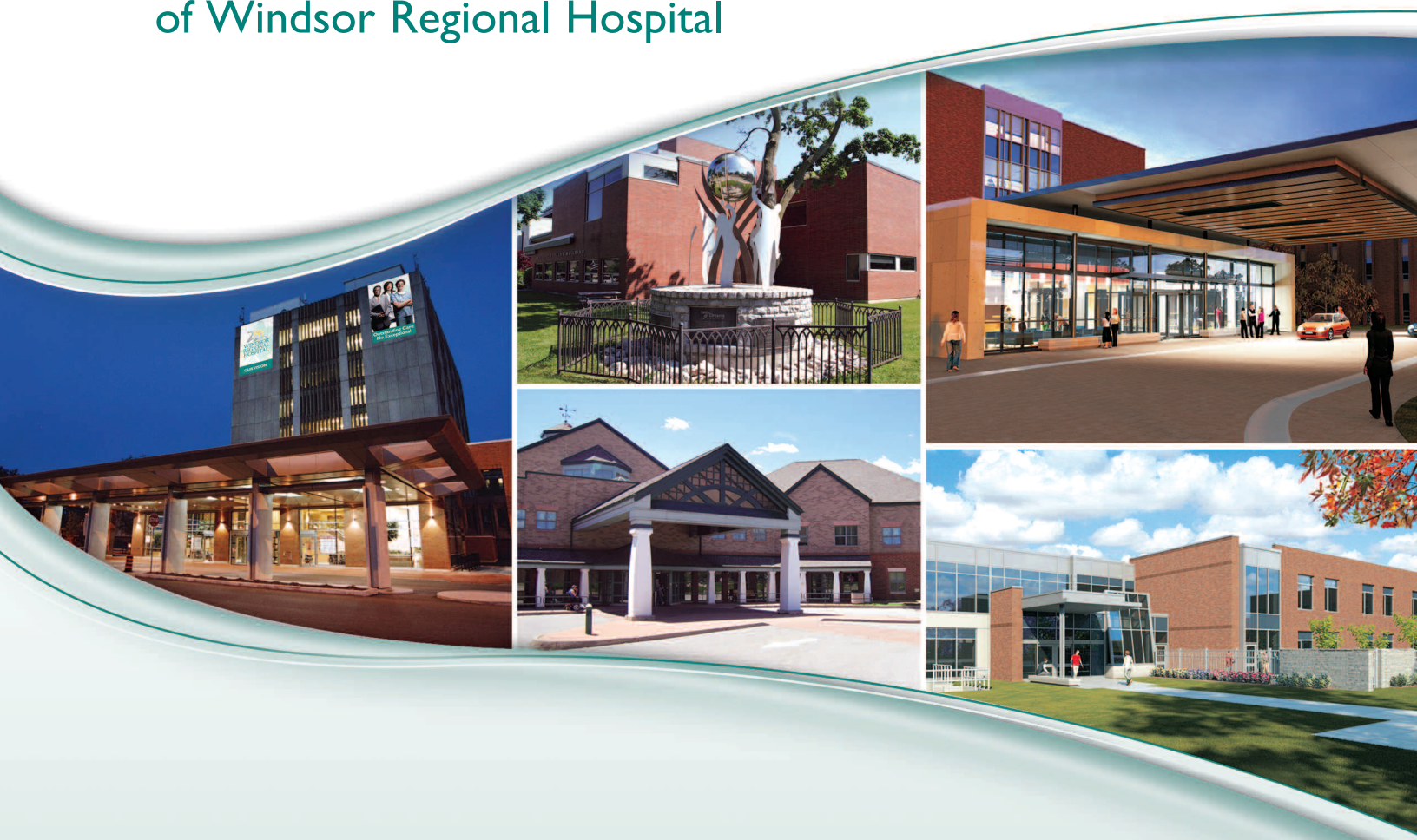


The Changing Face of Windsor Regional Hospital



ANNUAL REPORT 2010-2011



OUTSTANDING CARE – NO EXCEPTIONS!

OUR VISION: Outstanding Care – No Exceptions!

• OUR MISSION: We provide outstanding care with compassion.

Joint Message from the Chair of the Board of Directors, President & CEO and Chief of Staff

**THE PRESIDENT
& CEO**
David Musyj



**THE BOARD
CHAIR**
Dr. Wilfred Innerd



**THE CHIEF
OF STAFF**
Dr. GARY ING
M.D., F.C.F.P.



"If a man can write a better book, preach a better sermon, or make a better mousetrap than his neighbor, though he builds his house in the woods, the world will make a beaten path to his door."

— Ralph Waldo Emerson

A precedent was established last year for the Annual Report to be a joint message from the Chair of the Board, President and CEO and Chief of Staff. Our common and united voices continue as we report the last fiscal year's achievements to our community.

