



FRONTLINE TRIBUNE

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FRONTLINE TRIBUNE is a publication of the
Public Affairs and Communications Department of Windsor Regional Hospital

Met Campus - 1995 Lens Avenue, Windsor, Ontario, N8W 1L9
Ouellette Campus - 1030 Ouellette Avenue, Windsor, Ontario, N9A 1E1

COMPASSION is our
PASSION



YOUR WEEKLY NEWS PUBLICATION OF WINDSOR REGIONAL HOSPITAL

PAGE 1 - PATIENT ROOM SERVICE NOW
NOW OFFERED AT BOTH
CAMPUSES

PAGE 2 - ONE CAN MAKE A DIFFERENCE
WRH FOOD DRIVE CAMPAIGN

PAGE 3 - WORLD AIDS DAY, DECEMBER 1, 2014
- MOVIE CHANNELS COMING TO WRH
- 5TH ANNUAL PATIENT SYMPOSIUM

PAGE 4 - UPCOMING EVENT POSTERS
- COMMUNITY EVENTS

WINDSOR REGIONAL HOSPITAL FRONTLINE TRIBUNE

To contribute a news tip, story or
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The Public Affairs and Communications
Department of Windsor Regional Hospital is
responsible for providing coordinated
leadership in the development and execution of
programs, services, and activities that
promote the achievements and good work of
the hospital. Responsibilities include
enhancing the public's awareness and
understanding of the hospital's programs,
services, and facilities.

Our mission is to assist Windsor Regional
Hospital in achieving its vision and goals by
providing effective communications counsel to
Hospital leaders and key stakeholders and by
implementing strategic employee, media and
public communications and programs.



[facebook.com/windsorregionalhospital](https://www.facebook.com/windsorregionalhospital)



@WRHospital

Patient Room Service Now Offered At Both Campuses of Windsor Regional

In an effort to standardize processes at both campuses, Windsor Regional Hospital is pleased to announce the implementation of Room Service at the Ouellette Campus effective December 2, 2014.

Room Service offers patients and families a restaurant style menu that allows them to order what they want. Diet office staff work with Patients on special diets to determine what foods they can choose. Our 4FOOD (extension 43663) phone line will be open from 7 am - 6 pm daily and the Diet Office staff will be happy to assist patients with their orders. Meals will be delivered according to the regularly scheduled meal time for each unit.

A perk for a family member that will be available in 2015 is the ability for families to order *Guest Trays*. This allows patients the opportunity to have family members and guests join them at meal times in the patient room. Patients will be able to order their meals by calling the 4-FOOD line, or by being visited by one of the staff.

We recognize that with implementing this change there will be some issues that do not go as smooth as everyone would like. Please be patient with the change. The end result is amazing for our patients. In order to help make the change go smoother watch for a Guest Service staff in the 'bright yellow t-shirt' who will be assisting on the floors at Ouellette in the launch next week. They will be able to answer any questions that you have!



4FOOD
4-3663



Standardization &
Optimization Process

www.wrh.on.ca



UPCOMING EVENTS

mark your calendars

- DEC 03** **Ebola Training / PPE Training**
Time: 12:30PM - 2:00PM
Windsor Regional Hospital
Ouellette Campus, Leamington Room
- DEC 05** **Mele Kalikimaka Staff Holiday Party**
Time: 6:00pm
Caboto Club of Windsor
2175 Parent Avenue, Windsor
- DEC 07** **Christmas Craftmania Children's Holiday Party**
Time: 11:00am
Caboto Club of Windsor
2175 Parent Avenue, Windsor
- DEC 10** **Ebola Training / PPE Training**
Time: 11:00AM - 12:30PM
Windsor Regional Hospital
Met Campus, Auditorium Side A
- DEC 10** **Just Clean Your Hands Training**
Time: 1:00PM - 2:30PM
Windsor Regional Hospital
Met Campus, Auditorium Side B
- DEC 11** **Windsor Regional Skating Night**
Time: 5:30PM - 7:30PM
WFCU Centre, 8787 McHugh Street
- DEC 16** **Windsor Regional Holiday Social**
Time: 2:00PM - 4:00PM / 11PM - 1:00AM
Windsor Regional Hospital (Both Campuses)
- DEC 16** **Blood Pressure Screening Clinic**
Time: 12:00PM - 3:00PM
Windsor Regional Hospital, Ouellette Campus
- JAN 18** **The DREAM KLIMB**
Time: All day event
Chrysler Building
One Riverside Drive West, Windsor



"HATS ON" FOR HEALTHCARE

2015 CAMPAIGN SUPPORTING THE WINDSOR/ESSEX HOSPITALS FOUNDATION

WEDNESDAY, FEBRUARY 11, 2015

Participating in the Hats On For Healthcare Day is a great way for you to support the Windsor/Essex Hospitals Foundation, and show the community that your company or organization cares about healthcare in the Windsor-Essex community.

