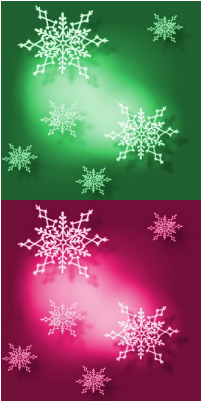


**DEPARTMENT OF HEALTH POLICY,  
MANAGEMENT, AND EVALUATION  
- NEWSBYTES -**

**October 2001**

**Office of the Chair**

**The Department of HPME Invites You to Our...**



**YEAR-END CELEBRATION**

Thursday, December 6, 2001 5:30-8:00 p.m.

The Faculty Club  
University of Toronto  
41 Willcocks Street  
(East of Spadina Avenue, 3 blocks north of College)



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**Student Poster Award Established to Honour Dr. Alvan Feinstein**

The Department of Health Policy, Management and Evaluation is establishing a student poster award to honor Dr. Alvan Feinstein who led the intellectual movement that established clinical epidemiology as a modern, scientific discipline. Dr. Feinstein spent his distinguished career addressing the scientific foundation underlying clinical medicine, and challenging established patterns of practice with scholarship. He coined the term Clinical Epidemiology to describe this "new research entity" and its scientific principles, goals, strategies and methods. His scholarly contributions transcend his life, and he is widely recognized as the father of Clinical Epidemiology. (P. Singer, 2001)

For further information about the award and/or to make a donation, please contact Dr. Gillian Hawker, Director of the University of Toronto's Program in Clinical Epidemiology and Health Care Research at [g.hawker@utoronto.ca](mailto:g.hawker@utoronto.ca).

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**Clinical Epidemiology and Health Administration Research Day**

Don't forget to mark your calendars!  
**Research Day**  
Wednesday, May 2, 2002

## Research

### Knowledge Transfer in Health Policy, Management and Evaluation

The Department of Health Policy, Management and Evaluation (HPME) seeks to enhance the effective transfer and utilization of research knowledge by policy makers and clinical decision-makers. To this end we have hired Anna Gagliardi as Senior Research Associate to establish a framework upon which a knowledge transfer strategy can be built. Anna is seconded to us from her position as Program Manager, Surgical Oncology, Cancer Care Ontario until March 2003. She is also a PhD student in HPME with interest in organizational communication.

We envision that the outcomes of this program will be multiple. Through greater internal awareness of individual and thematic research programs researchers can capitalize on departmental expertise and knowledge, thereby fostering greater collaboration. As a result of communicating research in the context of a unifying and cohesive framework, HPME will enhance its reputation as a leader in health services research. By developing a communication strategy using a variety of targeted mechanisms, the department will facilitate the uptake of health research that improves processes, services, products and systems which impacts on the health of Canadians.

The research transfer strategy will be rolled out in several phases. Anna's primary task involves updating the research profiles of full and associate graduate faculty members for whom HPME is their School of Graduate Studies home. Subsequent activities, outlined below, are dependent on this updated overview of departmental research initiatives:

- Identification of common research themes and the development of a framework to describe departmental activities to all stakeholders
- Use of this unifying framework in communications to key external stakeholders including the web site, annual report, externalized version of the newsletter, and other specialized reports
- "Repurposing" of already published research results to a broader audience in a variety of vehicles
- Acquisition of ideas and methods that can be incorporated into a departmental strategy through involvement in professional activities with groups such as the National Knowledge Transfer Network
- With the Communications Committee, investigating the implications of a web site redesign that would enable the incorporation of value-added resources to promote stakeholder utilization of departmental research
- Development of research projects around knowledge transfer activities with individuals, themes or on a departmental basis so that a research transfer model can be sustained.

As a researcher in HPME you have been invited by the Interim Chair, Louise Lemieux-Charles to submit your CIHR CV module/resume and other documentation from which Anna can construct a standardized research profile including professional interests, current research projects, and recent publications. You will have the opportunity to review and edit the profile prior to publication on the web site. Please send relevant documentation to:

Department of Health Policy, Management and Evaluation  
 Faculty of Medicine, University of Toronto  
 McMurrich Building, 2nd Floor, 12 Queen's Park Crescent West  
 Toronto, Ontario M5S 1A8  
 Attn: Anna Gagliardi, Senior Research Associate  
[anna.gagliardi@utoronto.ca](mailto:anna.gagliardi@utoronto.ca)      fax: (416) 978-7350

## Research

### + + PROFILE OF THE MONTH + +

## Michael A. Murray, PhD

Throughout my career I have been interested in people's evaluations of their situation, and the use of this information for research, management, and accountability purposes. The majority of my work has been with patients' evaluations of quality of care, more commonly known as patient satisfaction. I have also worked on identifying and using hospital staff members' and physicians' evaluations of their work and quality culture, hospital members' evaluations of their work in teams, nurses' evaluations of their workload, and the public's interest in healthcare performance indicators.

