that have acute care beds, unless otherwise indicated. These facilities include:
  - Health Sciences Centre, St. John’s;
  - St. Clare’s Mercy Hospital, St. John’s;
  - Waterford Hospital, St. John’s;
  - Janeway Children’s Health and Rehabilitation Centre, St. John’s;
  - Dr. Walter Tempienman Health Care Centre, Bell Island;
  - Carbonear General Hospital, Carbonear;
  - Placentia Health Centre, Placentia;
  - Dr. G.B Cross Memorial Hospital, Clarenville;
  - Bonavista Peninsula Health Centre, Bonavista;
  - Burin Peninsula Health Care Centre, Burin;
  - Dr. A.A. Wilkinson Memorial Health Centre, Old Perlican.
- The **total number** of:
  - acute care inpatient days in the last fiscal year (*April 1, 2011 to March 31, 2012*), including newborns, were **371,251**;
  - acute care inpatient days, excluding newborns, in the last fiscal year were **270,268**;
  - acute care beds, staffed and in operation at the end of the last fiscal year were **884**;
  - non-acute care beds, staffed and in operation at the end of the last fiscal year were **312**;
  - single-bed patient rooms, staffed and in operation in the last fiscal year were **183**; and
  - ambulatory care visits in the last fiscal year were **604,002**.
- The percentage of acute inpatient days that were alternate level of care days in the last fiscal year was **8.69 per cent**.
- The total number of emergency room visits in the last fiscal year was **243,397**. This percentage **includes** the above-mentioned facilities, as well as the Dr. William H. Newhook Community Health Centre in Whitbourne, the Grand Bank Health Centre in Grand Bank, and the U.S Memorial Health Centre in St. Lawrence. However, this percentage **does not** include visits pertaining to mental health-related emergencies at the Waterford Hospital in St. John’s.
**Performance:**

*Accreditation:*
- Eastern Health was surveyed by Accreditation Canada in 2010. At that time, the accreditation decision was *Accreditation with Condition - (Report)*. Eastern Health has since received confirmation from Accreditation Canada, indicating that conditions outlined in the 2010 report have since been successfully met.
- Please find attached a copy of the report, entitled, *Accreditation Report, 2010*, which is also publicly available in the publications section of Eastern Health’s website at [www.easternhealth.ca](http://www.easternhealth.ca).

*HIMSS Analytics for an Electronic Medical Record Adoption Model Score:*
- Eastern Health has been assessed by HIMSS (Healthcare Information and Management Systems Society Analytics), where the last date of assessment was June 27, 2012.
- HIMSS’s EMR Adoption Model (EMRAM) identifies and scores hospitals using a multi-step scale that charts the path to a fully paperless environment.
- Please find below the EMRAM scores per Eastern Health facility.

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>City</th>
<th>Province</th>
<th>EMRAM Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bonavista Peninsula Health Centre</td>
<td>Bonavista</td>
<td>NL</td>
<td>3.1100</td>
</tr>
<tr>
<td>Burin Peninsula Health Care Centre</td>
<td>Burin</td>
<td>NL</td>
<td>3.1100</td>
</tr>
<tr>
<td>Carbonear General Hospital</td>
<td>Carbonear</td>
<td>NL</td>
<td>3.1100</td>
</tr>
<tr>
<td>Dr. A.A. Wilkinson Memorial Health Centre</td>
<td>Old Perlican</td>
<td>NL</td>
<td>3.1100</td>
</tr>
<tr>
<td>Dr. G.B. Cross Memorial Hospital</td>
<td>Clarenville</td>
<td>NL</td>
<td>3.1100</td>
</tr>
<tr>
<td>Janeway Children's Health &amp; Rehabilitation Centre</td>
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<td>NL</td>
<td>3.1020</td>
</tr>
<tr>
<td>Placentia Health Centre</td>
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<td>NL</td>
<td>3.1100</td>
</tr>
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<td>St. John's</td>
<td>NL</td>
<td>3.1260</td>
</tr>
<tr>
<td>The Dr. Walter Templeman Health Centre</td>
<td>Wabana</td>
<td>NL</td>
<td>3.1100</td>
</tr>
<tr>
<td>The General Hospital Health Sciences Centre</td>
<td>St. John's</td>
<td>NL</td>
<td>3.1260</td>
</tr>
<tr>
<td>The Leonard A. Miller Centre</td>
<td>St. John's</td>
<td>NL</td>
<td>3.1100</td>
</tr>
</tbody>
</table>
The following information is for the fiscal year, April 1, 2011 to March 31, 2012:

