

Date: November 2017



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

CANSWERS CENTRE LIVE! is back for another season

The first episode was on October 18, 2017, and once again could be found on Facebook LIVE for a discussion about cancer-related hair loss with Dr. Caroline Hamm, Andrea Bodchon who has experienced hair loss 3 times during treatments and Jackie Pizzuti, owner of Wigs to Wellness and Mastectomy Boutique.

It was a great show for those of you that still have not seen it. Please share with anyone you think might benefit from this discussion. Those unable to participate in the LIVE event can find the webcast on Windsor Regional Hospital's Facebook page.

CANSWERS CENTRE LIVE! is an interactive, audience-driven, LIVE discussion on Facebook. You ask the questions and we answer in real time. Everyone is invited to post

questions/comments/advice during the live webcast or email them in advance to CanswersCentre@wrh.on.ca.

For more information on how to participate, and links to previous webcasts, please visit www.canswerscentre.ca.

Strategic Direction – Champion accountability and transparency

Quality of Worklife

WRH publishes the Quality of Worklife survey to provide staff with the opportunity to give the organization valuable input and views on the overall work environment. Your feedback helps us make improvements in various aspects of your work life, including policy or process changes and program enhancements. This survey is voluntary; however, we recommend that you do complete it. **Your Feedback IS important!**

NOTE: There is a change this year in that anyone completing a survey is required to submit their name with their survey. In the past this has not been required, but we have found that in order to provide follow up to the comments in the survey, we do need to know the name of the employee. Also, unfortunately, some staff have used the anonymous ability to make very inappropriate comments about other former and current staff members. Should you elect to have someone follow up with you to discuss your survey and/or comments, we will have a member of the Leadership Team get in touch with you to discuss your concerns following completion of the survey closing date.

For staff in your area without computer access, please advise that a hard copy of this survey is available in the Human Resource Department at both campuses. Completed surveys can be dropped off in the internal applications drop-boxes at the Met and Ouellette Campuses.

To begin this online survey click on the following link:

http://www.wrh.on.ca/Site_Published/wrh_internet/OnlineForms.aspx?Body.Id=85920&LeftNav.QueryId.Categories=190



For everyone submitting a survey, once the survey has been submitted, you will be asked to complete a ballot for a prize to thank you for your feedback. This is a separate link so that your responses will not be linked to your ballot. We will be drawing for 2 FITBITS, one for each campus.

The closing date for the survey is Sunday, December 10, 2017. The draw will take place following the closing date.

Strategic Direction - Develop a sustainable corporate financial strategy

Strong Performance for 16-17

We received some very positive news a couple of days ago. This email is further to my comments regarding our current financial performance found in my October report. http://www.wrh.on.ca/Site_Published/wrh_internet/Document.aspx?Body.Id=85487&LeftNav.QueryId.Categories=294

Every year we receive data indicating how well Windsor Regional Hospital performed with respect to each of its weighted cases (i.e. weight = acuity of patient). The data for 16/17 is now available.

There is an “actual” dollar value we spend on each weighted case and also an expected number. The actual is self explanatory. It is how much it costs us to operate divided by the weighted cases. The expected is a formula driven number that identifies what "it should" cost us for each weighted case.

A lot of factors go into the "weight" (i.e. acuity) of a patient. However clear and concise documentation like an "acuity summary form" that captures all of the patient's acuity/comorbidities is critical.

For 16/17 (ended March 31, 2017) our actual costs per weighted case for inpatient and day surgery was **2.46% below expected**.



The Emergency Department was 5.83% higher than expected however, it has dropped from 12.4% in 2015/16. We continue to work with ED leadership to continue to reduce this gap. Not to minimize the impact and the work that still needs to be done, but the ED makes up 8.7% of our financial operations.

However, overall the acute and day surgery results are truly amazing ! This will definitely help as we continue to address our funding/revenue we receive from the MOH. Hospitals with far poorer performance receive substantially more revenue and create annual surpluses that allow them to invest into capital and operations. We are actively addressing this with the LHIN's support with the MOH.

Also, I have to highlight simultaneously we are starting to witness **sustained** quality and safety outcomes for our patients

It is truly no surprise we see financial, quality and safety outcomes happen at the same time. They go hand in hand.

I will keep you up to date on how our discussions regarding funding with the Ministry of Health proceeds.

