

Date: April 2018



Strategic Direction - Strengthen the culture of patient safety and quality care

Windsor Regional Hospital launched a new mobile app to help patients and loved ones know what to expect during their treatments, so they can play a more active role in their recoveries.

The **WRH My Care Journey App** includes an easy to follow timeline and interactive push notification to keep users informed while they are in the hospital, and after they leave. The app uses photos, videos and easy to understand language to let patients know:

- What they can expect in the hospital (length of stay, possible tests, medication, members of their care team);
- How they can participate in their treatment and recovery (diet, physical activity, etc.);
- Detailed information about certain conditions (COPD, heart failure, hip fracture, etc.);
- Helpful information for their visitors (parking, food, Wi-Fi password); and
- Ways they can prepare for next steps in their journey (follow up appointments, equipment for their homes, etc.).

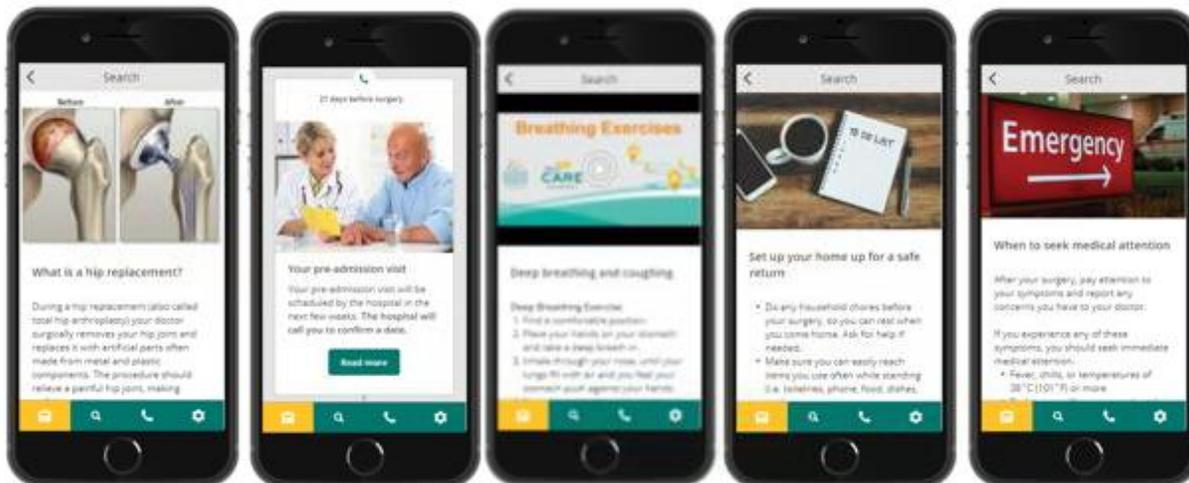
The app is part of a larger initiative to standardize care at Windsor Regional Hospital and improve communication between patients and their care teams.

“In focus groups, patients told us the scariest part of being in the hospital is the fear of the unknown. They also told us that sometimes after receiving a life altering diagnosis, they don’t fully hear, understand or appreciate what their care provider is saying,” says Karen McCullough, Windsor Regional Hospital Chief Operating Officer and Chief Nursing Executive. “This app attempts to alleviate that fear by providing answers for patients in an easy to use format that is available to them at any time.”

The app also has useful information for family members and loved ones who can now follow along in the journey so they know what to expect at each step. Whether they are caring for their loved one at their bedside or live out town, friends and family members can download the app, and instantly become part of their loved one’s journey.

Matthew Kaufman downloaded the app after his mother was admitted with a hip fracture. He says the information in the WRH My Care Journey App answered questions he would have never thought to ask and made the experience easier for everyone. “Because I had the answers I needed about what was happening with my mom, I did not have to trouble the nurses with questions. It also helped me work with my mom and prepare her for a safe transition from the hospital when she was ready.”

The app is available for free at the Apple App Store or Android Google Play Store.



For those not comfortable using a mobile app, the information is also provided in brochures given to patients when they are admitted, and online where it is also available in French, Arabic, Spanish and Italian.

For more information and to view the promotional video, please visit:

www.wrhmymcarejourney.ca.

Strategic Direction – Champion accountability and transparency

Patient Flow: Moving from observations to action plans

After taking time to observe the processes and Standard Work for the Command Center, Assessment Bays and on the Inpatient Medicine Units, Patient Flow team members have compiled their list of observations and suggestions. An “Impact-Difficulty Matrix” tool was used to prioritize the actions to ensure that those improvements that have the biggest positive impact on the patient experience and outcome measures are worked on first. Stemming from these observations, action plans have been created to further improve patient care by streamlining current processes as part of our continuous improvement cycle.