- The percentage of Eastern Health’s full-time registered nurse workforce for sites with acute care in-patient beds was 71 per cent. This percentage does not include licensed practical nurses or nursing assistants.
- Of the total nursing worked hours in emergency departments and inpatient care units, the percentage worked by registered nurses was 85 per cent. This percentage includes emergency and inpatient units; however, it excludes areas that do not have inpatient care beds, such as operating rooms, recovery rooms, etc.
- The percentage of total overtime hours worked by registered nurses was four per cent. This percentage only includes Eastern Health facilities with acute care inpatient services.

**Palliative Care Services:**

- Eastern Health facilities have access to a team with special training that focuses on palliative care or end-of-life care.
- Eastern Health supports a Regional Palliative and End of Life Care Leadership team, which consists of a Manager, Bereavement Coordinator, Nurse Practitioner, Administrative Assistant and a part-time Medical Director focused on this specialized area.
- Additionally, in the greater St. John’s area, Eastern Health offers a Palliative Care Consult Service, which offers client specific symptom management and Palliative Care Unit assessment. This team also offers consultative support throughout the eastern region and to cancer patients provincially, as requested. The Consult Service team consists of specially trained physicians and nurses.
- It should be noted that dedicated chaplaincy services are not offered as part of Eastern Health’s Palliative Care Consult Service. However, chaplains take a large role on the dedicated Palliative Care Unit at the Dr. L. A. Miller Centre in St. John’s, and in relation to the additional palliative care beds in various health care facilities across the eastern region. In an effort to provide
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- Eastern Health is enrolled in the Safer Healthcare Now! Program (SHN!). However, it should be noted that Eastern Health has also been involved in the following SHN! initiatives, including:
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- Eastern Health submits data to the SHN!'s patient safety metrics system.

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- At this point in time, Medication Reconciliation on admission has been implemented across 87 per cent of the acute care programs in the eastern region, including the following programs:
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- In addition, 77 per cent of Eastern Health’s long term care facilities, and 100 per cent of its home and community care sites are also doing Medication Reconciliation on admission.
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- Eastern Health believes that hand hygiene is the single most important strategy to prevent the transmission of germs. As such, Eastern Health:
  - is committed to continue delivering hand hygiene information and instructions to staff;
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- In addition, artificial nails and nail enhancements are not to be worn by staff who provide patient, resident, and client care, as they harbour germs and have been linked to the transmission of healthcare associated infections. Jewellery, such as rings and bracelets, hinder hand hygiene, and must not be worn for patient contact, as rings can increase the number of germs present on hands and increase the risk of tears in gloves.

- Eastern Health remains committed to advance the quality of patient, resident, and client care, and to continue to promote hand hygiene practices.

**Surgery Services:**

- Eastern Health mandates the use of a safe surgery checklist for all surgeries, at all of its facilities.
- Eastern Health cannot provide a single compliance rate for the entire organization, as the compliance rates vary per hospital facility and by program areas within each facility.
**Systematic Pain Assessment Tools:**
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**Patient Misadventure or Near-miss Events:**
- The Board’s Quality and Safety Committee, which includes all members of the Board, discusses adverse events that occurred within the organization at each Board meeting. These meetings are normally held every other month.
- In addition, Eastern Health’s Regional Quality Council, which is an executive-level committee, reviews serious adverse events at each council meeting. It should be noted that other structures within the organization also review adverse events, including Eastern Health’s Portfolio Quality Committee and Program Quality and Safety Committees. The Quality and Risk Management Framework for the organization provides the model for quality improvement.

**Additional Information about Eastern Health’s Clinical Safety Electronic Reporting System:**
- Eastern Health has established a regional reporting process to report adverse events and close calls, using its Clinical Safety Reporting System (CSRS).
- The CSRS is an electronic reporting system that helps to improve, simplify and streamline its occurrence reporting process in an effort to make health care safer for patients, clients, residents and staff. The CSRS system measures three types of occurrences, where occurrences are described as:
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- The CSRS links the entire organization by centralizing occurrence reporting, which allows health care professionals to learn and share best practices. More importantly, the electronic system identifies patterns of error, which helps to improve processes in future.
- Eastern Health is committed to continue providing a reporting and learning environment, where close calls and adverse events are openly identified, reported, and managed effectively and efficiently through its electronic occurrence reporting system.

