

Date: January 2019



HAPPY NEW YEAR – TO A GREAT 2019!

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

This past year, we have discussed a lot about the massive improvements we have made in patient flow and care across the organization. From the creation of the command centres to ongoing gains in the Patient Harm Index.

In December 2018, we continued this with the new Oculys - Stay Track boards being launched for use in our care rounds across the Medical Surgical units at both campuses.

Standard unit leads have been working with the Oculys team over the past several months to improve and streamline these new care round boards. Previously units were using an excel spreadsheet to run and record the daily patient care rounds.

The new Stay Track boards update automatically any time Admitting receives and enters a new admission, discharge or transfer. In the past, when a patient was transferred to another unit, the information shared during care rounds was lost and the new unit had to populate the board, losing the plan of care for the patient. Now this information follows the patient keeping the plan of care consistent as discussed by the health care team. This helps to improve the continuity of care and prevents “Grey Days”, when planned interventions are not completed.

The **Grey Days** concept is centered on the concept that reinforces our commitment to patients that “we will not waste a day of your life”. This initiative centers on early identification of any risks or potential for delays to a medicine patient's plan of care for the day. Delays in planned care actions can result in an acute care patient spending an additional day(s) in hospital that provides no value to the patient. These non-value added days spent in hospital resulting from delays in care are referred to as **Grey Days**. The **Grey to Blue** initiative models itself on proven concepts that are part of England's National Health Service. Our goal is to ensure that all patients receive all care interventions according to plan, for the entirety of their stay in hospital.

Days when care actions occur according to plan are referred to as **Blue Days**. **Blue Days** add value to a patient's care in hospital. A robust mechanism has been implemented to escalate and address the risk factors for patients who might experience delays in care, which may result in the patient experiencing a **Grey Day**. However, in the event that a patient experiences a **Grey Day**, these occurrences and the contributing factors will be tracked and reviewed to ensure that measures are put in place to reduce or eliminate recurrences where possible.

The number of **Grey Days** incurred weekly will be measured and published as part of the Medicine Patient Flow metrics scorecard; the weekly goal is to have zero patients who experienced a **Grey Day**. In addition to the accountability and visibility of **Grey Days** via the Patient Flow scorecard, posters are also placed on Medicine units that visually show our commitment to valuing the time of all our patients. Through the tireless work of all those involved, it is yet another way that the Medicine Patient Flow program is seeking to directly benefit the patients in our care, delivering “Outstanding Care, No Exceptions”.



Strategic Direction – Champion accountability and transparency

Flu Shot Vaccine in Short Supply

Got your attention? Good.

This is not accurate BUT if you have not received your flu vaccine, hopefully, you are now reading.

Our corporate results for the influenza vaccine as of late December was approximately 34%. In my opinion, this is not good but unfortunately consistent with other healthcare numbers across the Province. However, interesting enough, as we started to see an increase in flu cases coming to our hospital before and during the holidays, we noticed more staff wanting the vaccine.

Influenza A is the most common influenza virus circulating in Canada, and the majority of these viruses are A(H1N1)pdm09. <https://www.canada.ca/en/public-health/services/diseases/flu-influenza/influenza-surveillance.html#a1>

This year’s flu vaccine contains the protection for this strain.

There has been plenty of social media posts from physicians indicating patients they have seen come into hospital with influenza like symptoms and testing positive for influenza primarily, if not exclusively, did NOT receive the vaccine.

There is still time to get the vaccine. It is free. With your health card, you can attend any retail pharmacy and get it for free !!! Even at the two retail pharmacies, we have on each campus.

Again, protect yourself and those around you. We work in an environment with immune suppressed individuals. You could be spreading the flu without showing any symptoms. Please take the five minutes and get the vaccine for your loved ones!



Strategic Direction - Develop a sustainable corporate financial strategy

Optimization Review In Final Stages

As outlined previously, WRH and the Erie St. Clair Local Health Integration Network commenced a process called Optimization Review in June 2018. It is one that may justify an increased budget in the short term, and position us for the future funding requirements over the longer term as we move towards a new state-of-the-art acute care hospital.

