

Frontline Tribune

Do one thing every day that scares you. ~ Eleanor Roosevelt



JUNE 23RD, 2014

VOLUME 2 EDITION 25

E.D. RENOVATIONS AT OUELLETTE IMPROVE PATIENT EXPERIENCE

Renovations to the Emergency Department of the Ouellette campus are near completion, with several key changes that will provide a more comfortable and efficient experience for patients.

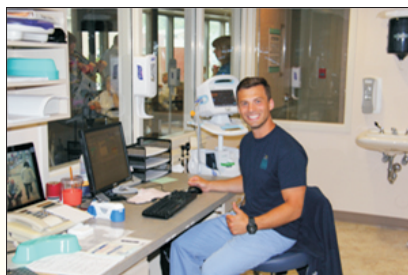
The most noticeable change to patients arriving at the Ouellette E.D. involves the triage-registration area.

With the renovations, there is now a parallel triage-registration area. Under previous practice and physical layout, a patient would go to pre-triage, then go to another area to wait for registration, and then go to triage before returning to the waiting room. Now, a patient will go through the triage and registration process at the same place – eliminating a step for the patient that can create anxiety and confusion.

“The changes we are making will create an overall better ER experience, improved safety and reduce ER wait times for our patients,” said Dr. Donald Levy, Chief of Emergency Medicine at the Ouellette Campus.

Another key change is the addition of a second Rapid Medical Evaluation exam area. The RME process, which began as a pilot in 2011, helps lower wait times and increase patient satisfaction for patients whose condition requires a quick review, or can be dealt with quickly to reduce the ER wait list. Adding a second RME exam area will further increase the ability to decrease wait times.

Overall, improvements to both the physical environment and patient flow procedures follow LEAN principles to improve the experience for patients and their loved ones.



Among other changes to the department’s physical layout, safety is improved now that there is increased visualization of patients awaiting the triage process by security and staff. Security who staff the desk directly across from triage-registration will also be able to watch to ensure only an appropriate number of visitors accompany a patient into the E.D.

Coming soon will be an improved entrance way for mobile patients.

2014 W.E. CARE FOR KIDS

RAFFLE

AUGUST 7 2014 AT 12:00 P.M.

WIN AN *All Inclusive* TRIP FOR 2 TO THE
RIU TEQUILA IN THE
MAYAN RIVIERA

COMPLIMENTS OF SOUTHLAND TRAVEL

PLUS MANY OTHER GREAT PRIZES! TOTAL VALUE OF PRIZES \$4,826

\$5 PER
TICKET

DEDICATED TO ENHANCING
THE HEALTH AND WELLNESS
OF CHILDREN IN WINDSOR
ESSEX COUNTY



www.wecareforkids.org

Licence # M745171



Printing Courtesy of Windsor Professional Auto Repair Association

HOSPITAL CHALLENGE


Canadian Blood Services
it's in you to give

June 1 - July 31, 2014

Donate Blood at any clinic

Open to all (employees, friends, family)....just sign the tracking sheet
at the registration desk to be counted.

Help WINDSOR win this South Central Ontario Challenge!!

Book your appointment to save a life:

(or find a clinic near you)

online: www.blood.ca

phone: 1 888 2 DONATE
(1-888-236-6283)


Canadian Blood Services
it's in you to give



It's mosquito season, and with that comes the risk of West Nile Virus.



Reduce your risk of infection by reducing time outdoors in early morning and evening hours. If you must be outside during these times, wear long pants and long sleeved shirts, and apply mosquito repellent to exposed skin areas and clothing.



**Psychological Stress.....
Can You Recognize the Signs?**



If you are an **HR Professional, Emergency Responder or Manager in these High-Stress Environments** we invite you to join us for this valuable **Educational Session**

Case Studies, Research & Real-Life Accounts from Field Experts:

- Debbie Bodkin**, Certified Mental Health First Aid Instructor, Police Officer of 24 years, Public Speaker
- Lee Horton-Carter**, Therapist Specializing in Trauma with First Responders, assisted First Responders after 9/11
- Robin Bender & Shelka Czako**, Mega Health at Work Inc. Human Resources Solutions
- Honorary Guest: George Copeland**, former Windsor firefighter who was critically injured in a near fatal pumper crash in 2008, a tragic event that stopped his firefighting career

Learn to Recognize:

- Signs of compassion fatigue, burnout & PTSD
- Risk factors for psychological stress in emergency responders and Precautions to ensure employee safety

Location/Date: Columbus Centre, 2401 Columbus Drive, Windsor
Time: 1p.m. to 4:30pm, light snacks and refreshments included
Date: June 25, 2014
Cost: \$60 per person, for 8 or more corporate discount applies
NOTE: \$5 of each ticket purchase goes towards former Windsor firefighter George Copeland's family.

Registration is required online
www.megahealth.ca/workshops



Mega Health at Work Inc. – Putting People First

all4mamas
 PRESENTS THE SECOND ANNUAL
SUMMER STROLL
 FAMILY FUN DAY AND MOMMY MARKET
 Sunday • July 20th • 2014
 A 2K WALK OF FUN FOR THE WHOLE FAMILY!

Hey mamas and families come and enjoy a family fun stroll in support of the

WINDSOR REGIONAL HOSPITAL
 FAMILY BIRTHING CENTRE

The walk starts at Little River Corridor for a 2K walk along the Ganatchio Trail.
 Just East of the Little River Rd & Rivardale intersection (East of Lawson @ WFOU)

Registration 8:00-9:00 a.m. • Warm up 9:15 a.m.
 Stroll begins at 9:30 a.m. • Cool down to follow

Just by registering you are entered automatically into a draw for one of our great prizes!
 For more information please contact us at info@all4mamas.com

Hey **MOMbers** Members!
 Exchange your 2013 MOMbership card for a discount towards a 2014/2015 MOMbership card.

Goodies for each family • Great exercise • Lots of fun events for kids • Snacks and refreshments • Tons of fun for the whole family!

SPONSORED BY:

POWERED BY: GENERATOR, THE MOTHERS CONNECTION, ADRENALINE, HIGH LINKS, SHOPPERS DRUG MART, LIVE MUSIC BY: Mr. Brendan

9th Annual running from **CANCER** Sunday July 20th/14

WHERE:
 Tecumseh Arena
 12021 McNorton

TIME:
 Late Registration 05:30am - 07:45am
 Pre Race Instructions 06:45am & 07:45am

Half Marathon 07:00am
 5k & 10k Start 08:00am
 Disney Dash & 1k 09:00am
 Awards 09:30

Proceeds benefit:

Windsor & Essex County Cancer Centre Foundation
 ...supporting our Cancer Centre

WINDSOR REGIONAL HOSPITAL
 OUTSTANDING CARE - NO EXCEPTIONS!

www.runningfromcancer.com
 For further information contact (519) 735-4742

COMPASSION is our **PASSION**

DID YOU KNOW?

Windsor was the birthplace of "Big V" drug stores in 1962, later bought out by Shoppers Drug Mart.