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- The survey, which was both confidential and voluntary, was the first of its kind for Eastern Health. It was launched in May 2011 to gather insight into Eastern Health’s services from a patient perspective and help guide the organization in its efforts to deliver the highest possible care to its patients, residents and clients.
• For more information about the first series of results released, please see the attached news release entitled, *Eastern Health Releases First Results of Client Satisfaction Survey,* or visit Eastern Health’s news section at [www.easternhealth.ca](http://www.easternhealth.ca).

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• Eastern Health provides designated parking areas for dialysis patients. This parking is provided to ensure access to a health facility and to help alleviate the long-term financial burden for people who need to visit the facility frequently. In addition, free parking is provided to the volunteers who drive cancer patients to the health care facility for treatment.

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• Cafeteria/food services provided at Eastern Health vary per facility.
• The Health Sciences Centre in St. John’s provides a retail, non-patient, cafeteria meal service from 07:00 to 21:30 daily from Monday to Sunday. When cafeteria services are closed, other retail food services, such as Tim Horton’s, the Better 4U Café, and vending services are available.
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• Vending services for beverages and snacks are accessible 24 hours a day at all Eastern Health facilities.
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- Eastern Health provides French services to patients, clients and residents at any of its facilities in the St. John’s area. Eastern Health’s Bilingual Services also provide:
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**General Information About Eastern Health:**

- Eastern Health is one of four Regional Health Authorities in Newfoundland and Labrador. The Eastern Health region extends from St. John’s west to Port Blandford, and includes all communities on the Avalon, Burin and Bonavista Peninsulas.
- Eastern Health employs approximately 13,000 dedicated employees and serves a population of more than 290,000 people.
- Eastern Health has an annual budget of about $1.3 billion and offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial and tertiary programs and services including cardiac care, cancer care, and paediatrics.

**PROFILE:**

- The information below provides total numbers for Eastern Health sites that have acute care beds, unless otherwise indicated. These facilities include:
  - Health Sciences Centre, St. John’s;
  - St. Clare’s Mercy Hospital, St. John’s;
  - Waterford Hospital, St. John’s;
  - Janeway Children’s Health and Rehabilitation Centre, St. John’s;
  - Dr. Walter Templeman Health Care Centre, Bell Island;
  - Carbonear General Hospital, Carbonear;
  - Placentia Health Centre, Placentia;
  - Dr. G.B. Cross Memorial Hospital, Clarenville;
  - Bonavista Peninsula Health Centre, Bonavista;
  - Burin Peninsula Health Care Centre, Burin;
  - Dr. A.A. Wilkinson Memorial Health Centre, Old Perlican.

- The total number of:
  - acute care inpatient days in the last fiscal year (April 1, 2011 to March 31, 2012), including newborns, were 371,251;
  - acute care inpatient days, excluding newborns, in the last fiscal year were 270,268;
  - acute care beds, staffed and in operation at the end of the last fiscal year were 884;
  - non-acute care beds, staffed and in operation at the end of the last fiscal year were 312;
  - single-bed patient rooms, staffed and in operation in the last fiscal year were 183; and
  - ambulatory care visits in the last fiscal year were 604,002.

- The percentage of acute inpatient days that were alternate level of care days in the last fiscal year was 8.69 per cent.

- The total number of emergency room visits in the last fiscal year was 243,397. This percentage includes the above-mentioned facilities, as well as the Dr. William H. Newhook Community Health Centre in Whitbourne, the Grand Bank Health Centre in Grand Bank, and the U.S Memorial Health Centre in St. Lawrence. However, this percentage does not include visits pertaining to mental health-related emergencies at the Waterford Hospital in St. John’s.

February 7, 2013,
www.easternhealth.ca
**Performance:**

**Accreditation:**
- Eastern Health was surveyed by Accreditation Canada in 2010. At that time, the accreditation decision was *Accreditation with Condition - (Report)*. Eastern Health has since received confirmation from Accreditation Canada, indicating that conditions outlined in the 2010 report have since been successfully met.
- Please find attached a copy of the report, entitled, *Accreditation Report_2010*, which is also publicly available in the publications section of Eastern Health’s website at www.easternhealth.ca.