This collaborative and voluntary Optimization Review has been examining whether Windsor Regional Hospital has been sufficiently funded since our realignment of hospital services in October 2013 – one of the most extensive hospital transformations that has ever taken place in our province. It has also been identifying anticipated funding requirements as we work towards a new state-of-the-art acute care hospital and urgent care centre just a few years from now.

The final report is now being completed and should be shared once finalized in early 2019. Stay tuned.

Strategic Direction - Create a vibrant workplace

Accreditation Surveys

Everyone, we need to complete the attached surveys for accreditation. They take minutes to complete.

1) [Patient Safety Culture Survey](#)

Organization Code: WINWE **Password:** WRH2019PS

Who should complete this survey? All WRH employees & professional staff.

What is the survey about? The survey provides insight into your perceptions of safety and indicates areas of strength and/or improvement in the organization.



For Worklife Pulse below, I did not want to confuse things, the link BELOW is for employees only. Professional Staff check your WRH email account or contact Medical Affairs– you will have link to complete yours. Accreditation wants this one separate.

2) [Worklife Pulse Survey](#)

Organization Code: **WINWE** Password: **WRH2019WLP**

Who should complete this survey? All WRH employees.

What is the survey about? The survey provides insight into staff perceptions of safety and indicates areas of strength and/or improvement in the organization.

Strategic Direction - Strategically engage with external partners

Planning for 2019

If you are planning for 2019 here are some dates for many organizations that support WRH:

JANUARY 26, 2019 T2B Gala, Caesars Windsor 377 Riverside Drive East, Windsor

FEBRUARY 2, 2019 In Honour Of The Ones We Love Gala, Ciociaro Club 3745 North Talbot Road, Oldcastle

MARCH 5, 2019 Hats On For Healthcare Day, Windsor Regional Hospital, Windsor-Essex

MARCH 8, 2019 International Women’s Day, Ciociaro Club Of Windsor 3745 North Talbot Road

APRIL 19, 2019 Volunteer Appreciation Party, Riverside Sportsmen’s Club 10835 Riverside Drive East, Windsor

MAY 23, 2019 WRHF Annual Golf Tournament, Essex Golf & Country Club 7555 Matchette Road, LaSalle

JUNE 19, 2019 Funkenhauser Family - A Day For A Life Golf Tournament Kingsville Golf & Country Club 640 County Road 20, Kingsville

JUNE 22, 2019 Sail Into Summer Dinner, Windsor Yacht Club 9000 Riverside Drive East, Windsor

JULY 20, 2019 Rafih Auto Group Annual Golf Tournament, Beachgrove Golf & Country Club



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

Recently, two important political statements were made by our City of Windsor Mayor, Drew Dilkens and also incoming Warden, Gary McNamara.

Mayor Dilkens met with Premier Ford in London Ontario and informed the Premier that the new Windsor/Essex hospital system was No.1 priority. For the full article go to <https://windsorstar.com/news/local-news/meeting-with-premier-dilkens-raises-new-hospital-as-no-1-priority>

Tecumseh Mayor Gary McNamara is the new Warden of Essex County. In a post-election interview with the Windsor Star, he said the new Windsor Essex Hospital System is something our region not only needs, but also deserves.

“That’s one of the big ones. We’ve got to get that mega-hospital built,” McNamara said.

As for the long-running debate over the location of the mega-hospital, McNamara said he considers that matter “settled.”

“We want to make sure we don’t lose our spot in the cue,” McNamara said. “This is something that our region not only needs, but deserves.”

“The point here is we should rally to make sure that it’s built. Our residents in the county are contributing \$100 million — hard-earned tax dollars — to make that hospital a reality.”

“I think it’s ridiculous to argue if it should be here or there. I firmly believe the decision was made through the work of the site selection committee — Let’s move on.”

To read the full article: [Tecumseh Mayor McNamara elected Essex County Warden](#)

