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# Windsor Regional Hospital

# Tribune

I am careful not to confuse excellence with perfection. Excellence, I can reach for; perfection is God's business. **Michael J. Fox**

## New Vision/Mission for WRH

WRH recently announced a new Vision and Mission statement.

**Vision:** Outstanding Care—No exceptions! **Mission:** We provide outstanding care with compassion.

The next stage in our Strategic Planning Process is developing plans to meet new Strategic Directions. For more information, contact Linda Morrow at Ext. 52494.

## Nurses Week 2008

Congratulations to Nursing Excellence Award winners: **Ashley Fioret** (Front Line/Bedside Nurse) **Lynn Swartz** (Team Player), **Rhonda Faraci** (Floor Leader), **Sara Brimmer** (Rookie of the Year) and the 'Dawg Pound'/Medicine III (Team Award).

## Accreditation

Phase one of the QMentum (Accreditation) process is now complete. 715 staff completed the Self-Assessment questionnaire and a total of 865 staff completed the Corporate Patient Safety Culture Survey. A big thank you to all those staff who helped make this phase a success!

### What's Next?

Based on these submitted questionnaires/surveys, each client and support service team has received a "Quality Performance Roadmap" from Accreditation Canada (formerly CCHSA). These roadmaps indicate areas of excellence and opportunities for improvement. Those areas that are flagged as priorities for improvement will include required organizational practices (ROP's). A Required Organizational Practice is an essential practice that organizations must have in place to enhance patient/client safety and minimize risk, e.g. medication reconciliation upon admission, falls prevention, and communication of safety to patients and families.

### Our Focus on Quality and Safety

The Accreditation Process complements our priority work that has been already identified in our 2008 Strategic Directions, most notably, "embedding patient quality and safety into our culture". Accreditation Canada provides guidelines to our organization through its eight dimensions of quality: population focus, accessibility, safety, worklife, client-centered services, continuity of services efficiency and effectiveness.

## Medication Reconciliation

Medication Reconciliation is one of seven Safer Healthcare Now Patient Safety Interventions in which WRH is participating, as well as one of the Canadian Council on Health Care Services Accreditation's (CCHSA) 21 required Organizational Practices (ROP's) relating to patient safety. In collaboration with Pharmacy the inpatient Oncology Unit (4WT) as well as the Palliative Care Unit (CC8) at Windsor Regional Hospital will be the first units to initiate Medication Reconciliation, beginning the first week of May, 2008. This patient safety initiative will then roll out sequentially across the corporation, beginning in July for Medicine 1, 2, 3, and Paediatrics; in August for Surgery 1, 2, and Family Birthing; and in November for the Emergency Department. Education for medication reconciliation will be conducted in patient care areas by Clinical Practice Leaders in collaboration with Pharmacy, and in addition an e-learning course is available and will be assigned by Learning Resources. For more information on Safer Healthcare Now you can visit the following website: <http://www.saferhealthcarenow.ca>. To access information on the progress of WRH's participation in any of the seven patient safety interventions from Safer Healthcare Now please visit the WRH Intranet, click on Quality Manual on the left side menu, then click on Patient Safety on Decision Support.

**Did you know? Dry Cleaning is available at the Met Campus Gift Shop.  
Drop off is every Wednesday and pick up is every Friday.**

**The WRH Tribune is a publication of the Public Affairs Department of Windsor Regional Hospital.  
Submissions can be made to [gisele\\_sullens@wrh.on.ca](mailto:gisele_sullens@wrh.on.ca) or by calling ext. 52008.**