

Contributions

NEWS FROM THE WINDSOR REGIONAL HOSPITAL FOUNDATION

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Seasons Greetings



Renal Dialysis Patients Benefit

Enwin Utilities and Electricity Distributors Association (EDA) Western District stepped forward and presented a donation of \$33,500 to the Renal Dialysis/Nephrology Program at Windsor Regional Hospital.

During the presentation, Helga Reidel, President and CEO, Enwin Utilities Ltd expressed the joy of being able to donate the proceeds from their annual golf tournament to a very worthy organization that provides health care and support to many patients.

The Windsor Regional Hospital Renal Dialysis Program has grown by 43% over the last five years, now housed in the Bell Building on Goyeau Street, adjacent to the Ouellette Campus. Over 43,000 hemodialysis patients have received treatment from the 30 new stations, in addition to the 10 chairs in the Jeanne Mance Building, 7 at Leamington's Erie Shores Healthcare and 4 inpatient hospital stations.

Monica Staley Liang, Vice President, Regional Cancer Services, Renal Dialysis, Patient Relations and Legal Affairs for Windsor Regional Hospital said that renal chairs are vital in the daily care of patients affected by chronic kidney disease. They provide comfort during very long hours of dialysis required for each patient.



(l to r) Helga Reidel, President/CEO, Enwin Utilities; Ken Antaya, former Mayor of LaSalle; Gary McNamara, Mayor of Tecumseh; Drew Dilkens, Mayor of the City of Windsor; Monica Staley Liang, Vice President, Regional Cancer Services, Renal Dialysis, Patient Relations and Legal Affairs and, Ray Tracey, President/CEO, Essex Power and Chair, EDA Western District.

New Emergency Wait Time Clock Just What Patients Need

Windsor Regional Hospital (WRH) launched new technology called PreEDict, an online Emergency Department wait time clock that lets patients and families know how long they can expect to wait in the ED at either Windsor Regional Hospital Campus before seeing a physician or nurse practitioner.

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

Previously, WRH had created a 'homemade' system that did show wait times; however, lacked the number of patients being seen, waiting to be seen and the predictive/historical data. That is the information we heard from patients and our community that they wanted to see. Staff had access to the data around the clock; however, the question we kept asking ourselves is, "How can we share this data with our patients?" The predict system provides all of this information to the patients.

The Emergency Department wait time clocks for both the Met Campus and the Ouellette Campus are posted online at www.wrh.on.ca where patients can find:

- The estimated wait time to see a physician at either campus,
- The number of people currently registered and waiting in the ED,
- The number of people currently being treated,

New Emergency continues, page 2.

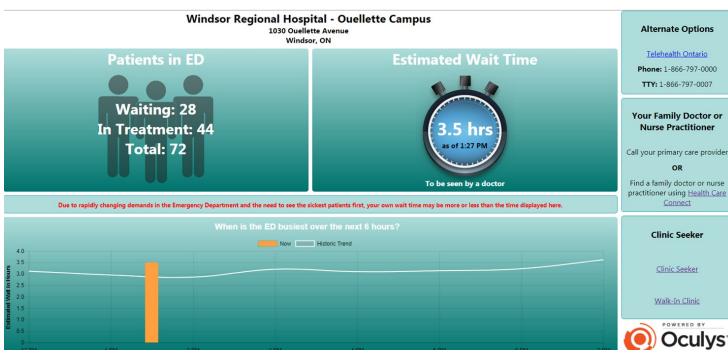
New Emergency continued...

- When the Emergency Department is expected to be busiest over the next six hours, and
- A list of alternatives to consider for life-threatening situations.

The information on the hospital 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 the discussion that patients should not be determining whether they should go to an Emergency Department based on 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.

PreEDict emphasizes these issues; however, the concept of PreEDict 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 new outlets available for individuals to receive clinical attention.



The PreEDict solution is now in 18 Canadian hospitals and their web pages generate more than 90,000 visits per month. Patients want this information and feel in control of their experience in the Emergency Department. The PreEDict solution has won innovations 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 site in real-time, for the Ouellette Campus – visit <https://ouellette-predict.oculys.com/>. For the Met Campus visit <https://met-predict.oculys.com/>.

Grateful Patient

I had been a patient at Windsor Regional Hospital for over two months, dealing with a condition that was very serious. I have been home now for over a month and was trying to decide how I could possibly thank all of the hospital staff who cared for me. I selected to reach out to the President and CEO, David Musyj, as he would know how to recognize and pass along my thoughts.

During my stay, everyone on the 2 North Unit at Met Campus was more than comforting. I have a two and three year old and now a newborn; however, at the time, I was a mom of two, stuck on bed rest which was difficult. The staff assured me that everything was going to be okay.

I don't know how I could ever repay the nurses and physicians for everything they have done. They are beyond amazing! The Unit Leads such as Devon and Alyssa are beyond any leaders that I have ever encountered. I am beyond grateful to have met such amazing people. I would like to add that the housekeeping and food service staff are a great team, along with being warm and welcoming during my stay.

