

# Frontline Tribune



Doing the best at this moment puts you in the best place for the next moment. ~ Oprah Winfrey

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## Monday Morning Huddles Addressing Patient Safety Across The Acute Care System

One of Windsor Regional Hospital's most important processes to track patient safety issues will soon include the latest data from the Ouellette Campus, a move that will allow a more focused response to concerns across both acute care campuses.

Since 2008, Windsor Regional Hospital has held weekly 'Monday Morning Huddles' (MMH) where, the leadership team meets for fifteen minutes to conduct a "real-time" examination of important safety indicators from the previous week. The system allows staff to respond with immediate action plans that follow-up on any incidents or trends involving concerns such as patient falls, hospital acquired infections, hand-washing compliance and patient flow.

Complimenting Met Campus information with data from the Ouellette Campus into the same tracking system will allow a quicker and more targeted response that ultimately benefits patients throughout the acute care hospital system.

"The whole purpose of the MMH is to keep our patients safe," said Karen McCullough, Vice President Clinical Operations/CNE. "Our goal is to have indicators from both the Metropolitan Campus and Ouellette Campus available using the most recent data available, which allows us to identify concerns that must be addressed as early as possible. The better one can track trends and incidents, the better one is able to improve upon them."

Results and action plans from the MMH are posted on the units and discussed at safety huddles and staff meetings. MMH allows Windsor Regional Hospital to measure, monitor and share results with staff. The MMH process won a leading practice award at the OHA Health Achieve Conference in 2010; was selected to present at the Quality Academy Conference, Mayo Clinic in Rochester, Minnesota in 2011 and, at the Quality Council, Accreditation Council in 2013. Most recently, Monday Morning Huddles has been accepted as a poster presentation at the Institute for Healthcare Improvement Annual Conference in Florida.

It is all part of a broader process at Windsor Regional Hospital that complies with a corporate strategic goal to embed patient quality and safety in our culture and underlines our vision to provide Outstanding Care - No Exceptions!

## FACTS ABOUT PATIENT SAFETY INDICATORS



Bacteria that causes infection can move from patient to patient. A comprehensive hand hygiene program is part of any effective infection prevention and control program. Hand Hygiene has been well above the provincial average for the last four years. Starting in April 2008, the monthly hand hygiene rates were at 80% compliance. Since April 2012, compliance has ranged from 90% to above our monthly compliance target of 95%. At the Ouellette site, compliance for 2012/2013 was above 92%.

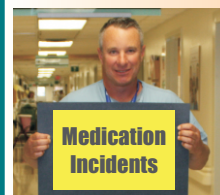


WRH has been monitoring irreplaceable specimen incidents since 2010. Irreplaceable specimens include those specimens that would be difficult or impossible to recollect. In 2010, our baseline incidents per month were 5-6 incidents, and from June to Sept 2013 we had 1-2 incidents per month. Both the Met and Ouellette sites track unacceptable patient specimens, which are the result of labeling errors or improper collection, for example.

Infection rates are monitored for Clostridium Difficile (C-diff), Methicillin Resistant Staph Aureus (MRSA) and Vancomycin Resistant Enterococci (VRE), and are publicly reported on the Ministry of Health (MoH) Safety website. Careful cleaning of the environment and hand hygiene are two of the steps that can reduce the spread of infection. See hospital web sites or MoH site for comparison of specific rates.



Patient (while in hospital) falls with injury is a key patient safety indicator. In Canada falls is the 6th leading cause of death for older adults. Falls have a significant impact on our patients, their families and the healthcare system. Falls can result in a major life change for our patients, including loss of independence, change in living arrangements, extended hospital stays, surgeries and even death. Falls with injury is reported as a rate per 1000 patient days. In April 2013, the corporate target was reduced from .25 to .07 due to significant improvements made with the implementation of the Fall Prevention Program. Currently falls with injury are tracked electronically via the Risk Monitor Pro software.



