
Date: October 2015

**A birthday is just the first day of another 365 day journey around
the sun – let us enjoy the trip together!**



Happy Birthday!

On October 1, 2015, it will have been two years since the historical realignment occurred between Hôtel-Dieu Grace Hospital (now Healthcare) and Windsor Regional Hospital.

During these past 24 months, a lot of positive improvements have been made for our patients, community and staff.

Just to highlight some of the events of the last 24 months:

- ✓ SOP – Standardization and Optimization of Operations between two acute care campuses is continuing it First and Second phase

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- ✓ Stage 1 Part A and Part B - a new state-of-the-art single site acute care hospital has been completed and submitted to MoH.
- ✓ Thoracic cancer services stays in Windsor
- ✓ December 2013 - Influenza Virus Outbreak enforcing heightened visitor restrictions for safety of patient, families, public and our staff – the realization by a Board member stating hundreds of thousands killed in wars; however, little reaction to 8,000 Canadians dying from hospital acquired infections and another 220,000 get infected
- ✓ TV Series Breaking Bad enabling to highlight the hidden costs of healthcare and public should receive annual OHIP bill to see real costs of healthcare
- ✓ Funding for operating costs of the da Vinci Robot Surgical System and Regional Comprehensive Men's Health Program named after Dr. Richard Boyd and \$5.4M funded by Windsor Essex Cancer Centre Foundation
- ✓ WRH, for third year, selected to attend Institute for Healthcare Improvements (IHIs) Annual Conference with three poster submissions
- ✓ WRH attended 42nd Sigma Theta Tau International Honor Society of Nursing Biennial Convention in Indianapolis highlighting Telemedicine Program
- ✓ WRH invited to present on Benchmarks in Public Reporting-Measuring Performance and Setting Meaningful Goals at Health Quality Transformation Conference
- ✓ WRH presented at e-Health Conference in Vancouver highlighting success in Implementation of Telemedicine at a Large Community Hospital in Windsor
- ✓ WRH hosted renowned Olympian, Clara Hughes, six-time summer and winter Olympic medalist who spoke in Windsor on her own past struggles with depression and helping to break down stigma associated with mental illness
- ✓ Establishing a website (www.windsorhospitals.ca) to help engage, promote, education and bring new ideas to the community related to the future state-of-the art acute care hospital and hospital system being developed
- ✓ Continued success with SOP with up to eight (8) initiatives underway or completed to improve cultural environment and standardizing and optimizing programs, services and ways of enhancing health care for patients and their families
- ✓ Quality and Safety '2 by 4' (2 patient identifier and 4 moments of hand hygiene) campaign launched with the help of Dino Chiodo, President, UNIFOR Local 444 whose personal story hit home on the importance of hospital acquired infections



- ✓ MOHLTC selected WRH along with 44 other hospitals to participate in an Ontario Case Costing Initiative where collection of case costing data will support improved management decision-making and develop hospital funding methodologies
- ✓ A milestone when WRH became first community teaching hospital in Canada to perform da Vinci Robot Surgery in September 2014 and one year later, completing 50 procedures
- ✓ Ebola Outbreak in West Africa made its way to North America and WRH staff rallied each other to prepare by donning personal protective equipment (PPEs) and mock exercises to be ready
- ✓ Patient food service standardized between the campuses when introduced at the Ouellette Campus, and using the Ouellette software at Met. The menu style room service was accepted immediately with satisfaction scores within 90 days skyrocketing. They like it!
- ✓ T2B sponsored Concierge Service introduced at the Met Emergency Department
- ✓ Expansion of WellCome Mat program at both Campuses
- ✓ Brahms Lullaby expanded to Ouellette Campus; Lean On Me introduced at Ouellette Campus
- ✓ Bedside Manor opened across the street from Ouellette Campus
- ✓ Announcement of the first Ronald McDonald House Charities SWO ‘House within a Hospital’
- ✓ Valet parking introduced at Met Campus
- ✓ Creation of a new patient and Caregiver Advisory Council comprised of current and former patients and caregivers
- ✓ Completion of floor to floor enhancements to the Ouellette campus along with a new Emergency Department entrance.

In addition, we continue to move forward with the planning for the new acute care hospital and the positive changes being proposed for the hospital healthcare system as a whole with changes to Tayfour, Grace, Ouellette and the Met site as well. As we have stated all along, these changes will not be met with universal acceptance. Someone who wants the new hospital in their backyard will not get it there and someone who does not want it in their backyard will get it there. However, at the end of the day, I am very proud of the work of the Planning and Services



Steering Committee, the Site Selection sub committee and the hospital's Boards of Directors. They listened to our community and have recommended a plan that addresses the hospital healthcare issues for our "region" for generations to come.

What does next year bring? A following is a highlight of what to expect

- Accreditation 2015 will occur in December 2015
- We will complete our first strategic plan as a new WRH in early 2016
- The Ronald McDonald House "home within a hospital" will open at Met campus
- The Bell Building Dialysis centre will be completed
- The outpatient surgical program will move from the 5th floor to the second floor at Ouellette campus paving the way to a second Cath Lab on the fifth floor
- We are confident we will move to Stage 2 in the capital planning process

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