Some of the improvement actions include: tightening any identified gaps in current Standard Work to ensure more consistent processes and collecting process data where root cause(s) of process gaps needs to be determined. Stay tuned to the SOP Update for more details and the teams work to improve patient experience even further.

Strategic Direction - Develop a sustainable corporate financial strategy

This past month, the Ontario government announced an **overall** 4.6% funding increase to Ontario hospitals for the 2018-19 fiscal year. Our fiscal year starts April 1, 2018.

https://news.ontario.ca/opo/en/2018/03/stronger-hospitals-better-care.html?utm_source=ondemand&utm_medium=email&utm_campaign=p

This is following last year where they announced a 3.2% increase.



I bolded and underlined the word “overall” to emphasize that the government might have increased overall funding by 4.6%, but that may not be equally applied to all hospitals.

In 2017-18, although it was announced there was a 3.2% increase, our Windsor Regional Hospital actual increase was 2.54%.

For this past year our government funding was approximately \$300M. A 4.6% increase to us would amount to close to \$14M. Preliminarily we have been informed our funding increase will be \$10.2M. This equates to an approximate 3.16% funding increase. Approximately \$5.7M of the increase is as a result of our positive operational performance. In my November 2017 report, I had indicated “for 16/17 (ended March 31, 2017) our actual costs per weighted case for inpatient and day surgery was **2.46% below expected.**”

Also, although part of this funding will result in additional services being provided to patients and our community, which is great, it will require additional services to be provided. This means there will be new offsetting expenses. The monies cannot be used to offset already unfunded expenses or go towards automatically occurring inflation.

This is still very positive news and will help us get closer to a balanced operating position. We continue to work with the LHIN and MOH on addressing any ongoing deficit. Stay tuned for news in this regard.



Strategic Direction - Create a vibrant workplace

Following are examples of PPE that is available (and in some cases required) to be worn by staff in certain circumstances; please see your supervisor/manager with any questions or concerns:



 <p>Kevlar Sleeves</p> <p>to protect arms from burns and sharp edges</p> <ul style="list-style-type: none">- steam- hot liquids- bain marie- hot surfaces- metal work- boiler MTC	 <p>Surgical Masks</p> <p>to prevent the spread of exhaled germs</p> <p>to protect against large droplets or splashes</p> <p><i>*can be worn with face shield</i></p>	 <p>N95 Mask (Respirator)</p> <p>Protection from dust, fumes, mist, micro-organisms or airborne transmissible diseases:</p> <ul style="list-style-type: none">- Tuberculosis- Varicella- Measles	 <p>Face Shield</p> <p>to protect skin and eyes from chemicals or infection from biological matter</p> <p><i>*can be worn with surgical mask</i></p>
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NOTE: Personalized fit testing is required for N95 respirators; please contact Employee Health or the OHS department for more information or to arrange for fit testing.

Translation Service

Did you know that Windsor Regional has a translation line available in multiple languages? This service can be used from any landline by calling the 1-866 number either by passing the phone back and forth or on speaker phone. (1-866-560-7907, WRH code is 200340). If you would like someone to come to your department for a quick in-service, please contact Melissa Simas in HR to book one.

We also have plug in and portable units available.

Social Work also has a portable unit available at Ouellette and Switchboard at Met.

Strategic Direction - Strategically engage with external partners

NEW PET Scanner for Erie St Clair LHIN

For the first time in Ontario's history, the government is covering the cost of a new PET/CT scanner – and it will be housed at our own Met campus!

The province announced on March 1st that WRH will receive a new PET/CT (positron emission tomography / computed tomography) scanner that is expected to be fully operational in late 2018 and will respond to the growing needs of our community by helping up to 600 patients every year.

The announcement from the Ministry of Health and Long Term Care and Cancer Care Ontario gives WRH the first provincially funded PET/CT scanner. Traditionally, PET/CT scanners in hospitals had to be funded locally by donations or hospital operating funds. Now they will be part of the Cancer Care Ontario capital equipment provincial funding process.

The plan is to have it operational in or around December 2018 after a procurement process. It will be physically located at the Met campus immediately adjacent to the MRI and share the same waiting room. It will be moveable to the new acute care hospital.



Many thanks are owed to the Windsor Cancer Centre Foundation, which has agreed to pay for any installation costs associated with installing the machine at the Met campus.

Strategic Direction - Continue the pursuit of new state-of-the-art acute care facilities

Run for Windsor

The Ahmadiyya Muslim Jama'at (Windsor Chapter), in cooperation with the City of Windsor and Windsor Regional Hospital held its first fundraiser in May 2017 for the future Urgent Care Centre/Satellite Emergency Department raising \$15,000.

This year's Run For Windsor will take place Saturday, May 12, 2018 at Windsor's Riverfront Plaza. The 5 km run/walk has become a tradition going into its second year. To register, go to: www.runforwindsor.com.