On February 11, 2015, participating organizations, companies, employees and individuals, are invited to put on their hats, make a \$2 donation and take part in entertaining activities to help raise much needed funds for the Renal Program of the hospital.

Make a difference for local healthcare and register today!
www.hatsonforhealthcare.com

One Make A Difference! WRH FOOD DRIVE CAMPAIGN

Working at Windsor Regional Hospital means we are dedicated to helping thousands of patients through their illnesses and injuries, and help them stay healthy in their recovery.

The Downtown Mission is dedicated to helping our vulnerable, homeless and low-income individuals and families stay fed, serving some 140,000 meals every year.

This holiday season, we at Windsor Regional Hospital and the Downtown Mission are working together to try to keep those in need stay fed and healthy through a new campaign called "One CAN Make a Difference."

Beginning **Monday, December 1st through to Monday, Dec. 15th**, Windsor Regional Hospital will be collecting non-perishable food items to help the Downtown Mission get food to families and individuals in need.

Simply drop off your item in the designated bins at the WE Care Pharmacy at Ouellette campus or the Welcome Desk in the lower lobby of Met campus.

On average the Downtown Mission (DTM) serves over 220 meals per day. Ron Dunn, Director of Development and Community Relations for the Downtown Mission, visited WRH earlier this month to speak to our Leadership Forum group about the importance of food drives for his organization. Ron noted that those who come to the Mission for meals and groceries aren't just the homeless – there are many "working poor" families who rely on the Mission every week to help their families get by. He also notes that the Mission receives no funding from any level of government, meaning the organization relies completely on donations to fulfill its services to a vulnerable population.

After Ron's presentation, Monica Stanton, Director, Guest Services Network, challenged units to see which unit could collect the most food items for donation. We'll use the "honour system" and ask that you let your unit manager know what you've donated so we can give thanks to the unit that has collected the most food items by December 15!

Beyond the current food drive, there are many ways you can help the Mission in its causes. If you're interested in volunteering or other ways to help, visit their website at www.downtownmission.com or contact them at 519-973-5573.



 WINDSOR REGIONAL HOSPITAL
OUTSTANDING CARE - NO EXCEPTIONS!

ONE CAN MAKE A DIFFERENCE FOOD DRIVE CAMPAIGN

SUPPORTING THE DOWNTOWN MISSION

DECEMBER 1 - 15, 2014



CAN GOODS • BOXED FOOD ITEMS • COATS • GLOVES

DONATION WILL BE ACCEPTED AT THE FOLLOWING DROP OFF LOCATIONS

MONDAY - FRIDAY: 9:00AM - 5:00PM

OUELLETTE CAMPUS - WE CARE PHARMACY (GOYEAU ENTRANCE)

MET CAMPUS - WELCOME DESK (MAIN ENTRANCE)

PROVIDING OUTSTANDING CARE TO WINDSOR-ESSEX



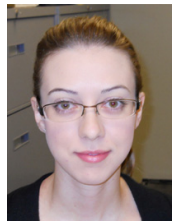
Mark Varga
MANAGER
OCCUPATIONAL HEALTH



Josette Kett
SWITCHBOARD CLERK
SWITCHBOARD



Steven Trudell
UNIT AIDE
EMERGENCY



Shawna Fletcher
REGISTERED NURSE
SURGICAL UNIT

December 1st Marks World AIDS Day

Windsor Regional Hospital's HIV Care Program has been in existence since 1991, providing service to approximately 300 HIV clients at the Met Campus. The HIV Care Program is the only clinic providing treatment to clients in Southwestern Ontario.

The clinic offers anonymous testing and prevention, health teaching and point of care HIV testing. The holistic approach to best care practices include having an on-site pharmacy and lab. Over the years, the HIV Care Program have been involved in 42 clinical trials. Other services the clinic offers is consultation for mother-to-child transmission, sexual assault transmission and the availability for post exposure prophylaxis. Overseeing the clinic is Medical Director, Dr. Jeff Cohen and Infectious Diseases expert, Dr. Corinna Quan. The core team has been with the HIV Care Program since its inception.



Photo Above (left to right / Back row)
Staff of the Windsor Regional Hospital HIV Care Program
Linda Robinson, Nancy McFarland, Dawn Marie Spratt,
Dr. Corinna Quan (Front Row) Linda Day, Debbie Andrews,
Elaine Myers (Absent) Dr. Jeff Cohen, Cathy Parent, Gail Howlett,
Tatjana Divkovic/Burleigh and Melanie McQueen.