**HIMSS Analytics for an Electronic Medical Record Adoption Model Score:**
- Eastern Health has been assessed by HIMSS (Healthcare Information and Management Systems Society Analytics), where the last date of assessment was June 27, 2012.
- HIMSS’s EMR Adoption Model (EMRAM) identifies and scores hospitals using a multi-step scale that charts the path to a fully paperless environment.
- Please find below the EMRAM scores per Eastern Health facility.

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>City</th>
<th>Province</th>
<th>EMRAM Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bonavista Peninsula Health Centre</td>
<td>Bonavista</td>
<td>NL</td>
<td>3.1100</td>
</tr>
<tr>
<td>Burin Peninsula Health Care Centre</td>
<td>Burin</td>
<td>NL</td>
<td>3.1100</td>
</tr>
<tr>
<td>Carbonear General Hospital</td>
<td>Carbonear</td>
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</tr>
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</tr>
<tr>
<td>Janeway Children's Health &amp; Rehabilitation Centre</td>
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<td>NL</td>
<td>3.1020</td>
</tr>
<tr>
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<td>Placentia</td>
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<td>3.1100</td>
</tr>
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<td>St. Clare's Mercy Hospital</td>
<td>St. John's</td>
<td>NL</td>
<td>3.1260</td>
</tr>
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HUMAN RESOURCES:

The following information is for the fiscal year, April 1, 2011 to March 31, 2012:

- The percentage of Eastern Health’s full-time registered nurse workforce for sites with acute care in-patient beds was 71 per cent. This percentage does not include licensed practical nurses or nursing assistants.
- Of the total nursing worked hours in emergency departments and inpatient care units, the percentage worked by registered nurses was 85 per cent. This percentage includes emergency and inpatient units; however, it excludes areas that do not have inpatient care beds, such as operating rooms, recovery rooms, etc.
- The percentage of total overtime hours worked by registered nurses was four per cent. This percentage only includes Eastern Health facilities with acute care inpatient services.

Palliative Care Services:

- Eastern Health facilities have access to a team with special training that focuses on palliative care or end-of-life care.
- Eastern Health supports a Regional Palliative and End of Life Care Leadership team, which consists of a Manager, Bereavement Coordinator, Nurse Practitioner, Administrative Assistant and a part-time Medical Director focused on this specialized area.
- Additionally, in the greater St. John’s area, Eastern Health offers a Palliative Care Consult Service, which offers client specific symptom management and Palliative Care Unit assessment. This team also offers consultative support throughout the eastern region and to cancer patients provincially, as requested. The Consult Service team consists of specially trained physicians and nurses.
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Eastern Health Releases First Results of Experience of Care Survey

December 19, 2012: St. John’s - Eastern Health today released the first series of results from the Experience of Care Survey conducted by the health authority over the past 18 months.

The survey, which is both confidential and voluntary, is the first of its kind for Eastern Health. It was launched in May 2011 to gather insight into Eastern Health’s services from a patient perspective and help guide the organization in its efforts to deliver the highest possible care to its patients, residents and clients. Quality and safety have been identified as a strategic priority in Together We Can, Eastern Health’s Strategic Plan 2011-2014.

Eastern Health administered the survey through Agility Metrics, a Montreal-based marketing and research firm specializing in health care satisfaction measurement and evaluation. The program areas included in Phase One of the survey are Acute Care, Emergency Services, Children’s Health, Mental Health, Rehabilitation and Long-Term Care.

Results have now been received for Emergency Services and Acute Care inpatients, which includes the Surgery, Medicine, Cardiac/Critical Care and Women’s Health programs, as well as Acute Care outpatients, which includes the Ambulatory Care and Surgical Day Care Programs. Inpatients and outpatients in Acute Care indicated an overall satisfaction level of 83.9 and 82.7, respectively, out of a possible high score of 100, while those who received Emergency Services gave that program a score of 72.9. Respondents highly rated the care they received from health professionals: a score of 85.3 from inpatients, 84.6 from outpatients and 76.1 from clients of Emergency Services.

“These numbers are encouraging to the staff and physicians at Eastern Health as we strive to provide timely and high quality care to the men, women and children of the province,” said Vickie Kaminski, President and CEO. “The majority of respondents also indicated they would recommend our organization to others. However, this feedback from our clients also serves to hold us accountable in areas where improvement is needed, as we continue to give strategic priority to quality and safety in the care we provide.”

Questionnaires were mailed to 9,328 clients of Acute Care, including 6192 inpatients and 3136 outpatients. A total of 2854 responses were received, 1925 from inpatients for a response rate of 31.1 per cent and 929 from outpatients, for a response rate of 29.6 per cent. A total of 4,528 questionnaires were mailed to those who had received Emergency Care. Responses totaled 594, for a response rate of 13.1 per cent.

