
Date: October 2014



You can't help getting older but you don't have to get old - George Burns

Happy 1st Birthday to the “new” Windsor Regional Hospital.

I hope you enjoyed yesterday’s celebration and possibly won a turkey for your Thanksgiving dinner.

Page 1 of 9

AWARDED EXEMPLARY STATUS 2012



I want to personally thank all of you for keeping our commitment to our patients and community that any changes would be happening behind the scenes and we would do our best to keep it “business as usual” for our patients and families.

Change can sometimes be stressful. However, if we continue to focus on the patient as driving the reason for the change it all makes sense and makes the ultimate change all that more worthwhile.

I look forward to an amazing Year 2. Keep up the great care and compassion living our vision of ***Outstanding Care...No Exceptions !***

Strategic Direction - Excel in Patient Safety and Quality

The Canadian Institute for Health Information (“CIHI”) Data and Next Steps for SOP

The Canadian Institute for Health Information (“CIHI”) released its latest national hospital performance data, with results showing positives for Windsor Regional Hospital’s (“WRH”) two acute care campuses as well as some areas to target for continued improvement.

The report contains a lot of similar metrics to what we track on a daily, weekly, monthly and annual basis and that we share with the public on our Internet site. A few obvious omissions in the data are health care associated infections (HAIs), medication errors and patient falls with injury. Although there is solid data tracking underway nationally for HAIs, there is no reputable data nationally for medication errors or patient falls with injury. Until we nationally start tracking this data, we stand no chance of reducing patients being injured through these errors and falls.

For the 2012-13 fiscal year (April 1, 2012 to March 31, 2013) and for the previous two years, WRH had the lowest obstetrical readmission rate (1%) in all of Canada as compared to other large community hospitals. In addition, overall WRH had a readmission rate for all patients of 7.9%, which was one of the top 3 performing hospitals in all of Canada as compared to other large community hospitals. In order to be highlighted with this honour, a hospital must have three consecutive years of top performance.

Tracking the number of patients who experience unplanned readmissions to a hospital after a previous hospital stay is one category of data used to evaluate the quality of hospital care.



One example of an unplanned readmission would be someone who is readmitted to the hospital for a surgical wound infection that occurred after his or her initial hospital stay.

Just to put this into context, the standard benchmark used by the Centers for Medicare & Medicaid Services (CMS) is the 30-day readmission rate. For 2014, the CMS 80th percentile rate is 18.2%. Rates at the 80th percentile or lower are considered optimal by CMS. This puts our results into perspective.

We have room to improve in many of the indicators and are on the road to do so. Part of that journey is the Standardization and Optimization Process (SOP).

By the time you are reading this report, a Town Hall has been held outlining the results from the Opportunity Assessment Phase and now outlining the next phase of the journey. An outline of the Opportunity Assessment results and how the next Phase will evolve can be found at http://www.wrh.on.ca/Site_Published/wrh_internet/Richtext.aspx?LeftNav.QueryId.Categories=780&Body.QueryId.Id=56263

SOP is a journey to standardize services across the entire organization, implement best practices that are happening at either campus, over both campuses, or bring them in from somewhere else in the world, and use this standardized process to design the new state-of-the-art facility. This is a multi-year initiative that will focus on identifying and implementing worldwide best practices into clinical and non-clinical programs and services at both campuses.

Please take some time to “surf” the SOP website and see how you can become a part of this exciting journey.



Strategic Direction - Champion Accountability and Transparency

First da Vinci® Robot Surgeries Take Place

- This past month Windsor Regional Hospital became the first community teaching hospital in Canada to perform a da Vinci® Robot Surgery. In fact we completed two prostate cancer surgeries with the da Vinci®.



- As previously announced, this was a full team effort involving an amazing internal clinical team, the Windsor Essex Cancer Centre Foundation and our community. Not only are we the 25th da Vinci® machine in Canada, the first in a community teaching hospital, but the only hospital funded to operate the *Dr. Richard Boyd Regional Comprehensive Men's Health Program*.



Strategic Direction - Strengthen and Sustain a Proactive Approach to Health Care Funding Reform

2013-14 Funding

- We are now a full six months into the new fiscal year and our funding level for the current fiscal year that started April 1, 2014 has not been confirmed.
- Although operationally we are not expecting or “banking” on any dramatic increase or decrease in funding, not having that confirmed while entering the second half of the fiscal year is not optimal.
- Year to date we have a slight operating deficit of just about \$1 million on a \$470 million dollar budget. This is a good result considering we were projected to have about a \$4 million dollar operating deficit at the start of the year. I am confident, by the positive changes being made in operations daily that by the end of this fiscal we will have a balanced or small surplus operating result.

