

Date: March 2019



Strategic Direction - Strengthen the culture of patient safety and quality care

When a Zero is a Good thing – How about two of them Back to Back weeks ?

As of you know we pride ourselves on “Managing what we can Measure”. One item we measure is Patient Harm Index. This is a combination of HAIs, Patient Falls and Irreplaceable Lab Specimens. We have stated and lived by the motto “One is too many.”

From the start many questioned – how can you get to Zero Patient Harm ? That is an unreasonable target.

Well for the week ending February 9, 2019, Ouellette campus had ZERO ! Then for the week ending February 16, 2019, Met campus had ZERO !



Congratulations!

ZERO 

Zero HAIs + Zero Irreplaceable Labs + Zero Falls

 Achieving ZERO Patient Harm Index

Congratulations!

ZERO 

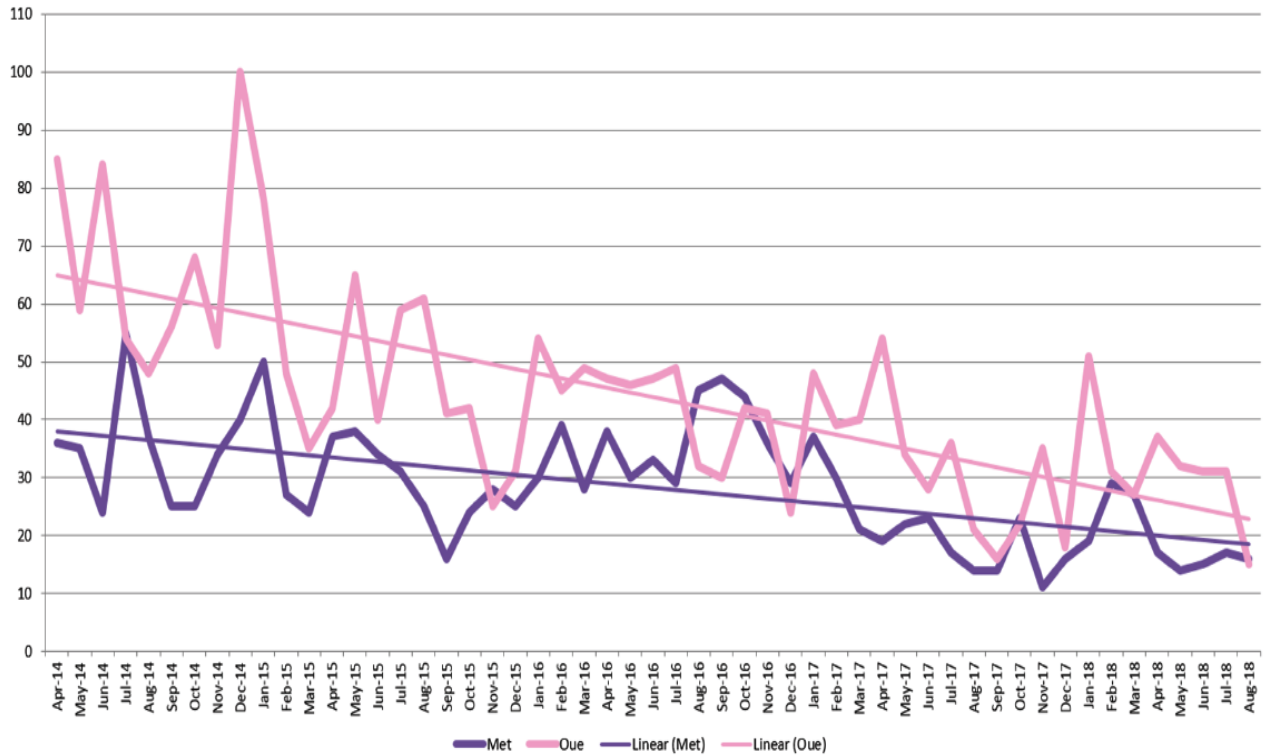
Zero HAIs + Zero Irreplaceable Labs + Zero Falls

 Achieving ZERO Patient Harm Index

We had a celebration at each campus celebrating ZERO ! Below is a chart showing the progression to ZERO over the past 5 years. It is amazing how the overall patient harm continues to drop and standardize at each campus ! Keep up the amazing work for our patients and community !