Questions were based on the following dimensions of care: (see backgrounder for results by program)

- Overall assessment
- Accessibility
- Continuity and coordination
• Care from health professionals
• Respect for clients’ rights
• Hospital support services – satisfaction with food, friendliness of support staff (inpatients only)
• Concern for safety
• Hospital environment
• Discharge from the ER (Emergency Services only)

Some areas of concern identified by the survey were respondents’ general level of discomfort with refusing treatment and not knowing how to express a complaint about the care they received.

Outpatients, in particular, expressed some concern with the length of wait time for an appointment (the average score was 69.3 out of a possible 100) and with ease of getting a preferred appointment time (the average score was 71.2); while inpatients expressed concern with the level of noise at night (72.5) and with the quality of the food provided (average score was 56.3).

“This organization-wide survey is accomplishing precisely what it was designed to do, providing Eastern Health with the kind of honest, first-hand evaluation of our clients’ experience of care,” said Marilyn Thompson, Vice President with responsibility for Quality and Patient Safety. “We are sharing these results with our employees and physicians and will adapt our programs and services, as necessary, to better meet the needs of the men, women and children that we serve.”

Meanwhile, progress continues on the survey for the other program areas. Data collection for Long-Term Care began during the latter part of October 2012 and it is anticipated the results will be available in February 2013. The Adult Rehabilitation survey is in progress and data collection for Mental Health and Addictions and Children’s Health is planned for early in 2013. Phase Two will be conducted upon the completion of Phase One, following a public tendering process and include programs such as Cancer Care, Public Health, Home and Community Care, Community Support Services and Community Mental Health.

“I would like to offer my deep appreciation to all members of the public who have taken the time to fill out these surveys, and encourage others to do so, if they receive one in the coming weeks,” added Ms. Kaminski. “We believe that those we serve are partners with us in the provision of effective and efficient health care, and this survey offers us a concrete tool to help shape our clients’ experience of care as we move forward together.”

Eastern Health also welcomes the ongoing views and feedback from the general public. The Client Relations office was established to strengthen the relationship between clients and our health care team, and can be reached at 1-877-444-1399 or 777-6500 at any time to express their views.

The contract for the Experience of Care Survey was awarded to Agility Metrics, a consulting firm with expertise in evaluating health care services, following a Request for Proposals. The cost of the survey was approximately $216,000.
About Eastern Health

Eastern Health is the largest, integrated health authority in Newfoundland and Labrador employing approximately 13,000 dedicated employees and serving a population of more than 290,000 people. The authority has an annual budget of about $1.3 billion and offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial programs and services. Its geographic boundaries extend from St. John’s west to Port Blandford including all communities on the Avalon, Burin and Bonavista Peninsulas.

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Media contact:
Zelda Burt
Media Relations Manager
T: 777-1339
Zelda.Burt@easternhealth.ca


**Background**

**Results of the Experience of Care Survey**

Eastern Health administered Phase One of its Experience of Care Survey through external consultant Agility Metrics. This Montreal-based marketing and research firm has worked with numerous other health boards across the country in evaluating health care services. The firm specializes in health care satisfaction measurement and evaluation. The contract was awarded through a Request for Proposals process at a cost of $215,836.86.

**Results**

Survey results have now been provided for Emergency Services and Acute Care inpatients and outpatients. Acute Care Inpatients includes the Surgery, Medicine, Cardiac/Critical Care and Women’s Health programs, while Acute Care Outpatients includes the Ambulatory Care and Surgical Day Care programs.

Questionnaires were mailed to 9,328 clients of Acute Care and Emergency Services, including 6,192 inpatients and 3136 outpatients. A total of 2,854 responses were received: 1,925 from inpatients for a response rate of 31.1 per cent and 929 from outpatients for a response rate of 29.6 per cent.

A total of 4,528 questionnaires were mailed to those who had received Emergency Care. Five hundred and ninety-four (594) responses were received for a response rate of 13.1 per cent.

These rates are adequate to support statistical analysis at the program levels.

The Acute Care inpatient survey asked 45 questions that measured eight dimensions of care, ranging from accessibility and coordination to respect and safety, while the Acute Care outpatient survey asked 44 questions measuring seven dimensions of care. The majority of respondents to both surveys were female and 55-plus years of age.

