

Town Hall Meeting December 17, 2013

When I was appointed President and CEO of Windsor Regional Hospital in 2007 our financial performance was not good and worse yet, our clinical safety and quality indicators were not that good or worse yet not even known.

Patients coming to us to be healed were being harmed by us. Hospital acquired infections, falls with injury, medication errors and irreplaceable lab specimens to name a few.

Initially we denied any of this was happening or better yet made excuses for why it was happening.

We claimed our hospital was unique. Our patients were sicker and more immune suppressant than other hospitals.

We had a cancer program, a respiratory unit, a neo natal intensive care unit and saw some 70,000 patients in our ED annually and on and on.

It was not until we admitted that we were harming approximately 10% of the patients that attended our hospital did we begin the journey to fixing it.

It was not until we had to stare the 82 year old frail patient in the eyes or explain to her family members that she received a hospital acquired infection because we forgot to wash our hands.

It was not until we had to explain to her why her stay in the hospital would be longer.

It was not until we had to explain why she got sicker while with us then better.

Or worse

It was not until we had to stare the patient's family member in the eye and tell them she had died in our hospital rather than she is going home.

Now replace that 82 year old patient with your mom or dad or loved one.

How would you want your loved one to be cared for?

How would you react if they got a hospital acquired infection due to lack of proper hand washing?

Or broke their hip in hospital due to falling that could have been prevented?

Or had a medication error because we did not take that ½ second to check the order?

Or have to have another biopsy because we mislabeled the specimen container?

Or worse lose the only specimen and they could not even have another procedure to determine if they had cancer or another disease or not?

All of this is preventable.

It is preventable by our actions.

Since October 1 to today the Ouellette campus has had 135 hospital acquired infections.

That is over just a 10 week period or 70 days.

On average that is over 13 per week or 2 a day.

At the same time the Ouellette campus' audited compliance with the four moments of handwashing shows a compliance rate of 49%.

Would you accept this for your loved one?

I would expect all of us to answer no.

So what do we do?

Again we control the answer.

Following the four moments of proper handwashing directly reduces hospital acquired infections.

International data supports this and our own data supports it.

When our handwashing rates are high hais are low. When handwashing rates dip our hais increases.

We need to go back to basics.

We have to be personally accountable and responsible for ensuring each of us wash our hands when entering or exiting the hospital itself.

We have to follow the 4 moments of handwashing.

1. Before we enter a patient's room or touch a patient
2. Before we perform a procedure
3. After we perform a procedure
4. After we leave the patient

There are no exceptions to any of this.

In addition to being individually accountable for this we have to hold each other accountable. Meaning if you see your colleague not properly following the 4 moments of handwashing tell them.

I then expect the person being told to take this information constructively and appreciate being reminded as compared to being offended.

We do not have time for our egos to be hurt. Our patients do not and should not be concerned about our egos.

We will be blitzing each area of Ouellette to work with staff to

- Share unit particular HAI data with the staff
- Share unit particular handwashing rates
- Review the three types of HAIs and how they occur and how we can prevent them from happening
- Ensure handwashing stations are located in the best and most appropriate areas to ensure the four moments can be complied with.
- Discuss proper use of personal protective equipment

We will be also conducting on going audits.

If you are noticed performing or not performing the 4 moments of hand hygiene you will be informed of such adherence or non-adherence immediately.

Again this is constructive feedback.

I am confident by doing this we will stop the creation and spread of hospital acquire infections. By doing this we will reduce and/or eliminate the number of hospital acquired infections and also reduce harm to patients.

As always this town hall is being taped and the video and written transcript will be available by the end of the day and emailed to those who could not attend

In addition, there will be a link to ask me a question in writing if you do not want to ask me now. All questions and answers will be emailed to all hospital staff on a confidential basis. However, to ask a question by email you must initially provide your name.

Please use the "Ask the CEO" button on the Intranet Homepage.

Aside from this discussion I wanted to wish all of you a great holiday season, a Merry Christmas and a happy new year. I hope you can spend some quality time with your family this holiday season.

Are there any questions?