### Education and Work Background

My BA (Honours) and MA are in Psychology from the University of Manitoba. I did my PhD in psychology at York University and then worked at York's Institute for Social Research for several years. In 1986 I moved to the University of Toronto as a Research Associate in the Health Care Research Unit where I worked with health services practitioners and researchers. After the HCRU, I joined a research team that established the Hospital Management Research Unit. After 8 years of work there I moved into a tenure-track position in HPME in 1998.

### Research Activities

I was part of a research team that responded to the need expressed by the Ontario Hospital Association for intellectual leadership and research in developing a hospital report card for Ontario. My primary responsibility was the patient satisfaction aspects of various reports in Hospital Report '98 and '99.

I co-led the effort that developed the LTC Resident Survey, which is among the first instruments aimed at obtaining evaluations of quality of care from long term care residents. The instrument has been used in more than 45 organizations in Ontario and 11 in British Columbia. It was used throughout Ontario for Hospital Report '01.

Dr. Jan Barnsley and I are leading a project that is attempting to determine what specific healthcare performance indicators the Canadian public might like to see. Our previous studies had given us many candidates for performance indicators that might be valued by the public and hospital staff.

### Teaching Responsibilities

I am responsible for a required PhD course, HAD 5772: Intermediate Statistics for Health Services Research, and a MHS Sc Block 5 elective course, HAD7001: Customer Feedback in Health Services Organizations.

## Future Research

In an attempt to understand possible clinical determinants of patient satisfaction, Adalsteinn Brown and I have submitted a proposal to CIHR that would use 2000 patient-level satisfaction data merged with data from CIHI's Discharge Abstract Database. We are interested in how patients' clinical experience is related to satisfaction, and whether risk adjusting satisfaction scores on the basis of clinical experience affects hospitals' performance rankings.

Over the next few years a major focus of my attention will be on using the large databases that have been and will continue to be created to answer a number of theoretical and practical questions about patient satisfaction and its relationship to patient, staff, and organization variables. My second major focus will be on research efforts concerned with the dissemination and use of patient satisfaction survey results for improvement. These efforts should have practical benefits for healthcare providers everywhere and, more generally, inform knowledge transfer theory and improvement knowledge.

## Education

### Two New Courses Receive SGS Approval

The following two courses have recently received approval by the School of Graduate Studies.

#### **HAD 5309H - Non-Experimental Design for the Clinical Researcher**

**Instructor: G. Hawker**

This course is designed to instruct health care providers who already have some background in general epidemiologic principles and methods in the design, conduct and analysis of cross-sectional, cohort and case-control studies.

#### **HAD 5310H - Pragmatic Issues in RCT's Course**

**Instructors: M. Hannah, S. Ross**

To prepare students for the hurdles that are frequently encountered in RCTs. Using the philosophy of 'if it can go wrong, it will go wrong', the goal will be to anticipate and thus prevent problems during the conduct of RCTs, and to learn to cope with unanticipated problems without jeopardizing the success of the study. The principal focus of the course will be on multicentre RCTs and the discussion will be centered on practical problems and practical solutions, using real examples.

## Honours and Awards

### Ross Baker Appointed to National Steering Committee on Patient Safety

Dr. Ross Baker, Associate Professor, Department of HPME, was recently appointed to a nine-member national steering committee for patient safety to be chaired by Dr. John Wade. Established by the Royal College of Physicians and Surgeons, the committee has been charged with the task of developing a formal proposal for a framework and national strategy on patient safety. The committee and its working groups will work collaboratively and consult widely to develop a clear set of goals and objectives, a detailed action plan, and a realistic projection of the time, money and human resources required to implement a national strategy. This effort will focus on systemic errors, and build on the growing acceptance that disclosure is required and that it can lead to a direct positive impact on patients and the quality of care they receive.

To access Ross's latest paper on patient safety, please [click here](#).

## Appointments

### New Status Only Appointments for November 2001

- Lawrence Nestman, Professor, School of Health Services Administration, Dalhousie University
- Donald J. Willison, Assistant Professor, Clinical Epidemiology and Biostatistics, McMaster University

### New Cross Appointments for November 2001

- Heather Boon, Assistant Professor, Department of Pharmacy
- Sharon Walmsley, Associate Professor, Department of Medicine

## Students

### Andrea Cortinois joins Board of Directors of the Canadian Society for International Health

Congratulations to Andrea Cortinois, who was recently elected as the student representative to the Board of Directors of the Canadian Society for International Health. Andrea is a Ph.D candidate in the Department of Health policy, Management and Evaluation at the University of Toronto.

