

Report of the President & CEO to the Board of Directors

Date: December 2020



Strategic Direction -

Strengthen the processes that drive a culture of patient safety and quality care.

Flu Update

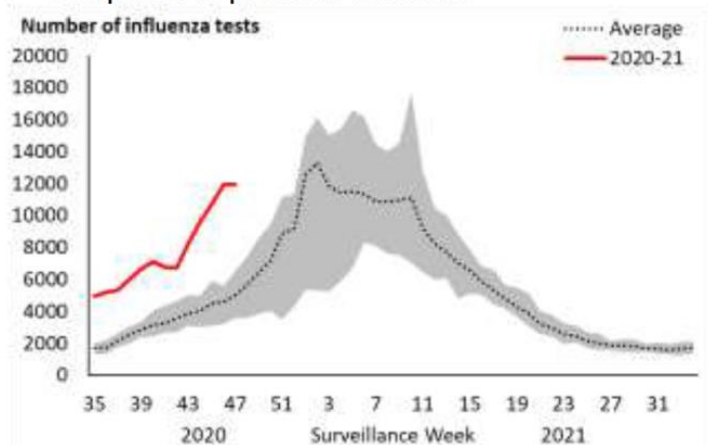
All indicators of influenza activity remain exceptionally low for this time of year, despite continued monitoring for influenza across Canada.

To date, there is no evidence of community circulation of influenza; however, influenza testing continues at elevated levels. Four laboratory detections of influenza were reported in week 47.

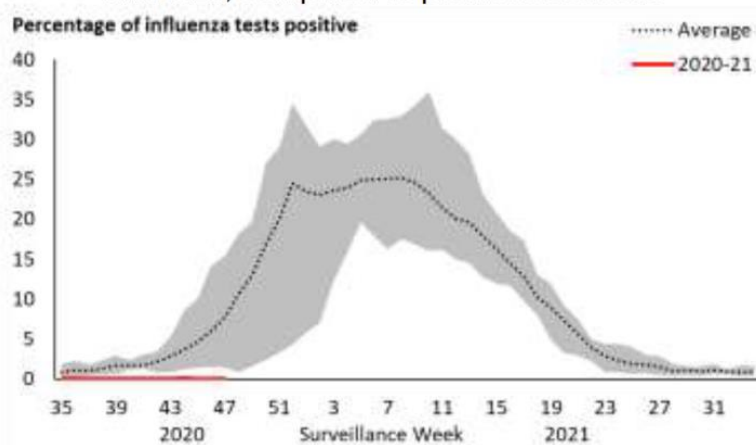
Influenza surveillance indicators may be influenced by the COVID-19 pandemic, including changes in healthcare-seeking behaviour, impacts of public health measures and influenza testing practices. Current data should be interpreted with consideration to this context.

Figure 3 – Number of influenza tests (a) and percentage of tests positive (b) in Canada by week, weeks 2020-35 to 2020-47 as compared to previous seasons

a) Current number of influenza tests performed, compared to previous seasons



b) Current percentage of tests positive for influenza, compared to previous seasons



The shaded area represents the maximum and minimum number of influenza tests (a) or percentage of tests positive (b) reported by week from seasons 2014-2015 to 2019-2020.

For up-to-date data go to:

<https://www.canada.ca/en/public-health/services/diseases/flu-influenza/influenza-surveillance/weekly-influenza-reports.html>

Paediatric Volumes

We are experiencing the benefits of masking, PPE, hand hygiene, social distancing and vaccines when it comes to the Influenza season for 2020-21.

We are also experiencing a positive impact on the number of paediatric patients being admitted to hospital.

Strategic Direction -

Uphold the principles of accountability and transparency

Please find attached a link to the FULL version of the 2021-2024 Strategic Plan.

- https://www.wrh.on.ca/uploads/Strategic_Plan_2021_2024.pdf

We will now be working on “operationalizing” the plan as we have done in the past. Bringing life to the plan.



Strategic Direction -

Maintain a responsive and sustainable corporate financial strategy

Financial Update

For the seven (7) months ending October 31, 2020 we are reporting a surplus after net building amortization of \$865,000 or a positive hospital margin of \$2,637,000. The Ministry of Health is making good on its endeavour to support its hospitals with the additional operating costs associated with COVID-19. The Ministry has provided support of \$8.1 million for those COVID-19 costs incurred in the April 2020 to July 2020 time period. A further \$7.9 million in COVID-19 expenses remains unfunded for the August 1, 2020 to October 31, 2020 time period. These reimbursements will be recorded in our operating results once funding is confirmed in writing. In addition the Ministry cash flowed approximately \$7.0 million for pandemic pay which was previously paid out to qualifying staff members.

