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Compassion is the most powerful healer of all. **Thomas Merton**, Psychiatrist, Author

Compassion is our Passion

The Patient Experience Task Force is pleased to present a new motto intended to guide staff in their work everyday. **Compassion is our Passion** is the theme of a new initiative launched by Windsor Regional Hospital. While we have a very good patient satisfaction rate of 95%, analysis shows that we need to improve the 'emotional support' dimension of care. The Task Force presented two very successful flash mobs recently (a dance to the tune of "Lean on Me") at both Campuses in an effort to bring awareness to this initiative. Stay tuned for information and guidance on how we can continue to improve the level of compassion we show our patients.

Kilimanjaro—They Did It!

The group that recently climbed Kilimanjaro are back to tell their story. Join them on November 30th at 7:00pm at the Walkerville Brewery to watch a slide show and hear their stories. Tickets are \$15. Proceeds support the Rehabilitation program at Windsor Regional Hospital. Tickets are available in the WRH Foundation Office at the Met Campus, in the Physiotherapy Department at the Tayfour Campus (see Clara DeSantis) or at the Walkerville Brewery—525 Argyle/519-566-1132.

Last Call: Quality of Work Life Survey

You are invited to participate in the 2012 Quality of Life Survey. **Your feedback helps us make improvements** in various aspects of your work life including policy or process changes and program enhancements. Please complete the survey by **October 26th** through your E-Learn account or visit Human Resources for a hard copy for you to complete for a chance to win an IPAD. Call ext. 72302 or 52330 for more information.

WRH Family Campaign Celebrates its 5th Year!

The 5th annual WRH Family Giving Campaign officially runs this year from October 29 through December 7. Be sure to fill out your pledge form provided by your departmental Ambassador OR, use the online pledge card found at www.wrh.on.ca/familycampaign. Congratulations to Mary-Beth Michailoff in the Pharmacy for winning the Early Bird prize of **2 VIP tickets to Madonna's concert in Detroit**. Everyone who participates in the campaign with a minimum donation of \$26 is eligible for awesome weekly prizes including days off with pay, an I-PAD, gift cards and much more!! Over the last 4 years, staff and volunteers have donated \$400,000 to WRH programs and services. Contact Kim at ext. 52458 for more information.

Windsor Regional Hospital's Annual Holiday Parties

Windsor Regional Hospital's annual **Holiday Party** will be held on Friday, December 7th, 2012 and the Children's party will be held on Sunday, December 2, 2012. For more information contact ext. 52330.

Did you know?

Harvard researchers conducted thousands of interviews to understand just what matters most to patients in their healthcare experience. That research revealed the Eight Dimensions of Patient-Centered Care:

Emotional Support is one Dimension of Care.

The Tribune is a Publication of the Public Affairs Department of Windsor Regional Hospital.
Submissions can be made to gisele_sullens@wrh.on.ca or by calling ext. 52008.