Despite the challenges that continue to exist related to fiscal responsibility, along with ensuring improved patient safety and quality, Windsor Regional Hospital stayed the course. Although our work is never done, we have again achieved several milestones of which the community, along with our staff and volunteers, can be proud.

We ended the year again with a surplus, engraining confidence that we can manage a \$310 million dollar budget effectively. The introduction of the Excellent Care for All Act (ECFAA), legislated by the Provincial government, mandated more accountability with certain sectors carrying the brunt of financial responsibility so that more funding would go into direct patient care. We were buoyed by the fact that in every area we exceeded the requirement of the ECFAA.

One of the growing issues is the increasing volume of Alternative Level of Care (ALC) patients in acute, rehab and complex beds, restricting patient flow, starting at the Emergency Department. We recognize the Province and the Erie St. Clair LHIN for listening to our challenges and assisting with easing the burden, although it continues due to an aging population and the limitation of Long Term Care beds in Windsor and Essex County. This is a problem that was foreseen over a decade ago but has only been addressed in the last few years.

A major initiative moving forward positively is the Western Campus Redevelopment Project. The partnered group of Bondfield Construction, Infrastructure Ontario and Windsor Regional Hospital has seen the construction of a new 65-bed Mental Health Hospital near completion. We look forward to officially opening the facility as we work through the Tier 2 Divestment and Transfer of patients from St. Joseph's Health Care to Windsor Regional Hospital's new Mental Health Hospital later this calendar year.

Work continues on the Tower Building that will see a 60-bed enhanced Regional Rehabilitation Program come to fruition with more patient space and direct rehab care on unit floors. We recognize the work the Windsor Regional Hospital Foundation is doing to raise the needed funding through The Cornerstone of Caring campaign.

we care...
that's why we're here

We must congratulate our staff, our partners and our community for their cooperation, trust and faith as we transformed the Malden Park facility from a long term care residence with little impact or disruption to the healthcare system. Malden Park now moves forward as a Complex Continuing Care facility with the potential of 196 beds in the future.

We acknowledge the work that our Professional Staff are accomplishing as our actual cost per weighed case continues to improve, evidence that we are operating as efficiently as possible. Most significant is our current Hospital Standardized Mortality Rate (HSMR) at the rating of 81. As well, our MRI wait times were the lowest in the Province at only 22 days.

An opportunity arose to focus on the Family Learning Place (FLP) facility, associated with the Windsor Regional Children's Centre which was in desperate need of replacement. A positive response from W.E. Care For Kids pledging \$1 million dollars motivated the Province of Ontario to step forward with the remaining \$4.35 million to complete the FLP (facility, gym and pool) project. We will now have a new W.E. Care For Kids House, turning that building into a home.

The Board of Directors and the President and CEO are pleased that several initiatives are in progress including the establishment of a Regional Comprehensive Men's Health Program; *You can't manage what you don't measure - 14 Core Corporate Indicators and 2011-2012 Quality Improvement Plan*; the enhancement of the Patient Bill of Rights; and an updated Quality of Work Life Survey reaffirming that 83.8% of our staff responded positively about recommending Windsor Regional Hospital to friends as a place of employment.

Windsor Regional Hospital being invited to the prestigious Mayo Clinic in Rochester, Minnesota to present three best practices places us under the global microscope for being the first Canadian hospital to present at the world renowned healthcare institution.

The Chair of the Board of Directors, President and CEO and Chief of Staff recognize Windsor Regional Hospital and its accomplishments over the last year and express their appreciation to all of the employees, professional staff, auxiliaries and volunteers who provide care on behalf of the patients each and every day. Together, we are the TEAM that is providing *Outstanding Care... No Exceptions!*

Windsor Regional Hospital Achievements:

- **Top Award from Canadian Patient Safety Institute**
– *The Pulse of Quality* Poster
- **National Infection Control Award**
– CHICA Canada Award
- **NQI (National Quality Institute) Canada Award for Excellence**
– Bronze for Quality
- **Mentor Organization for all of Canada by CPSI (Canada Patient Safety Institute)**
- **Ontario Hospital Association HealthAchieve (3) Leading Practice Awards** for *Excel Your Bottom Line; Financial Health is Everyone's Business* and *Your Health Matters*
- **Ontario Hospital Association Expo Innovation Award**
– *Follow The Yellow Dot*
- **ACE Award to the Windsor Regional Bariatric Assessment and Treatment Centre**



PLEASE SUPPORT
The
Cornerstone of CARING
WESTERN CAMPUS REDEVELOPMENT CAMPAIGN

For more information please visit www.wrhc.on.ca or contact Kim Willis-More at:
519-254-5577 ext 52458 Email: kim_willis-more@wrhc.on.ca

WINDSOR REGIONAL HOSPITAL ANNUAL REPORT • 2010-2011

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