### Student Awards

Unni Narayanan (MSc)	<ul style="list-style-type: none"> <li>American Academy of Orthopaedic Surgeons, Orthopaedic Research &amp; Education Foundation Health Services Research Fellowship</li> </ul>
Katina Tzanetos (MSc)	<ul style="list-style-type: none"> <li>Department of Medicine, Clinician Educator Fellowship x 2 years</li> </ul>
Connie Marras (MSc)	<ul style="list-style-type: none"> <li>CIHR (Fellowship Training Award) 2000-2003</li> </ul>
Rita Selby (MSc)	<ul style="list-style-type: none"> <li>Thrombosis Interest Group of Canada Fellowship 2000-2001 (Dupont Pharma)</li> <li>CIHR New Investigator Award 2001-2006 (CIHR Rx&amp;D/Pharmacia)</li> </ul>
Matthew Stanbrook (Phd)	<ul style="list-style-type: none"> <li>CIHR Fellowship 2000-2003</li> </ul>
Ari Bitnun (MSc)	<ul style="list-style-type: none"> <li>Canadian HIV Trials Network Associateship Award 1999-2002</li> </ul>
Jill Hayden (PhD)	<ul style="list-style-type: none"> <li>CIHR Postdoc Fellowship 2001-2004</li> </ul>
Lillian Sung (PhD)	<ul style="list-style-type: none"> <li>CIHR Postdoc Fellowship 2001-2002</li> <li>HSC (Hospital for Sick Children) Clinician Scientist 2001-2005</li> <li>NCIC Award (declined)</li> <li>Duncan Gordon Award (declined)</li> <li>HSC Restracom Award (declined)</li> </ul>
Jill Tinmouth (MSc)	<ul style="list-style-type: none"> <li>Canadian Association of Gastroenterology Fellowship 2000-2001</li> </ul>
Ted Marras (MSc)	<ul style="list-style-type: none"> <li>CIHR/CLA Postdoc Fellowship 2000-2002</li> </ul>
Alan Tinmouth (MSc)	<ul style="list-style-type: none"> <li>Canadian Blood Services Transfusion Medicine Award 1999-2001</li> </ul>
Mahyar Etminan	<ul style="list-style-type: none"> <li>Postdoc Fellowship from Kunin Lunenfeld Research Unit, Baycrest Center for Geriatric Care 2001-2002</li> </ul>
Sophie Jamal (PhD)	<ul style="list-style-type: none"> <li>CIHR Clinician Scientist (Phase 1) Award (renewal) 2001-2003</li> </ul>
David Juurlink (PhD)	<ul style="list-style-type: none"> <li>CIHR Fellowship 2001-2004</li> </ul>
Linda Li (PhD)	<ul style="list-style-type: none"> <li>CIHR Doctoral Research Award 1999-2002</li> </ul>

## Alumni

### Alumni Annual Dinner a Success

Fun was had by all at the Alumni Annual Dinner Meeting held, on November 5, 2001, as friends and colleagues had a chance over cocktails and dinner to catch up on the news and events in each other's lives. The Alumni Society took this opportunity to honour the Silver Annivervy Class of 1976, unveil their new look, update members on the results of the recent member survey, and present the slate of nominees for the 2001/2 Society Executive ([Nominees.pdf](#)). Congratulations to the Class of 2001 who won the prize for the class with the most attendees.

-- Click photos to enlarge --



Winners: Class of 2001

Silver Anniversary  
Class of '76



## Other Notables

### **Peter Coyte Makes the News**

Peter Coyte's recent outcomes study of Children Undergoing Surgery for Ear Infections was featured in the *Globe and Mail* on November 7, 2001. The study found that children who are hospitalized with ear infections are much less likely to need further surgery if they undergo a two-part procedure - an adenoidectomy (the removal of adenoid glands) in conjunction with the insertion of tiny tubes in the ear drums - instead of just tube surgery. However, the study also demonstrated a wide degree of variability in children undergoing the procedure across the province. "Such a degree of variability in such a common procedure is disturbing" said Peter Coyte in his interview with the *Globe*, "Our conclusion is that there needs to be some rules out there that everyone is following." The study's other authors are Ruth Croxford, William Feldman, and Jacob Friedburg. For further information, please see the April 19, 2001 edition of the *New England Journal of Medicine*.