Movie Channels Coming To WRH

Windsor Regional Hospital and Hospitality Network are pleased to be offering movies through the patient TV system for patients at Windsor Regional Hospital Met and Ouellette Campuses. Patients who subscribe to the daily premium TV package will be able to rent movies for an additional \$3.00/Day + HST. The service will be available to rent effective at noon on November 25th, 2014.

To kick start this new program, **Media Street Productions** will be providing a limited number of movie rentals free of charge to the first who subscribe through the Holiday season. Many thanks to our friends at Media Street for making this possible.

Please remember that television service can be activated by patients from the bedside 24 hours a day. It is no longer necessary to wait for an "attendant". See below for instructions, which are also available in the Patient Directory at the bedside.

TV Rental Prices: (Same at Both Campuses)

- Premium TV (60 Channels): \$12.61/Day + Applicable Taxes
- Basic TV (28 Channels): \$10.61/Day + Applicable Taxes
- Movie Channels (4 Channels): \$3.00/Day + Applicable Taxes



The infectious dose for Ebola is 1 to 10 viral particles. Full body barrier protection, if used correctly, prevents inadvertent contamination of the eyes, nose, and throat.

5th Annual Patient Safety Symposium Provided Insight And Awareness

Learning how to listen to the 'patient voice' created an emotional but inspiring focus for the more than 200 attendees to the 5th Annual International Patient Safety Symposium held on November 21 at Caesars Windsor, sponsored by St. Clair College and partnering between Hôtel-Dieu Grace Healthcare, Henry Ford Health System and Windsor Regional Hospital.

The theme, 'The Patient Voice...Are We Listening' focused on the need to listen and provide an opportunity for patients to give their input on the care they received. A key understanding by the presenters was that we can learn from our missteps as health care providers and initiate change where needed to improve the care of patients.

Power presenters this year included keynote speaker, Susanne Gordon, a best-selling author whose work focuses on improving effective communication between healthcare professionals.

Patient advocates like Beth Rubinstein, a transplant patient and patient volunteer spoke philosophically about patients engaging patients and the importance of teaching self-management skills to compliment medical staff education.

Diane Marley spoke of her extraordinary cancer journey filled with anxiety throughout treatment that led her to take a leadership role in assisting health care providers learn from patient concerns to improve the system.

For more information on the event, please visit www.wrh.on.ca



Photo Above
Diane Marley, cancer patient speaks to attendees at the symposium.



Photo Above
Diane Marley and David Musyj, President/CEO of Windsor Regional Hospital embrace at event.

Christmas Craftmania!

Children's Holiday Party

Sunday, December 7, 2014 ✨ Caboto Club, Canada Hall

Santa Claus will deliver gifts!!

Doors open at 11:00

Lunch served promptly at 12:00

Santa arrives at 1:00

Party is open to staff members' children and grandchildren ages 0-10yrs

**Tickets: \$15 per Adult
\$15 per child**

Tickets can be purchased in Human Resources at Met (ext 52330) and Ouellette (ext 33023)

Advance Sales Only

**Deadline to purchase tickets:
Nov 21, 2014**

Psst!

**Santa will have help
from a very cool friend**

Write to
Santa

Decorate
a
Cookie

Create an
ornament

Free Skate!

Thursday, December 11th

5:30pm to 7:30pm

WFCU Centre Main Bowl
8787 McHugh Street



In appreciation of your dedication, employees, professional staff, volunteers and their families are welcome to attend a **FREE WRH Skating Night at the WFCU Centre.**

Hot chocolate will be provided.

We ask that each person who attends please bring a canned good to support our local food banks.

Guests can enter through the Community Rink doors.

Please note that skates are not provided and parking is complementary.



*Subject to cancellation based on WFCU policy



HOLIDAY SOCIAL DECEMBER 16, 2014

2PM - 4PM / 11PM - 1:00AM

SANDWICHES ▪ FRUIT ▪ COFFEE & TEA

- ALL EMPLOYEES, PROFESSIONAL STAFF & VOLUNTEERS

MET CAMPUS (Auditorium Side B)

OUELLETTE CAMPUS (Essex Room)

MCDUGALL ▪ TAYFOUR ▪ LEAMINGTON



**DREAM
CLIMB**
ONE RIVERSIDE DRIVE WEST
DOWNTOWN WINDSOR

2015

SUNDAY, JANUARY 18

ONE RIVERSIDE DRIVE WEST
DOWNTOWN WINDSOR

REGISTRATION: \$25

CALL 519-973-4433

DREAMCLIMB INVITES THE WINDSOR AND ESSEX COUNTY COMMUNITY TO TAKE PART IN A WALK OR RUN OF THE STAIRWELL (13 FLOORS) AT THE 1 RIVERSIDE DRIVE WEST BUILDING (CHRYSLER CANADA OFFICES)

MAKE A DIFFERENCE AND REGISTER TODAY

WWW.DREAMCLIMB.CA