The Emergency Services Survey asked 50 questions that measured eight dimensions of care. The majority of respondents were female and 45-plus years of age.

The results in the tables below represent the mean score, which was calculated by taking the average of all respondents’ answers, normalized on a scale from zero to 100.

The margin of error (+/-) is relative to the mean score, and provides the range of the mean at a confidence level of 95 per cent. For example, if a mean score is 80 with a margin of error at +/- 5, the mean range would be from 75 per cent to 85.

The tables provide the results for the four Acute Care inpatient programs, the two Acute Care outpatient programs and the Emergency Services Program.
Table 1: Acute Care Inpatient Results by Program

<table>
<thead>
<tr>
<th>Survey Dimensions</th>
<th>Average Rating for Respondents' Overall Experiences</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medicine</td>
</tr>
<tr>
<td>Overall Assessment</td>
<td>83.6 (+/- 4.6)</td>
</tr>
<tr>
<td>Accessibility of Service</td>
<td>77.2 (+/- 6.6)</td>
</tr>
<tr>
<td>Care Received from Health Providers</td>
<td>85.2 (+/- 4.1)</td>
</tr>
<tr>
<td>Respect for Your Rights</td>
<td>71.1 (+/- 5.0)</td>
</tr>
<tr>
<td>Concern for Your Safety</td>
<td>82.3 (+/- 4.6)</td>
</tr>
<tr>
<td>Facility/Hospital Environment</td>
<td>76 (+/- 4.9)</td>
</tr>
<tr>
<td>Continuity &amp; Coordination of Care</td>
<td>79.4 (+/- 4.9)</td>
</tr>
<tr>
<td>Hospital Support</td>
<td>75.5 (+/- 5.3)</td>
</tr>
</tbody>
</table>

Table 2: Acute Care Outpatient Results by Program

<table>
<thead>
<tr>
<th>Survey Dimensions</th>
<th>Average Rating for Respondents' Overall Experiences</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ambulatory Care</td>
</tr>
<tr>
<td>Overall Assessment</td>
<td>81.3 (+/- 4.2)</td>
</tr>
<tr>
<td>Accessibility of Service</td>
<td>76.3 (+/- 4.4)</td>
</tr>
<tr>
<td>Care received from Health Providers</td>
<td>83.2 (+/- 4.2)</td>
</tr>
<tr>
<td>Respect for Rights</td>
<td>67.7 (+/- 4.1)</td>
</tr>
<tr>
<td>Concern for Your Safety</td>
<td>80 (+/- 5.6)</td>
</tr>
<tr>
<td>Facility/Hospital Environment</td>
<td>73.9 (+/- 4.9)</td>
</tr>
<tr>
<td>Continuity &amp; Coordination of Care</td>
<td>77.8 (+/- 4.9)</td>
</tr>
</tbody>
</table>
Table 3: Emergency Services Program Results

<table>
<thead>
<tr>
<th>Survey Dimensions</th>
<th>Average Rating for Respondents' Overall Experiences</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Emergency Program</td>
</tr>
<tr>
<td>Overall Assessment</td>
<td>72.9 (+/- 5.6)</td>
</tr>
<tr>
<td>Accessibility of Service</td>
<td>70.2 (+/- 5.2)</td>
</tr>
<tr>
<td>Care Received from Health Providers</td>
<td>76.1 (+/- 5.0)</td>
</tr>
<tr>
<td>Respect for Your Rights</td>
<td>66.1 (+/- 4.4)</td>
</tr>
<tr>
<td>Concern for Your Safety</td>
<td>76.9 (+/- 5.2)</td>
</tr>
<tr>
<td>Facility/Hospital Environment</td>
<td>72.1 (+/- 4.8)</td>
</tr>
<tr>
<td>Continuity &amp; Coordination of Care</td>
<td>68.5 (+/- 7.2)</td>
</tr>
<tr>
<td>Discharge from the ER</td>
<td>74.1 (+/- 6.4)</td>
</tr>
</tbody>
</table>

Sample Comments from Clients

**Acute Care Inpatients**

"My husband was a patient at the Health Science for about three months in 2010. We were really pleased with everything, really we cannot praise the staff administration, etc. enough because that's the way we can describe our stay. Hopefully we won't have to endure so much time again in hospital but hats off to everyone as far as we were concerned."