Strategic Direction -

Create a dynamic workplace culture that establishes WRH as an employer of choice

Holiday Planning

This year more than ever, we want to give everyone the opportunity to celebrate the season and show some holiday spirit. We just need to make sure we do it safely – and **#SpreadJoyNotCovid** through the rest of 2020!

With that in mind, as the COVID-19 pandemic continues to intensify in terms of community numbers and hospitalizations, it is important to ensure staff are aware of important guidelines regarding holiday gatherings, travel and related matters. Please click here for a WRH Memo on holiday season guidelines:

www.wrh.on.ca/uploads/Common/Memo_SpreadJoyNotCOVID_Nov_25.pdf

Also, we are excited to announce some events for our WRH team this holiday season. Click here for a list of some upcoming events:

www.wrh.on.ca/uploads/Common/WRH_Happy_Holidays.pdf

Remember - **#SpreadJoyNotCOVID** this holiday season!



Stress, Interpersonal Violence and COVID-19

COVID-19 has changed many aspects of our lives, including our mental health. 1 in 4 Canadians report improved mental health but:



4 out of 10 Canadians say they regularly feel stress since the beginning of the COVID-19 pandemic¹



3 out of 4 Canadians are experiencing financial stress due to COVID-19²



1 out of 3 Canadians are concerned about family stress from confinement³



1 in 10

1 in 10 women are concerned about violence in their homes⁴

Pandemic-related stress may have an even greater impact on people who are already coping with trauma such as intimate partner violence, sexual violence or child maltreatment. Even without a pandemic:

2x

Women who experience intimate partner violence are twice as likely to experience depression⁵



1 in 6 sexual assault victims experience symptoms of post traumatic stress disorder⁶



1 in 6 children who experience maltreatment cope with depression/anxiety/withdrawal.⁷

We invite you to consider these strategies if you are experiencing the impacts of violence and pandemic-related stress:



Recognize where and when you have the power to choose: Consider choices you can make in your daily routines, self-care activities (bath, shower), and the media coverage you expose yourself to.



Try to maintain a healthy diet and get enough sleep: Eat balanced meals regularly. Herbal teas can help promote feelings of warmth and calmness.



Build-in activities to help you stay in the present: Stay grounded with mindfulness exercises such as yoga.



Do something you enjoy every day: Think about what you like to do and make time for these activities (e.g. cooking, reading, gardening, listening to a podcast, reading to your children).



Stay active to help reduce stress: Move often, stretch, dance, go for walks or jog.



Know where to find support in the community: Remember that services such as sexual assault centres, shelters, crisis lines, and hospital emergency rooms are still providing supports even if they are doing it in different ways.



Connect with others for a sense of community: Find ways to connect regularly and from a physical distance with those who are important to you through texting, emails, phone calls or video chat.



Try to maintain a daily routine: Do tasks that have a clearly defined beginning, middle, and end.

Support Available for our Team

If you are feeling anxious, experiencing other mental health or addiction challenges or you cannot access your regular in-person counselling support, there are services you can access online or by phone:

- **ConnexOntario: Adults and frontline workers** who are dealing with the realities of COVID-19 can call ConnexOntario at [1-866-531-2600](tel:1-866-531-2600) for mental health, addictions and problem gambling support.
- **211 Ontario:** For information and referrals for community, government, social and health services, including mental health resources across Ontario, call 211 or [1-877-330-3213](tel:1-877-330-3213). [Live web chat](#) is also available.
- **BounceBack:** A free, evidence-based cognitive behavioural therapy (CBT) program that offers guided mental health self-help supports for **adults and youth 15+** using workbooks, online videos and phone coaching. Call [1-866-345-0224](tel:1-866-345-0224).
- **Hope for Wellness Helpline: Indigenous peoples** can call [1-855-242-3310](tel:1-855-242-3310) for immediate mental health counselling and crisis intervention across Canada (available in some Indigenous languages). [Live web chat](#) is also available.
- Please click on the following link for information from our EAP provider. They have put provisions in place to ensure their phones are answered 24/7. Please don't hesitate to reach out to them for support during this time. They are available to help.
 - **Phone: 1-844-720-1212**
 - **Website: Myfseap.ca**
 - [FEAP Communique COVID-19 March 16, 2020](#)

Strategic Direction -

Redefine our collaboration with external partners to build a better healthcare ecosystem

Research Study

Researchers at the University of Windsor (Dr. Dana Ménard, Dr. Kendall Soucie, Dr. Laurie Freeman and Dr. Jody Ralph) are looking to find out more about the experiences of employees and physicians working in Windsor acute care settings during the COVID-19 pandemic. If you are an employee of any type (full or part-time, front-line or not) or a physician working at either the Metropolitan or Ouellette campus of the Windsor Regional Hospital, please take approximately 10 minutes to complete this online survey. Researchers will be asking about stress levels and use of mental health supports during the pandemic. The first 650 participants will receive a **\$5 electronic gift card to Tim Horton's** sent to their WRH email address.