Windsor Regional Hospital Patient Harm Index



The Patient Harm Index reflects the number of patients that were harmed at Windsor Regional Hospital through: developing a healthcare acquired infection; falling and receiving an injury that required care and treatment; and/or having a lab specimen misplaced, mislabeled or lost resulting in a delayed result or no result available.

The combination of the monthly results of the three (3) indicators shows the impact of the organization's focus on improving patient quality and safety.

The results are reviewed weekly at the Monday Morning Huddle. Action plans to address unfavorable results are presented and implemented.

- The results from April 2014 through to August 2018 show:
- a. The significant narrowing of the quality and safety gap between Met and Ouellette.
 - b. The positive impact of standardized work.



Strategic Direction – Champion accountability and transparency

Accreditation 2019

Work is well underway for this year’s accreditation process led by Accreditation Canada. Our organization, like many across Canada, participate in 4-year accreditation cycles. The purpose of the accreditation process is to evaluate and improve the quality of our patient care services by comparing ourselves to identified National Standards and Required Organizational Practices (ROPs).

The Accreditation Canada surveyors will be coming to WRH for an onsite survey November 25-29th, 2019. We spend about year a preparing for this. Currently we are in the assessment phase. Part of the assessment phase involved employees and professional staff completing surveys about Work Life (Work Life Pulse) and our Patient Safety Culture. Thanks to all staff and professional staff who completed these surveys.

Currently teams from various clinical programs (Medicine, Surgery, Cancer Services etc.) and administrative programs (Leadership, Governance, etc.) are meeting to complete self-assessments based on standards applicable to their programs. Once these self-assessments are completed, each program will receive a “quality roadmap” which identifies strengths and areas to improve. Action plans will be developed to improve what needs to be improved. We will also present to the surveyors WRH examples of outstanding care.

As we move closer to the onsite visit there will be many opportunities for staff to contribute and participate. In the near future, we will be asking volunteers to serve as Accreditation Ambassadors and also to help with some of the action plans. If you are interested in being part of the 2019 accreditation process, please contact Sherri Franz at sherri.franz@wrh.on.ca or at 519-995-1856.



Accreditation 2019 — Timeline				
Phase 1 Assessment Jan.- Mar.	Surveys	→ Distribute Worklife Pulse Surveys	Nov. 26 - Dec. 21	✓
		→ Distribute Patient Safety Culture surveys	Dec. 20 - Jan. 15	✓
		→ Distribute Professional Staff Worklife Pulse Survey	Jan. 15 - Feb. 15	IP
Phase 2 Preparation Apr. - Nov.	ROPs	→ Create teams	Jan. 7 - Mar. 1	IP
		→ Complete ROP assessments		
		→ Create action plans for ROPs		
Phase 3 On-site Survey Nov. 25-29, 2019	Standards	→ Create teams	Jan. 15 - Mar. 15	IP
		→ Complete mocktracers (optional)		
		→ Complete & submit AC self-assessment		
Phase 2 Preparation Apr. - Nov.	Quality Road Map & Action Plan	→ Continue completing ROP action plans	Apr. 1 - Oct. 30	
		→ Create & complete action plans (for Standards & Surveys)	Apr. 1 - Oct. 1	
		→ Educator: Ambassadors & Bulletin Boards	Apr. 1 - Nov. 12	
		→ Educate & Assess readiness: Complete mocktracers (optional)	Sept. 1 - Nov. 12	
		→ Complete needed documentation	Sept. 15 - Nov. 1	
Phase 3 On-site Survey Nov. 25-29, 2019	Accreditation Canada On-site Survey	→ Meet with on-site surveyors	Nov. 25 - 29	

Legend

✓ complete

IP In progress

Strategic Direction - Develop a sustainable corporate financial strategy

Patient Flow

For those of you that either disliked or enjoyed my daily census announcements, I know you missed them. If you recall for the last 4 years during the winter season I would send out daily notices of census that would run at 115% plus at each campus from December to March.

Well, we are entering March and I have not had to send out an email. Although it has been very busy all winter, the work we have done collectively on patient flow has had some amazing results.

