

Date: December 2019



HAPPY HOLIDAYS

Holiday season is already upon us. I am hopeful that all of you can spend some time with loved ones this Holiday season and celebrate the year. Celebrate all the good that has happened but also remember those who we have lost and help those who have had some struggles and those less fortunate.

ONLINE 50/50 – SUPPORT NEW EQUIPMENT AND POSSIBLY WIN SOME MONEY – WRH5050.CA

Congratulations to the WRH Foundation. They are well on their way to meeting their 2.6million goal of raising funds for hospital equipment. By January 2020, we will have a new 3D Digital Mammography machine thanks to the efforts of these dedicated volunteers. The focus in the new year will to support equipment purchase in Critical Care, Surgical and Medicine programs.



50/50
RAFFLE



WINDSOR REGIONAL
HOSPITAL FOUNDATION

MEGA DRAW to support new 3D Digital Mammography at
Windsor Regional Hospital!

Take Home
Prize Now at

\$42,862

5 tickets for \$10 • 40 tickets for \$25 • 99 tickets for \$50

To purchase your tickets or more information, please visit

wrh5050.ca

Draw: December 20, 2019 at 1:00pm. Lottery License #: 11598

Special thanks is extended to WRH Family – employees, professional staff and volunteers who have given so generously to the recent family campaign. It is appreciated.

There is still a chance to win big – with the Foundation’s online 50/50 draw. The take home prize is growing... visit wrh5050.ca for more information.

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COMPASSION is our
PASSION

OUR VISION: OUTSTANDING CARE - NO EXCEPTIONS!

OUR MISSION: DELIVER AN OUTSTANDING PATIENT CARE EXPERIENCE DRIVEN BY A PASSIONATE COMMITMENT TO EXCELLENCE

ACCREDITATION PRELIMINARY RESULTS

The Accreditation Canada on-site survey took place between Monday, November 25 through Friday, November 29, 2019.

All of you participated directly and/or indirectly in the Accreditation process. As stated at the debriefing by the Accreditation Team - you have a lot to be proud of at WRH. The care and compassion you are providing is being noticed, emulated and recognized. We will be receiving the formal decision of Accreditation Canada in a few weeks and will have more to say at that time. However, in the meantime an overall summary of the results is as follows:

BY THE NUMBERS – 99.8% of Criteria Met

- ⇒ # of Priority Processes: 27
- ⇒ # Criteria: 2608
- ⇒ # Met: 2578
- ⇒ # Unmet: 5
- ⇒ # Required Organizational Practices unmet: 0

OVERALL OBSERVATIONS: STRENGTHS

- √ Outstanding care – No exceptions!
- √ Knowledgeable and engaged Board members
- √ Caring and engaged staff and physicians
- √ Visible and responsive leadership
- √ Supportive Foundation and Volunteers
- √ Successful standardization across campuses:
Standardization Optimization Process (SOP)
- √ Collaborative partnerships (...and Ontario Health Team Application)
- √ Command Centre
- √ Patient and family-centred care approaches

OVERALL OBSERVATIONS: OPPORTUNITIES

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- √ Physical plant ongoing needs until new building
- √ Foster engagement of all staff in quality initiatives
- √ Continue advocating for financial right sizing
- √ Succession planning
- √ Physician specialty recruitment
- √ Change fatigue
- √ Paper-based documentation transition to HER

Your patients and families told us...



Your staff told us...



ACCREDITATION CANADA PRIORITIES

PATIENT SAFETY:

<u>STRENGTHS</u>	<u>OPPORTUNITIES</u>
<ul style="list-style-type: none"> ➤ Patient flow results!! ➤ Patient Harm Index ➤ Incident reporting & Just Culture ➤ Infection control practices ➤ Standardization of best practice ➤ Rounding and huddle strategies 	<ul style="list-style-type: none"> ➤ Maintain momentum with ROPs ➤ Build on patient safety culture survey action plan

ETHICS

<u>STRENGTHS</u>	<u>OPPORTUNITIES</u>
<ul style="list-style-type: none">➤ Access to ethical resources: Ethicist & Ethics Facilitators➤ Ethical decision-making tools/framework➤ Committee structure➤ Education opportunities	<ul style="list-style-type: none">➤ Continue to use real cases and scenarios to discuss use of Framework

QUALITY IMPROVEMENT

<u>STRENGTHS</u>	<u>OPPORTUNITIES</u>
<ul style="list-style-type: none">➤ Command Centre wow!!➤ Standardized Unit Bundles➤ Performance metrics➤ Lean methodology➤ Electronic performance boards➤ Focused projects based on strategic plan➤ Reporting and accountability framework➤ Engagement of frontline staff and PFACs in QI initiatives	<ul style="list-style-type: none">➤ Optimize surgical flow➤ Review team-level indicators➤ Publish your experiences

RISK MANAGEMENT

<u>STRENGTHS</u>	<u>OPPORTUNITIES</u>
<ul style="list-style-type: none"> ➤ Harm reduction index reviews ➤ Collaborative approach to risk, quality, safety ➤ Enterprise Risk Management program ➤ Preventative maintenance and asset management ➤ Privacy and patient confidentiality ➤ Falls prevention program ➤ MDRD equipment tracking system 	<ul style="list-style-type: none"> ➤ Prepare for transition from paper to HER ➤ Manage equipment/building needs until new build

CLIENT-AND FAMILY-CENTRED CARE

<u>STRENGTHS</u>	<u>OPPORTUNITIES</u>
<ul style="list-style-type: none"> ➤ Mission statement: Outstanding Care – No exceptions! ➤ Patient and Family Advisory Councils ➤ Patient and family direct involvement on teams ➤ Existing culture-respect and dignity ➤ Various avenues for patient and family feedback ➤ Family-centred care rounds in ICU ➤ WRHMyCare Journey app ➤ Ronald McDonald House 	<ul style="list-style-type: none"> ➤ Continue education for staff & PFAC ➤ Choosing appropriate projects for PFACs ➤ Review the governance structure of the committees