

**Date:** September 2018



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

### **ZEROS are a good thing - Another ZERO – Patient Harm Index**

Since 2013 one item that provides an overall indicator of patient quality and safety is what we track daily – Patient Harm Index. The goal is to have this number hit zero and be sustained at that level.

One patient harmed is one too many.

We track patient harm focusing on three main indicators – patient falls, hospital acquired infections and irreplaceable laboratory specimens.

As a result of our daily examination of these indicators and proactive changes, we have seen a gradual decrease of the Patient Harm Index since 2013.

This past month we celebrated our 6<sup>th</sup> event of ZERO over the last 12 months with an Ice Cream Social, this time occurring at the Ouellette campus. CONGRATs team !

# Strategic Direction – Champion accountability and transparency

## New ED Wait Time – Live

Windsor Regional Hospital (WRH) has launched **prEDict**, an online Emergency Department (ED) wait time clock that lets patients know how long they can expect to wait in the Emergency Department at either campus before seeing a physician or nurse practitioner.

The system is powered by Oculys Health Infomatics and uses a combination of historic and real-time data to provide patients with estimated wait times. The data is updated every 10 minutes and changed in real-time according to what is happening in the ED. Using their proprietary algorithms, Oculys is able to ensure a 90% accuracy rate.

Previously, WRH had created a “homemade” system that did show wait times but lacked the number of patients being seen, waiting to be seen and the predictive/historical data. That is the information, which patients and our community told us they wanted to see.

The ED wait time clocks for both the Met and Ouellette Campuses are posted online at [www.wrh.on.ca](http://www.wrh.on.ca) where patients can now find:

- The estimated wait time to see a physician or nurse practitioner at either campus,
- The number of people currently registered and waiting,
- The number of people currently being treated,
- When the ED is expected to be busiest over the next six hours, and
- A list of alternatives to consider in non-life-threatening situations.

The information on the site is designed to help those with semi-urgent or non-urgent medical conditions. Those with life or limb threatening conditions should always call 911, or go to the closest emergency department for care.



There is an argument that patients should not be determining whether they should go to an emergency department based upon the wait times. If they have a true emergency, they should attend the emergency department and the national triage system that is used will see patients based on the severity of their condition. **PrEDict** emphasizes these issues BUT the concept of **prEDict** is information sharing and more patient control. Also, it is recognized that at certain times of the day the emergency departments are one of the few outlets available for individuals to receive clinical attention.

The **prEDict** solution is now in 18 hospitals in Canada and these web pages generate more than 90,000 visits per month. Patients want this information and feel in control of their experience in the ED.

The **prEDict** solution has won innovation awards and was named one of the six most innovative projects by the Information Technology Association of Canada when it was first introduced.

To view the **prEDict** wait times clock, go to the WRH home page at [www.wrh.on.ca](http://www.wrh.on.ca) and click on the “Real-Time ED Wait Times Data” icon.

## **Strategic Direction - Develop a sustainable corporate financial strategy**

### **Optimization Review Wrapping Up**

As previously outlined WRH and the Erie St. Clair Local Health Integration Network commenced a process called Optimization Review in June 2018. It is one that may justify an increased budget in the short term, and position us for the future funding requirements over the longer term as we move towards a new state-of-the-art acute care hospital.

This collaborative and voluntary Optimization Review has been examining whether Windsor Regional Hospital has been sufficiently funded since our realignment of hospital services in October 2013 – one of the most extensive hospital transformations that has ever taken place in our province. It has also been identifying anticipated funding requirements as we work towards a new state-of-the-art acute care hospital and urgent care centre just a few years from now.



We are expecting the final report to be issued in the next 60 days. Stay tuned.

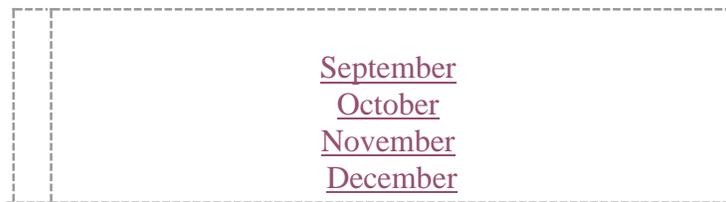
## Strategic Direction - Create a vibrant workplace

Please visit our [Employee Promotions](#) Page below for discounted rates on *Kalahari, Great Wolf Lodge and More!*

**Employee Promotions:**  
[Employee Promotions 2018](#)

**Great Wolf Lodge Promotions:**  
[Great Wolf Lodge Promotions 2018](#)

**Kalahari Promotions 2018:**  
Click the links below to see details



**Cedar Point 2018:**

[http://www.wrh.on.ca/Site\\_Published/wrh\\_internet/DocumentRender.aspx?Body.IdType=5&Body.Id=90793](http://www.wrh.on.ca/Site_Published/wrh_internet/DocumentRender.aspx?Body.IdType=5&Body.Id=90793)

**\*NEW\***

**Wet'n Wild Waterpark (Toronto)**  
[Wet'n Wild 2018 Deal](#)

**Strategic Direction - Strategically engage with external partners**




**RUN. JOG. WALK.**  
 IN SUPPORT OF WRH URGENT CARE CENTRE  
**SATURDAY, SEPTEMBER 8, 2018**  
 RIVERFRONT FESTIVAL PLAZA  
 Registration: 8:00am / Warm Ups: 8:30am / 5K Start: 9:00am / 1K Start: 9:30am  
 Please visit our website for more information about this charity event or call us directly at 1-844-RUN-4WDS  
[www.runforwindsor.com](http://www.runforwindsor.com)



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

## Zoning Approved for New Hospital

Patients in Windsor-Essex are a step closer to the state-of-the-art, modern healthcare they deserve. Windsor City Council and the Planning Heritage and Economic Development Standing Committee voted to approve the hospital’s zoning applications. Thanks to all who added a voice to the discussion and thanks to City Council and the Standing Committee for your leadership and support.

The joint public meeting was to determine how the area around the new hospital will develop over the next 30 years and beyond, and how the new hospital can be accommodated on the selected site. During the meeting City Planner and Executive Director Thom Hunt said the plan meets provincial and municipal requirements and “makes good planning sense”.

In making their decision, many Councillors commented on the significance of the vote and what it will mean for healthcare. Go to this link to see and listen to what they had to say

<https://windsorhospitalsblog.org/2018/08/17/hospital-rezoning-approved-city-council-meeting-august-13-2018/>

The recent zoning discussions at Windsor City Council have lead to plenty of healthy debate, but not all of the information being shared is factual.

We thought this would be a good time to post some facts about the new Windsor-Essex Hospitals System. Please [click here](#).