In addition, this is not because overall volumes are down.

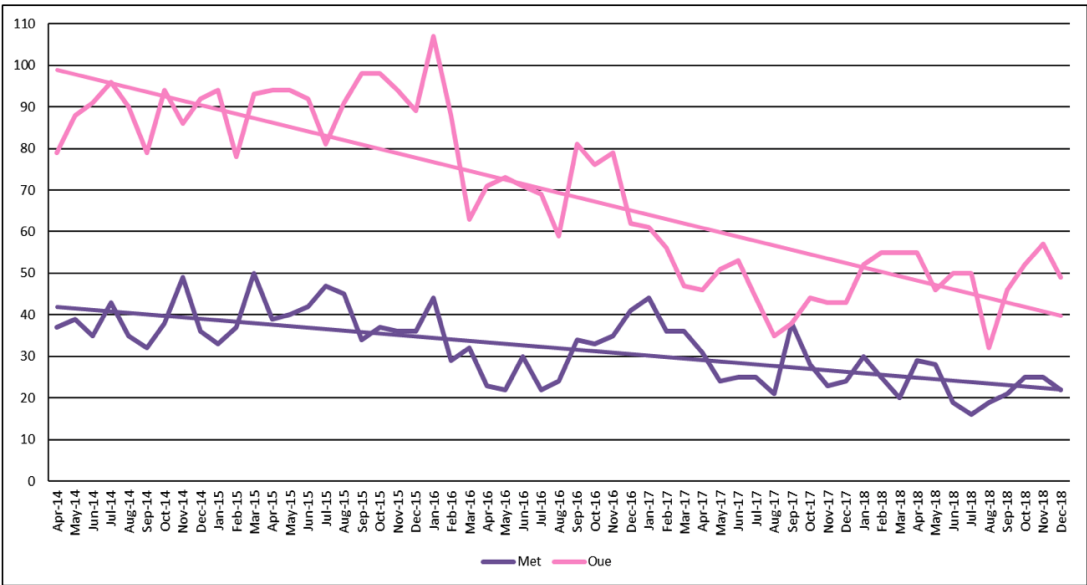
Year over year acute patient days have increased by 6,671 days; (on average an increase of 667 patient days per month), which equates to approximately 22 additional beds occupied based on a 100% occupation rate. Similar to patient days, weighted cases are exceeding last year's levels. Year to date, WRH is 1,562 weighted cases higher than last year or a 3.9% increase. This means not only have volumes gone up but the acuity of patients we are seeing is also increasing.

Similar to the Patient Harm Index chart, see the Patient Flow Chart below. The continued increased flow plus standardization between campuses is telling.

Congrats !

Patient Flow Index

Includes ANB at 7am, ALC patients and discharge by 11



Strategic Direction - Create a vibrant workplace

Coldest Night of the Year

A team of WRH hospital friends and family with warm hearts walked downtown for the Coldest Night of the Year event in support of our homeless population.

Our team of Health Care Walkers led by Sharon Morris, our Director of Human Resources, raised more than \$3500 - second among all teams who participated.



In total, more than \$50,000 was raised from the event for The Downtown Mission. The annual event has teams and individuals walk 2, 5 or 10 kilometre routes downtown to raise funds and also awareness about the homeless.





Strategic Direction - Strategically engage with external partners

NEW PET Scanner Coming !

For the first time in Ontario’s history, the government is covering the cost of a new PET/CT scanner – and it will be housed at our own Met campus!





The plan is to have it operational in or around the end of April/early May 2019.

Many thanks are owed to the Windsor Cancer Centre Foundation for supporting patients that have had to travel out of town.

Stay tuned for more info.

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

Moving Forward - #WEareREADY!

WRH employees and professional staff have been asking to share their visions for the future new Windsor-Essex Hospitals System, as well as examples of how the current aging infrastructure negatively affects hospital patients and visitors. This is not to say every employee or professional staff supports the location. We said from the start 100% agreement by 400,000 regional residents on any issue is not possible. Especially one of this magnitude. However, just like our community, a massive majority of employees and professional staff do support and status quo is not sustainable.

To take a look and go to

<https://www.wrh.on.ca/weareready>

