



DR. WASSIM SAAD
CHIEF OF STAFF

CHIEF PROGRESS REPORT

October 2020 Edition

“In the depth of winter, I finally learned that there was in me an invincible summer.” – Albert Camus

Well, who could have predicted what 2020 would hold for us at the beginning of the year? How about a global pandemic that would bring the world to a standstill and alter the course of human history? COVID-19 was declared a pandemic by the World Health Organization on March 11, 2020 and its rapid onset, geographic extent and complex consequences made it a once-in-a-century global disaster. We are certainly not out of the woods yet as we prepare for a second wave and more cases when our economy and schools reopen, but if there's one thing this pandemic has taught us, it's that tectonic change can happen very quickly. Things we were repeatedly told must take an impossibly long time, like government reform or medical progress, can, in fact, happen overnight. It normally takes a decade or more to develop a vaccine, but researchers around the world have received billions of dollars to create one in a year. Physicians have been lobbying the ministry of health for decades to implement telephone fee codes without success and then within a matter of weeks, those codes were operational. Now, these codes are going to be pivotal to how we are reintroducing clinical services at WRH and I will update you more on the Re-Establishing Services and Programs (RESAP) project in the coming weeks and months.

Now that we are returning to some semblance of normal, it's time for an update on the five-point plan to improve quality at Windsor Regional Hospital and build on the progress that has been made so far.

Morbidity and Mortality (M&M) Framework

The most exciting development has been the support to recruit a Chief Quality Officer (CQO). The advertisement for this extremely important position has just been posted and we are looking for internal and external candidates to apply. The CQO will be expected to chair the Quality Practice Committee (QPC) which is a sub-committee of the MAC. They will make rounds at each Department and sub-section level to educate members on how to organize and implement the M&M framework and develop quality improvement projects and initiatives. I look forward to working with the successful candidate so we can catapult our organization to the next level when it comes to quality improvement.

Professional Staff engagement

A lot of work has been done so far with respect to engagement, but we have a long way to go before we fully understand everything that our professional staff want. Due to COVID we were unable to have the planned physical gathering in May/June to celebrate our successes, retirements, and years of service. With the help of the new professional staff association officers we will be planning events in the near future and continuing with the surveys and other engagement strategies to discern what is most important for our hard-working staff.

Recruitment and Retention

The Recruitment and Retention (R&R) committee now has a new Chair. Please join me in welcoming Dr. Marguerite Chevalier to the role. Marg has been a longstanding member of our Professional staff and a consummate professional who stepped up during this pandemic in so many ways. Among them, leading the team at the COVID-19 Assessment Centre as well as the field hospital. Above all, she is a true cheerleader for the organization and has some great ideas on how we can help recruit and retaining the best talent. I look forward to working with Marg as we continue to ensure we are attracting and retaining the best and brightest.

Performance and Leadership Evaluations

I have now completed all my meetings with the Department Chiefs and have set goals and objectives with all of them over then next year. In addition to these performance reviews, we are also going to be launching a 360 evaluation tool in coordination with Medical Affairs and an external firm. The intent and purpose of this tool will be to help guide and identify areas for personal improvement and to provide constructive feedback. These evaluations will be rooted in best practice and once they are completed with the physician leadership group, we will launch for the general professional staff to assist in identifying areas for their improvement as well.

Academic and Research Vision

Shortly after the Academic and Research Committee (ARC) was formed, we hired a new Chair who is no stranger to research. Dr. Caroline Hamm agreed to take on the position and with the help of the newly formed Office of Academic and Research, WRH has been at the forefront of many COVID-19 research initiatives. We were the first hospital in Canada to recruit patients to the ACT study. We were also one of the first to recruit patients for the Convalescent Serum trial. We are now in the process of starting a multi-organizational study to look at the long-term effect of COVID-19 and have collaborated with HDGH on this research opportunity.

Now that we are emerging from this pandemic “winter” we know there is a “summer” within us that is invincible, so let’s keep up the momentum we’ve built and power through our objectives to ensure our ultimate goal of improving quality at WRH is achieved.

Until next month,



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