This study has been cleared by the Windsor Regional Hospital and University of Windsor Research Ethics Boards. Participation is completely voluntary and your individual responses will be confidential.

Completion of the study implies agreement to the consent form.

[\[LINK TO SURVEY\]](#)

For questions concerning this study, please contact Dr. Dana Ménard at dana.menard@uwindsor.ca.

Strategic Direction - Continue the pursuit of NEW state-of-the-art acute care facilities

New Windsor-Essex Hospitals System Stage 2 Community Engagement Plan Released

The Program and Services Steering Committee overseeing plans for the new Windsor-Essex Hospitals System has released a plan to incorporate public input into the next stage of planning.

The Stage 2 Community Engagement Strategy identifies Engagement Principles and a framework outlining levels of community participation. The document includes a decision-making model with site and program specific Public Advisory Groups that will provide input on different aspects of the project such as accessibility and diversity as well as program specific items (i.e.: emergency and cancer care) These groups will include a mix of healthcare professionals and community members. They will be chaired by community leaders from Windsor-Essex with expertise in the related area.

“The conversations that happen in these groups will help shape the new facilities and the way care is delivered in them,” said David Musyj, President and CEO of Windsor Regional Hospital and Committee Co-Chair. “We want everyone to find something they are passion about in the new system, get on board, and make a meaningful contribution to the future of our hospitals.”

Stage 2 of the capital planning process includes the development of a Functional Program which is a very detailed description of how the new system will operate. It includes a look at staffing, space and equipment requirements and focuses on workflow for patients, staff and materials.

The information collected from the advisory groups will not only inform stage 2 planning it will also be used to create key principals that will guide the project through completion.

“We are working on a major system transformation and that that will require significant input from users,” says Janice Kaffer, Co-Chair of the Committee and President and CEO of Hôtel-Dieu Grace Healthcare. “With members of the public at the table we can ensure the new facilities are as user-friendly and patient and family-centred as possible.”

The Engagement Plan is consistent with the Steering Committee’s goal of being inclusive and transparent at every stage in the process. In Stage 1, community members had the opportunity to



participate in 70+ town hall events and 8 radio phone-in discussions. Feedback from these events helped shape the Stage 1A & 1B proposals. Community members also had the opportunity to provide feedback on criteria for the new acute care hospital location and apply for a position the subcommittee responsible for recommending a site for the new hospital.

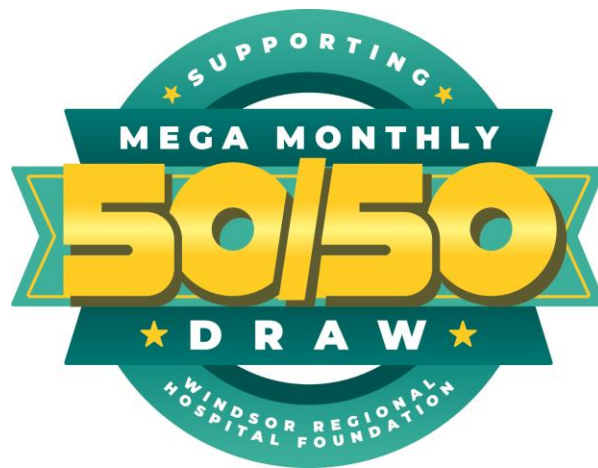
The Steering Committee has submitted the first of a 5-stage planning process and waiting for funding to move to Stage 2. The Engagement Strategy will begin early on in Stage 2 and continue to evolve throughout the process as more opportunities for participation arise.

“Now that land we have acquired the land for the new hospital, we are eager to work with the community and turn our shared vision for a world-class hospital system for Windsor-Essex into a reality,” says Dave Cooke, Steering Committee Co-chair.

To view the Community Engagement Plan:

https://www.wrhone.ca/uploads/Common/News/Stage_2_Community_Engagement_Plan.pdf

Those interested are encouraged to visit windsorhospitals.ca to learn more about the project and [subscribe to the Windsor Hospitals mailing list](#) to get information about how to get involved when the project officially enters the next planning stage.



We are grateful to members of the community for the generous support – through well-wishes, gifts-in-kind and donations. The Windsor Regional Hospital Foundation has introduced a lottery licensed by the OLG (Ontario Lottery and Gaming Commission) to support the purchase of medical equipment. Visit wrh5050.ca for more information.

