



Report of the President & CEO to the Board of Directors

Date: May 2014

Last month I focused on the commencement of SOP (Standardization and Optimization Process) and highlighted our website [SOP](#) for everyone to view and receive regular updates.

This month, I want to focus on an important component of SOP that relates to patient safety and quality.

As we implement best practices across the system, we will be ensuring there is a focus on patient safety and quality and an appropriate quality assurance process in place to measure these critically important factors. It does not become a best practice unless quality and safety is at its core.

Over ten years ago, Windsor Regional Hospital became solely responsible for the Women's and Children's program for Windsor. This involved the realignment of all of the programs and services associated with Women's and Children's to WRH no matter their location. For a period of time WRH managed, governed and operated the Women's and Children's program and services at the Grace site while the Met Campus was undergoing renovations and additions. In December 2003 all Obstetrics and NICU moved to the Met Campus from Grace. In addition, in 2007, Paediatrics moved to the Met Campus from the Ouellette Campus.

In order to ensure quality and safety were at the focus of the realignment of the Women's and Children's program, the team engaged a company that was relatively new and wanted to support organizations with a focus on patient safety and quality.

In 2004, the WRH team started the MORE^{OB} Program and they are now in their 10th full year of the program. The **Managing Obstetrical Risk Efficiently (MORE^{OB})** Program is a comprehensive performance improvement program that creates a culture of patient safety in



Obstetrical units. Founded on High Reliability Organization principles, the MORE^{OB} Program integrates professional practice standards and guidelines with current and evolving safety concepts, principles and tools. Today MORE^{OB} has over 13,000 participants and over 260 hospitals. For more information visit <http://moreob.com>

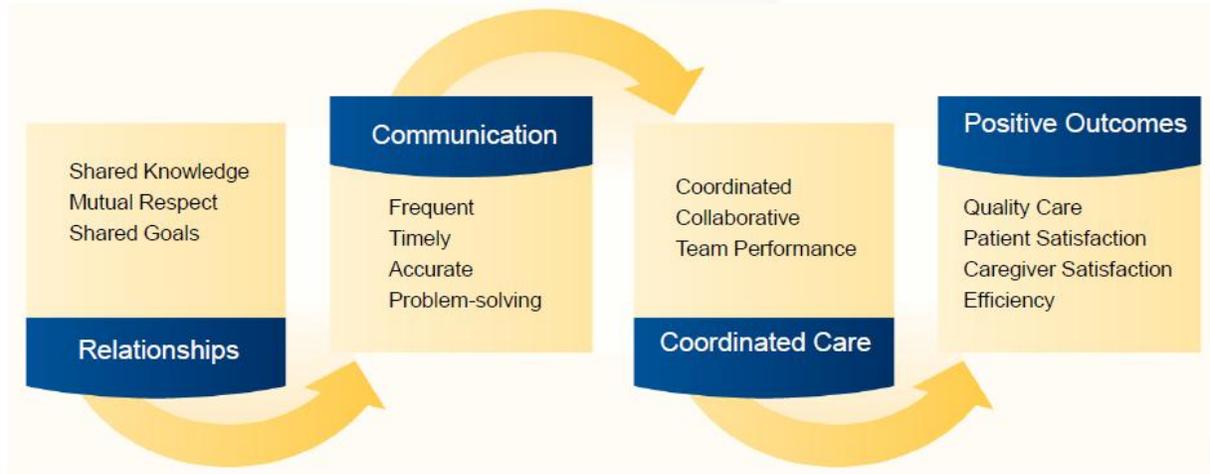
MORE^{OB}'s guiding principles are:

- ✓ Patient Safety is everyone's first priority ,
- ✓ There is trust and respect for all healthcare workers,
- ✓ Effective communication is highly valued,
- ✓ The model of care is focused on multidisciplinary collaboration and teamwork,
- ✓ Reflective learning is an everyday practice, and
- ✓ Knowledge is shared.

MORE^{OB} accomplishes this by:

1. Promoting a Common Knowledge Base :
 - Keep the healthcare team current and ensure all members have the required level of knowledge to practice safely.
2. Sustaining Safety Practices:
 - Embed safety practices into the running of the unit – they become the norm. Safety is priority #1.
3. Fostering Effective Problem Solving:
 - Apply MORE^{OB} principles, tools and processes to resolve specific safety concerns of the unit.

Our **relationships** shape the **communication** through which the **coordination of care** occurs.



Effective coordination of care contributes to positive outcomes.

Adapted from Gittel JH. High performance healthcare: using the power of relationships to achieve quality, efficiency and resilience. New York: McGraw-Hill; 2009

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Aside from the team work that has resulted with patient safety and quality as the focus, WRH ranks as one of the highest performing Obstetrical programs in the Province. This is happening with close to 4,000 births a year.

As we embark on SOP, we are talking to the creators of MORE^{OB} on how their program, tools and processes can be extended to other programs and services. The NICU started MORE^{EX} (Managing Our Risk Efficiently with Excellence) a couple of years ago and are on the same journey. MORE^{EX} will be expanding to other programs and services outside of the Women’s and Children’s program across North America.

We see MORE^{EX} fitting in perfectly with SOP as we move forward and ensuring best practices are in place across the system with patient safety and quality as the focus. MORE^{EX} will also provide us with the tools to sustain these best practices moving forward.