"I am writing this on behalf of my elderly mother who was a patient at HSC. Her overall experience was positive. However, my concern would be the ever growing problem with seniors needing family member or a person in trust to be present and help bridge the gap where the medical staff is unaware of the individual capabilities especially in ER or on admission."

"The nurses, doctors and staff were all professional in their treatment of me during my stay. From the time I entered the emergency until I was taken to my room upstairs, I was attended to with care and speed. This is not a complaint- I figured I was ready to go home at one point but my doctor I assume out of concern, thought I should stay an extra day to make sure everything had stabilized. My stay was comforting and assuring with regards to my lung condition."

**Acute Care Outpatients**

"My diabetic educator is very helpful to me she gives me more understanding of my medication and things to follow to keep my blood sugar under control. She is always there to help me out and for that I am very thankful to her."
“Doors to examining rooms in clinics should be always closed during patient and medical examinations. More confidentially needed between doctors and support staff when doctors communicating follow-up. Often this information is heard by others in waiting room.”

“My complaint is that I had to wait for over one year to get the appointment. If I had been able to see this Dr. earlier I would have had the info I needed to better understand my problem. The Dr. was very helpful in providing with this. Also his recommendations have been very helpful with my problem.”

**Emergency Services**

“I was pleased overall with my experience; however, I felt a little more privacy would have been appreciated.”

“I had a great doctor and nurse who helped me in any way that they could. I have no complaints about my visit. Very satisfied with everything they did.”

“Would like to see more doctors on staff to reduce excruciating wait times. Maybe trim unnecessary management and spend more on “ground level” employees - doctors and nurses, and reduce the overall workload of each.”
From: Ashley Fagan [mailto:ashley.fagan@phac-aspc.gc.ca] On Behalf Of PHN COMMS
Sent: Thursday, February 07, 2013 5:37 PM
To: PHN Communications Group
Cc: PHN COMMS
Subject: FYI - CNA response to CBC Fifth Estate

PHN Colleagues,

For your information, please see the below correspondence from the Canadian Nurses Association's External Communications Coordinator. It is believed this has been forwarded to nurses in their association and beyond.

Thanks,
Ashley

Hello,
The Canadian Nurses Association is helping CBC news with an upcoming special report about Canadian hospitals. CBC would like to learn from nurses about their perceptions and opinions about the quality and safety of care and working conditions at hospitals throughout the country. As an association representing nurses who are likely to work in hospitals, I’m sharing this link with you in hopes that you’ll pass it along to your network.
If you or someone you know is an RN who provides direct patient care in a Canadian acute care hospital, please take a few minutes to fill out the survey at http://www.cbc.ca/news/vitalsigns/nurse-survey/. A French survey is available at: http://www.cbc.ca/news/vitalsigns/nurse-survey-fr. To ensure that as many in-hospital nurses as possible have the chance to complete the survey, please pass the link along to your colleagues and ask them to participate.
The deadline for responses is February 4.

Thanks very much!

From the:
External Communications Coordinator | Coordonnatrice des communications externes
Communications and Member Outreach | Communications et relations avec les membres
Canadian Nurses Association | Association des infirmières et infirmiers du Canada

Ashley Fagan
Public Health Network (PHN) Communications Secretariat
Sécrétariat des communications du Réseau de santé publique (RSP)

Health Canada  Santé Canada
Public Health Directorate / Direction de la santé publique
Emergency Communications / Communications en cas d’urgence
130 Colonnade Road / 130 chemin Colonnade
Ottawa ON, K1A 0K9
Phone: 613-960-4537
PHN.Comms@hc-sc.gc.ca
For you

Dear [Redacted],

Please find attached a letter regarding the above noted subject.

Graham Whitmarsh
Deputy Minister
February 6, 2013

Dear s.30(1)

I am responding to your requests for non-publicly available hospital information on behalf of the British Columbia Ministry of Health and the Chief Executive Officers (CEOs) of the six health authorities in BC.

1. Authorization to allow the Canadian Institute for Health Information (CIHI) to release the following information to the CBC: Denominator for each of the hospital-level indicators included in the Canadian Hospital Reporting Project (CHRP) data for the years 2009-2010 to 2011-2012.

The BC Ministry of Health is a strong supporter of the role CIHI plays in providing a broad national view of hospital performance through their CHRP public website. CIHI has applied a consistent quality lens in their public reporting of hospital performance on the CHRP website, and has appropriately flagged or suppressed results where quality is impacted by low volumes or statistical outliers. We consider that there is already sufficient information to interpret the CHRP indicators, and therefore do not authorize additional information (denominators) to be released, at this time.