Strategic Direction - Create a vibrant workplace

Dedicated Years of Service Program

Every year thousands of people in our community receive outstanding care from the dedicated women and men who work in our hospital. To acknowledge our staff we are hosting a "Celebration of Service" in December 2017 for those that had a milestone this year. Each staff being recognized will receive an email invite. The dates of the celebration are scheduled for:

- Ouellette Campus – Tuesday, December 12th in the Tecumseh Room Afternoon 2:00-4:00/Evening 6:30-8:00.
- Met Campus – Wednesday, December 13th in the Met Admin Conference Room 1 Afternoon 2:00-4:00/Evening 6:30-8:00.



Children's Christmas Party

Windsor Regional Hospital will be hosting their Children's Christmas Party on December 17 this year. The event is well attended and Santa looks forward to visiting with your children. Tickets will go on sale late October.

Family Giving Campaign

Last month you personally were provided a Family Giving Campaign Brochure in mail boxes at both Met and Ouellette Campus. It contains all the information you will need to make a gift which you may designate to your program or service. [Click here](#) for opportunities to designate your gift.

The **Windsor Regional Hospital Family Giving Campaign** provides an opportunity for all of us to give back to our hospital! Time and time again, donors of the WRH Foundation are impressed by the level of giving and generosity of our staff. We can proudly state that the front line staff, professional staff, management and volunteers have donated over \$700,000 in support of programs and services at Windsor Regional Hospital over the last 10 years.

A special thank you goes to Dr. Louis Brisson, Radiology/Diagnostic Imaging who has agreed to Chair the 2017/2018 campaign.

Return your completed pledge card by Monday, October 30 at Noon and you will qualify to be entered in the draw for the **Early Bird prize of an iPhone 8 (Retail Value \$1,200)**. There are many prizes during the 5 week campaign; however, the earlier you make your donation, the better your chances you are to win a fabulous prize. [Click here](#) to view the list of prizes.

Complete your pledge on line

at https://www.wrh.on.ca/Site_Published/wrh_internet/DonateTest.aspx/ and you will be eligible to win a Via Rail \$1,000 Travel Voucher, a Valente \$250 Travel Voucher and a Luggage Set (Total Value \$1,500). Please indicate under "Leave a Comment" that your gift is for the Family Giving Campaign.

Windsor Regional Hospital's Family Giving Campaign Kicks Off on Wednesday, October 25th. Drop by the Met Campus Vendor Hallway from 11:00 am to 1:00 pm and at the Ouellette Campus Vendor Kiosk from 2:00 pm to 4:00 pm. Pickup up information on the campaign,



submit your pledge and receive a *special treat* of your choice. For more information about the Launch [Click Here](#)

Thank you for your consideration to support the 2017/2018 Family Giving Campaign.

Strategic Direction - Strategically engage with external partners

SOP welcomes Schulich Medical/Dental students!

We are happy to welcome fifteen students from the Schulich School of Medicine & Dentistry. The second year students will be working on two quality improvement projects as part of their “Professional Identity” coursework. The two groups will be working on projects related to patient flow, specifically assessment bays and the command centre. They will be working under the guidance and mentorship of Karen McCullough, Dr. Andrew Petrakos, and Linda Morrow.

You may see them in the hospital from time to time, so please welcome them as they partner with us in our quality improvement journey!

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

Windsor-Essex Invited to Speak to Infrastructure Leaders Across Canada

On October 24-25, 2017, Windsor-Essex was invited to speak at the 2nd annual Canadian Healthcare Infrastructure East Conference. The Conference provides individuals with the opportunity to connect with senior stakeholders in healthcare infrastructure design, build and management.



With changing demand, hospital facilities are continuously evolving their design strategies to integrate new technological developments into existing facilities and improve their infrastructure build and management.

The conference focused on the latest issues including:

- Redevelopment of an existing Critical Care Hospital: St. Michael's 3.0
- Strategic Goals to Strengthen Healthcare with Transformed Infrastructure
- Assessing Procurement Models: The Outcomes of P3
- All in: Community and Stakeholder Engagement in the Windsor-Essex Hospitals System
- Preparing and Responding to Health Demand through System Redesign and Facility Planning
- Transitional and Operational Readiness – Preparing for a Successful Move
- Optimizing Infrastructure through Effective Equipment Management
- Building Blocks of a Smart Hospital

