

Report of the President & CEO to the Board of Directors

Date: September 2013

Progress is impossible without change, and those who cannot change their minds cannot change anything. ~ George Bernard Shaw

Standardization and Optimization

On October 1, 2013, a historic Windsor-Essex hospital healthcare realignment will occur. It will occur with no immediate impact to patients and/or families or what we have called “business as usual” but the benefits of the realignment will be seen in the months and years to come.

So what is next?

Aside from continuing to operate as “business as usual” we have to then start the process of standardization and optimization of operations between the two acute care campuses.

We need to start this process for some key reasons:

- ✓ **Exceptional Patient experience.** A patient and/or family should have the same exceptional experience no matter what campus of Windsor Regional Hospital they attend for their healthcare;
- ✓ **Implement standardized best practice.** We need to ensure operations at each campus are not only standardized but standardized to a best practice that could already be happening at either campus or somewhere else in the world and we have to find it and adopt it here;
- ✓ **Team Building.** We cannot provide exceptional care alone. We cannot become what we want to become working individually. All of us only work, at most 12 hours a day on average. As a result, when we sleep someone else is providing that care to the

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patients/families we just took care of. As a result, to become exceptional we all need to be providing that care.

- ✓ **New State of the Art Care Hospital Design.** There is a concept know as Lean Led Design. Instead of designing a state of the art hospital and then trying to “fit” our operations into that design we need to flip that process around. We need to create best practice operations now and have the design fit our operations.
- ✓ **New ‘State of the Art’ Acute Care Hospital Operations.** We need to standardize our operations so when we eventually move into the new facility we are doing things in identical fashion at the two campuses. The move alone will be stressful enough. We cannot add to it trying to standardize operations at the same time.

For the past couple of months, teams of staff from across both campuses have been designing a plan to move forward with our Standardization-Optimization Process. The results of that planning will be communicated in October. This is not a short-term project. The concept of standardization and optimization will not happen overnight. In fact, in order to do it correctly it will take months to complete however, the concepts adopted and put into place will be with us for years to come.

You will be directly involved in this Standardization and Optimization process. Again, this is not about picking one campuses way of doing things as the common way. This is about asking the questions

- Who in the world is doing this the best?
- Have we talked to them?
- How do we implement what they are doing at Windsor Regional Hospital?

Stay tuned for more communications on this exciting process.

Celebrations

Immediately in advance of October 1 2013 we need to take the opportunity to celebrate, congratulate and recognize the amazing contributions of all of our hospital healthcare workers across Windsor-Essex.

The following is an outline of the event schedule

Thursday September 19

11:00 am – 2:00 pm

125th Anniversary Celebration of Hotel-Dieu Grace Hospital

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at HDGH, 1030 Ouellette Avenue
Barbeque luncheon on front lawn (Ouellette side)
Book signing of Marty Gervais new book on 125th Anniversary of HDGH

Friday September 20

Farewell to HDGH staff leaving Ouellette Campus
1:00 pm – 3:00 pm
HDGH Cafeteria area
Dessert, Coffee, Water

Monday, September 23

Welcoming HDGH Senior Team at Met Campus
2:00 pm – 4:00 pm, East Courtyard (weather permitting, otherwise, Auditorium)
Ice Cream Social

Tuesday, September 24

Welcoming WRH Senior Team to Ouellette Campus
2:00 pm – 4:00 pm
Ice Cream Social

Wednesday, September 25

Welcoming HDGH Senior Team at Tayfour Campus
2:00 pm – 4:00 pm
Ice Cream Social

Friday, September 27

Removal of Large Cross in front of HDGH Ouellette Campus
11:00 am – 11:30 am
Ceremony conducted by Father Chris

Monday, September 30

Decommissioning of HDGH Chapel
11:00 am – 12:00 pm
Bishop from London officiating mass
Reception to follow