2. Hospital on-line survey to be completed by each hospital.

As you point out, hospital structures vary widely across the country. Although we agree that there are differences in the operation within hospitals, I do not understand how this survey will be used to help interpret the hospital’s performance. For example, the survey asks about the composition of the hospital’s palliative care team in a facility, but does not record information on separate community hospice programs that complement or substitute for inpatient palliative care.

This hospital survey was discussed in depth with the CEOs of our six health authorities. They were very concerned with the amount of time required for each hospital to complete the on-line survey. Multiplied across all hospitals in the province, completing the survey was not considered to be the best use of public health care time and effort, especially since many of the data are already available to the public on hospital, health authority, or Provincial Control Network of British Columbia (PICNET) websites. Therefore, the CEOs recommended that hospitals not complete the survey, and that CBC access the information that is available on public websites.
3. Performance indicators from the BC Ministry of Health.

The BC Ministry of Health has already provided website links to publicly available data in response to your request for wait times for selected elective surgeries and diagnostics, emergency room wait times, hospital acquired infections and patient experience survey data.

In conclusion, the BC Ministry of Health endorses the concept of public reporting, based on meaningful, validated indicators. We consider that CIHI is the trusted source for reliable, nationally comparable information, through its role of establishing national data collection and classification standards, common indicator definitions and methodologies, and their established process for reviewing / validating data and indicators with facilities / health authorities / ministries prior to publication.

We hope that you will share suggestions for expanding hospital and health care system performance measures with CIHI, so that they can be incorporated into CIHI’s suite of national indicators.

Sincerely,

[Signature]
Graham Whitmarsh
Deputy Minister

pc: Ms. Anne McFarlane, Vice President, Western Canada and Development Initiatives
Canadian Institute for Health Information

Dr. David Ostrow, President and Chief Executive Officer
Vancouver Coastal Health Authority

Mr. Howard Waldner, President and Chief Executive Officer
Vancouver Island Health Authority

Ms. Cathy Ulrich, President and Chief Executive Officer
Northern Health Authority

Dr. Robert Halpenny, President and Chief Executive Officer
Interior Health Authority

Dr. Nigel Murray, President and Chief Executive Officer
Fraser Health Authority

Ms. Lynda Cranston, President and Chief Executive Officer
Provincial Health Services Authority
As promised.

From: Tulk, Jennifer
Sent: Thursday, February 14, 2013 3:48 PM
To: [redacted] s.30(1)
Subject: RE: CBC request to CIHI

Hello [redacted] s.30(1)

Please see the below information as it relates to your recent request. I apologize for the delay.

Thanks,
Jennifer

1) The Provincial Government is supportive of the Canadian Hospital Reporting Project and feels the Canadian Institute for Health Information provides a valuable avenue for Canadians to access indicators specific to their province. Newfoundland and Labrador appreciates the quality and consistency lens CIHI places on their information gathering, taking into consideration factors including low volumes or statistical anomalies. As such, the Department of Health and Community Services believes there is sufficient information available already in the public domain as it relates to indicators tracked by CIHI and at this time is not authorizing the release of the denominator information.

2) As you have indicated, Newfoundland and Labrador does not track emergency department wait times. However, the regional health authorities may have this information and I would encourage you to contact them for further information.

Eastern Health
Zelda Burt
Media Relations Manager
(709) 777-1339
zelda.burt@easternhealth.ca

Central Health
Roger Pike
Director of Corporate Communications
Dear Jennifer,

I am writing to let you know that I have reduced the scope of my recent request for data from CIHI. After looking at CIHI's specifications for my original requests, I have decided that the most useful information will come from just two data sets. They are:

1) Denominator for each of the indicators included in the CHRP data for the years 2009-2010 to 2011-2012.
2) Emergency department wait times according to length of stay in ED, time waiting for a physician, time to a disposition decision, and time waiting for an inpatient bed, reported by hospital, for the years 2009-2010 to 2011-2012.

According to CIHI specifications, Newfoundland does not report ED wait times, so only the first request applies to you. I am asking for the denominator for validated indicators, pooled over three years to ensure that I have the most stable, reliable data available. I trust you will agree that having access to stable, reliable data is in everyone's interest and that you will agree to my request.

Best,

CBC TV News, the fifth estate
p: 416-