WRH reports the total number of medication errors reported by staff. Reporting includes near misses, errors reaching the patient with no harm and errors reaching the patient causing harm. WRH encourages staff to increase the reporting of all types of medication errors in order to understand the systems and process failures that can occur in medication administration. Currently medication incidents are tracked electronically via the Risk Monitor Pro software.

## Paying it Forward On Behalf Of Her Baby Brother

To show appreciation for the care that her younger brother received in the Neonatal Intensive Care Unit, Braelyn Pouget made gift boxes with truffles, selling them to family and friends, raising \$280 for the NICU.



Braelyn and Wilson Pouget and Dr. Godfrey Bacheyie, Neonatologist at Met Campus receiving the \$280 donation.

## "Giving Starts From Within" Family Giving Campaign 2013/14

Windsor Regional Hospital staff, physicians and Board members have embraced a fundraising campaign that has proven to be very successful over the last five years, raising more than \$500,000. The Family Giving Campaign provides an opportunity for all to give back to their hospital and, more directly, to their department, program or service.



Often, when appealing to the community for support, they will ask "what have you done before I decide to give?" Staff, physicians and Board members can respond, without hesitation, that they have donated in support of medical equipment needs and program/service enhancements.

We ask that all at the Met Campus and Ouellette Campus consider responding to the Family Giving Campaign which will be launched on November 11th. The initiative provides prizes for those who respond immediately and continues with weekly prizes over the following six weeks of the campaign. A Campaign Ambassador will reach out to your department soon; however, feel free to respond once you've received your personal campaign request. Thank you for supporting programs and services at the Ouellette Campus and Met Campus - November 11 through December 20th.

To become an Ambassador, contact Sandra Bauer in the Foundation Office, Met Campus at Extension 52004 or email [Sandra.Bauer2@wrh.on.ca](mailto:Sandra.Bauer2@wrh.on.ca) or Pat Valleau, Ouellette Campus at Extension 3966 or email [Pat.Valleau@wrh.on.ca](mailto:Pat.Valleau@wrh.on.ca)

## Thanks For The Feedback!

Recent surveys were conducted at the Met Campus and Ouellette Campus about Food Services in the cafeterias. Respondents had a choice between completing a survey online or responding to a 'Tell Bob' IPAD representative. Over 1,500 staff and visitors responded to the survey!

Congratulations to the following winners who receive either one of four Subway gift cards or one of five Ted Farron Gourmet Butcher Shop gift certificates.

### Ouellette Campus

- ❖ Jan Bedard
- ❖ Katie Lammers
- ❖ Kathy Quinlan
- ❖ Jolayne Lausch

### Met Campus

- ❖ Dr. Joe Multari
- ❖ Cheryl Thrasher
- ❖ Mary Giswein
- ❖ Heather Ryan
- ❖ Andrea Golob

## REMINDER OF THE STAFF HOLIDAY PARTIES!

### Adult:

Friday, Dec 6 ❖ Caboto Club  
For Tickets, contact:  
Met ext. 52330 ❖ Emara Centre ext. 75441  
Ouellette 519-973-4444 ext. 3023

### Children's:

Sunday, Dec 8 ❖ Caboto Club  
To Register, contact:  
Met ext. 52330 ❖ Tayfour ext. 75441  
Ouellette 519-973-4444 ext. 3023  
Advance Sales Only



## DID YOU KNOW?

Founded through a \$23,800 grant from the Rockefeller Foundation in 1937, the Windsor Medical Services Plan began operating in 1939. It was one of the first voluntary health insurance plans that covered specific medical services in return for an annual premium.

COMPASSION is our  
PASSION

Frontline Tribune is a Publication of the Public Affairs/Communications Department of Windsor Regional Hospital. Information/submissions can be made to [frontlinetribune@wrh.on.ca](mailto:frontlinetribune@wrh.on.ca) or by calling ext 3350 (Ouellette Campus) or call ext 52003 (Metropolitan Campus). (Staff picture on front are

1) Patrick Kolowicz, Unit Manager - 7th Floor Ouellette Campus; 2) Val Lozon, Family Birthing; 3) Amir Raja, CHIS; 4) Sue Gillen, Learning Resources - Ouellette Campus