Page 5 of 9



- I will keep you up to date once we hear when our operating funding for this fiscal year is confirmed. Hopefully between time I am writing this report and you are reading it funding has been announced.

Strategic Direction - Distinguish Ourselves Through Superior Performance, Innovation, and Exceptional Customer Service

YOU ARE INVITED TO ATTEND AN **AIDET TRAINING SESSION**

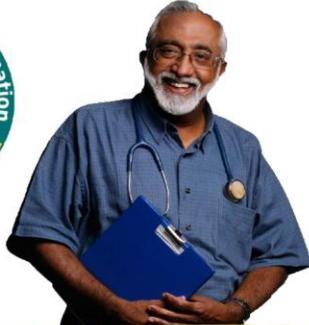
OPEN TO ALL STAFF
(PROFESSIONAL STAFF, EMPLOYEES & VOLUNTEERS)

(ACKNOWLEDGE / INTRODUCE / DURATION / EXPLANATION / THANK YOU) is a framework for staff to communicate with patients and their families as well as with each other. Learn proven strategies on how to provide OUTSTANDING CARE - NO EXCEPTIONS!

WEDNESDAY, OCTOBER 8th
7:00PM - 9:00PM
ESSEX ROOM - OUELLETTE CAMPUS

Please contact Linda McLean at **519-254-5577 ext.52005** or email at linda.mclean@wrh.on.ca to register.






WWW.WRH.ON.CA



The 2 BY 4 Campaign

- In mid October Windsor Regional Hospital will be kicking off the 2 BY 4 campaign with local community leaders leading the campaign. It is a simple campaign but the results will be dramatic.
- Everyday in healthcare across the world patients are being injured and harmed because of two basic and fundamental patient safety measures that are missed or forgotten. They are:
 - ✓ Properly identifying each patient in each encounter by the use of **two (2) patient identifiers**. The intent here is two-fold: first, to reliably identify the individual as the person for whom the service or treatment is intended; second, to match the service or treatment to that individual. Therefore, the two patient/client/resident-specific identifiers must be directly associated with the individual and the same two identifiers must be directly associated with the medications, blood products, specimen containers (such as on an attached label), other treatments or procedures.
 - ✓ **Four (4) moments of hand hygiene**. Having our staff only properly follow the 4 moments of hand hygiene 80% of the time is NOT good enough. It has been proven over and over again one of the easiest ways to avoid the spread of HAIs (Infections) is to properly wash your hands. Our own statistics show when our handwashing rates are low infections increase. When handwashing rates are high infections decrease and patients are not harmed by us. Would you expect any less for your loved one?
- At the same time this campaign will empower our community to make sure we are following the two patient identifiers and washing our hands. We are giving them the right and responsibility to ASK US! Our answer will be to thank them for asking!

PATIENT SAFETY 2 by 4

COMING SOON

It takes **2**
to know
it's you

At Windsor Regional Hospital,
we will check it **TWICE!**

- We will ask your legal **FIRST** and **LAST** name
- We will ask your date of birth
- We will check and compare the information you provide with your identification band, health record or requisition before proceeding!

It takes **2**
to prevent patient harm!



**We check every patient.
It's your right to check that we did!**

www.wrh.on.ca

**We always wash our hands.
It's your right to ask if we did!**

4 moments for
hand hygiene



**ASK ME!
2 by 4**

➤ Expect to hear about the **2 BY 4 Campaign** shortly

AWARDED EXEMPLARY STATUS 2012



Strategic Direction - Strategically Engage With External Partners

United Way Campaign 2014

**United Way Pledge Cards available September 10.
Look for yours in mail slots, on the Intranet, or on
Display Tables in the Lobbies at
Met & Ouellette Campuses .**

Early Bird Draw!

Return your pledge card & raffle ticket (below) by

NOON THURSDAY, SEPTEMBER 18

to be eligible to win **\$600 in gift cards!**

ALL pledge cards & raffle tickets returned by

NOON THURSDAY, SEPTEMBER 25

will be eligible to win one of the following prizes:

- (7) Prizes each of One Day Off With Pay
- (1) \$100 Keg Gift Certificate
- (3) Il Gabbiano Ristorante \$50 Gift Certificates
- (4) \$25 Gift Cards (2 Starbucks / 2 East Side Marios)
- (1) Fifth Avenue Collection Necklace & Earrings
- (2) Fifth Avenue Collection Necklaces
- (1) GE Digital Camera

*Minimum \$26 (\$1 per pay or Cheque/Cash/Visa) donation
to be eligible for draws*



Detach ticket and return **with pledge card** to Public Affairs/Foundation:
Met Campus: Linda McLean ext 52005 / Ouellette Campus: David Lenz ext 32539

Department _____

Name _____ Ext _____

PLEASE PRINT

Page 9 of 9

AWARDED EXEMPLARY STATUS 2012