"I just wanted them all to know that they really made that time in my life easier than it could have been. Especially, Dr. Tomc, who was my physician; an amazing man. I would recommend him one-hundred percent. Such a great team you have in the Family Birthing Centre at Windsor Regional Hospital".

"My family and myself are beyond grateful for the compassion that the Postpartum and NICU staff provided to us. All-around, exceptional caring nurses and physicians."

Lakeisha Lukic and family.



Join The Monthly Giving Program

Why not spread your donation over the course of the year? It is an easy and a cost effective way to make your gift. This will help ensure that patients, receiving care at Windsor Regional Hospital, are treated with the latest medical equipment available.

You can make a monthly donation either from your Visa or MasterCard or, have it withdrawn from your bank account monthly. You will receive an income tax receipt for your total annual donation. Please see the reverse side of the donor card enclosed in this edition of Contributions for more information.

You can change or stop your monthly donation at any time simply by calling the Windsor Regional Hospital Foundation Office.

ESSENTIAL MEDICAL EQUIPMENT NEEDS

The list of essential medical equipment will assist Windsor Regional Hospital in providing better and more efficient care for its patients.

To respond, use the enclosed donor card, complete your gift and return in the convenient envelope which has a stamp affixed. An official receipt for tax purposes will be issued.

If you have any questions, please contact Ron Foster, Executive Director of the Windsor Regional Hospital Foundation at either 519-995-2482 or email ron.foster@wrh.on.ca.

Thank you for making the important decision to support Windsor Regional Hospital through your gift.

- Portable Ultrasound Machine**
Cardiac Care - Angioplasty
Cost: \$50,000



- Syringe Pumps**
Medicine Programs
Cost: \$4,500



- Vital Sign Monitor**
Paediatric Services
Cost: \$4,000



- 3-D Digital Mammography Machine**
Breast Health Centre
\$520,000



Future New Hospital Update

Patients and families in Windsor and Essex County are a step closer to the state-of-the-art, modern, healthcare they deserve. Last August, Windsor City Council and the Planning Heritage and Economic Development Standing Committee voted to approve the hospital's zoning applications. The presentations, questions and debates last over 8.5 hours in Council Chambers.

The joint public meeting was to determine how the area around the new future hospital will develop over the next 20 years and beyond, and how the new hospital can be accommodated on the selected site at Highway 42 and Concession 9. 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, several City of Windsor Councillors commented on the significance of the vote and what it means for healthcare in our region.

"Tonight is a big step forward for better healthcare for everyone in Windsor-Essex," stated Drew Dilkens. "We are talking about a regional hospital, or no hospital at all. I want a \$2 billion investment in my community and I think people deserve better healthcare." The vote was 8-2 in favour of rezoning.

The new Windsor-Essex Hospitals System will offer:

- Patient and family-centred care;
- Improve patient safety, quality and privacy;
- Assist to retain and recruit top healthcare professionals;
- Include a satellite Emergency Department Urgent Care Centre in the core of the city;
- No reductions in acute care beds;
- Make the new hospital safer for patients with 80% or more single patient rooms and a modern air system to improve infection control; and
- Ensure the delivery of more efficient hospital services, with all acute care under one facility with some services and procedures moved into the community, closer to users.

At the current time, we await direction from the new Ontario Government related to Stage 2, which means proceeding with functional planning and design work.

Windsor Regional Hospital Prepares For Flu Season With Real-Time Statistics

With flu season now upon us, Windsor Regional Hospital (WRH) is ready to take on the challenge of potential 'surges' in patient volumes with improved timeliness and efficiency thanks to an integrated system that uses real-time data every minute of the day to make the best use of beds and resources for the benefit of our patients.

Over the last year, WRH has successfully implemented its 'Command Centre' style approach to tracking every patient's journey through the hospital from the Emergency Department to discharge. These 'control room' centres, located at both the Met and Ouellette Campus offer electronic tracking of patients throughout the hospital. This allows our utilization team to be aware of 'bottlenecks' in the system and make decisions based on real-time information. Most important, the goal is to help reduce the time patients wait to be admitted, or, to be discharged, with the right patient care plan.

Four key components of the patient flow system work together to ensure every patient's journey through the hospital system is as smooth as possible. They include:

- Emergency Department Flow: real-time ED wait time tracking;
- System Huddle: a broad overview of all patients who are in hospital, where they are and, if there are any signs that patients are having to wait for a bed;
- Unit Patient Flow: to be sure that each patient has a daily plan of care and that these care needs are met daily; and
- Bed Availability: informs the Command Centre when a bed is available for the next patient.

"We are seeing results from our efforts to improve bed management and patient flow with the use of real-time data," said Karen McCullough, Chief Operating Officer and Chief Nursing Executive. "With the Command Centres, the adoption of digital technology and skilled clinical teams, we are in a much better position to manage bed availability and patient flow from entry into the Emergency Department and eventually discharge of the patient."



View of the Command Centre at Windsor Regional Hospital.

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