

**DECLARATION OF COMPLIANCE**

Issued pursuant to the Hospital Service Accountability Agreement

**To:** The Board of Directors of the Hamilton Niagara Haldimand Brant Local Health Integration Network (the "LHIN") Attn: Board Chair

**From:** The Board of Directors (the "Board") of the Joseph Brant Hospital (the "HSP")

**Date:** May 29, 2013

**Re:** April 1, 2012 – March 31, 2013 (the "Applicable Period")

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The Board has authorized me, by resolution dated May 29, 2013, to declare and attest to you that, after making inquiries of the HSP's Chief Executive Officer and other appropriate officers of the HSP and subject to any exceptions identified on Appendix 1 to this Declaration of Compliance, to the best of the Board's knowledge and belief, the HSP has fulfilled its obligations in respect of CritiCall under the hospital service accountability agreement (the "Agreement") in effect during the Applicable Period.

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the Agreement.

This Declaration of Compliance, together with its Appendix, will be posted on the HSP's website on the same day that it is issued to the LHIN.



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Stephen Friday  
Board Chair

## Appendix 1 - Exceptions

Please identify each obligation in respect of CritiCall under the H-SAA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance.

Obligation #1 – Hospitals will utilize CritiCall Ontario to access medical consultations and transfers for defined critically ill/emergent patients for ministry-mandated cases that may require transfer to another hospital within or outside of the HNHB LHIN – JBH provides informal partnership support to West Lincoln Memorial Hospital (WLMH) when level 3 ICU care is required and patient service needs cannot be met at WLMH. JBH and WLMH will develop a formal Memorandum of Understanding to assist CritiCall agents in directing these calls to JBH. JBH will work with our WLMH partners to ensure all calls within this partnership utilize CritiCall. Estimated Date of Compliance – July 1, 2013

Obligation #5 – Hospitals will update CritiCall Ontario’s Provincial Hospital Resource System four times a day to provide other hospital stakeholders with accurate bed availability information and to enable CritiCall Ontario to respond to urgent requests for non-critical beds during natural disasters, or hospital Code Green or Orange situations – In PHRS roll-out communication, CritiCall advised that “in smaller hospitals with less movement, it may only be necessary to update information once a day”. JBH has met its obligation to ensure that bed availability is readily and accurately available to Criticall by updating the non-critical resource boards twice per day. The expected update frequency was tabled at the May 10<sup>th</sup> HNHB LHIN ED Director’s meeting. A recommendation will be forwarded to the Emergency Services Steering Committee for review. JBH is fully committed to ensuring the tool is accurate based on bed availability.