



FRONTLINE TRIBUNE

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COMPASSION is our
PASSION



The FRONTLINE TRIBUNE is a publication of the Public Affairs and Communications Office of Windsor Regional Hospital
Met Campus-1995 Lens Avenue, Windsor, N8W 1L9 / Ouellette Campus-1030 Ouellette Avenue, Windsor, N9A 1E1

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WINDSOR REGIONAL HOSPITAL FRONTLINE TRIBUNE

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Got a news story, flyer or announcement that you would like to be considered for posting in the next issue of the newsletter?

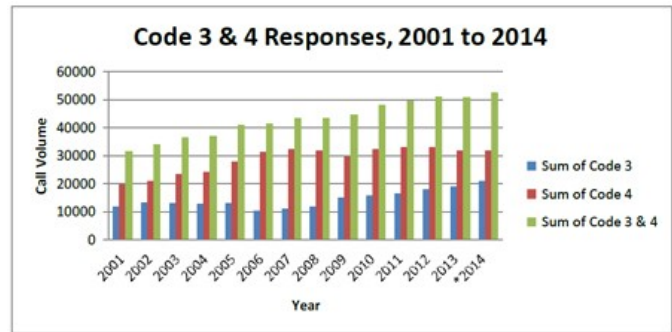
Send it to us today!!!!

Emergency Medical Care Enhanced

The Essex-Windsor Emergency Medical Services (EMS), Leamington District Memorial Hospital (LDMH) and Windsor Regional Hospital (WRH) are announcing the implementation of a health care system plan to address some of the issues facing all three organizations regarding access to timely Emergency Department services.

Over the past ten (10) years the number of Emergency Department visits and ambulances transporting patients to the Emergency Departments in Windsor has increased. In fact, since 2001 the number of semi urgent, "less acute" patient calls to EMS has increased from just over 11,000 annually to over 20,000 annually.

Current legislation requires Paramedics to transport a patient to the closest most appropriate facility or, as an option, to a hospital Emergency Department as requested by the patient. Paramedics can and do treat patients at the "site" of their call and this may result in the patient deciding that they need not attend an Emergency Department. However, absent of this agreement, Paramedics are mandated to transport any patient requesting to be transported to an Emergency Department. One misconception that many patients believe is that attending a hospital via EMS results in more expedient service or "jumping the queue". Emergency Departments still triage patients arriving by ambulance, along with walk-in patients using the Canadian Triage and Acuity Scale (CTAS).



By using CTAS, some patients that attend by ambulance will need to be placed in the waiting room, possibly with other "walk-in" patients. The CTAS levels are designed such that a Level 1 represents the patient's threat to Life or Limb while Level 5 represents the least ill patient. Level 1 patients are sudden cardiac arrest, major trauma, for example, while Level 4 and 5 may be acute in presentation but are non-urgent in the aspects or treatment or assessment.

With the increase in general acuity and the number of "less acute" patients growing, conditions referred to as Code 7's and "Ambulance Off Load delays" will remain at the hospital waiting to "off load" their patients into the Emergency Department, thereby depriving the community of the much needed emergency resource. Ministry of Health and Long Term Care has funded additional hospital resources for nurses to be with the "offload" patients while they are waiting for a "space" in the Emergency Department. Even though some success has been realized with this additional funding from the Ministry of Health and Long Term Care, and it is greatly appreciated, Off Load pressures continue and escalate during "peak/busy" periods. As a result, EWEMS, WRH and LDMH have consulted and have come up with a "systems" solution.

Story continued on Page 3...

Get Connected with Windsor Regional Hospital!

www.wrh.on.ca / [@WRHospital](http://www.facebook.com/WindsorRegionalHospital)

UPCOMING EVENTS

MAY 28 **WRH Charity Golf Tournament**
Time: 11:00am
Essex Golf & Country Club
7555 Matchette Road, LaSalle

MAY 29 **Bollywood Night**
Time: 6:00pm
Walkerville Brewery
525 Argyle Road, Windsor

JUNE 03 **Provincial Stroke Rounds**
Time: 8:00am
Ouellette Campus - Harrow Room
Met Campus - Admin Clinical Ed Room

JUNE 04 **KiliKlimb Bon Voyage Event**
Time: 7:00pm
Walkerville Brewery
525 Argyle Road, Windsor

JUNE 17 **A Day For Life Golf Tournament**
Time: 11:00am
Kingsville Golf & Country Club
640 County Road 20, Kingsville

JUNE 22 **2015 LaSalle Police Charity Golf Classic**
Essex Golf & Country Club
7555 Matchette Road, Windsor

JULY 18 **Dragon Boats For The Cure**
Waterfront Park
13161 Tecumseh Road East, Tecumseh

JULY 19 **Dragon Boats For The Cure**
Waterfront Park
13161 Tecumseh Road East, Tecumseh

JULY 20 **Rafih Auto Group: 4th Annual Charity Golf Tournament**
Beach Grove Golf & Country Club
14134 Riverside Drive East, Tecumseh

AUG 28 **Return From Africa—KiliKlimb**
Fogolar Furlan Club
1800 N Service Road, Windsor



Group A Streptococcus can cause infections ranging from mild (strep throat) to severe (necrotizing fasciitis, toxic shock syndrome). The mortality rate for severe invasive infections can be as high as 35%.

Carrot Cupcakes With Dairy-Free Pineapple Cream Cheese Frosting

Makes 16 cupcakes / Preparation Time: 20 min
Cooking Time: 25-30 min

Free of: dairy, nuts and gluten, plus the other top allergens. For those not following a gluten-free diet, a flour alternative is included.



INGREDIENTS

Carrot Cupcakes

- | | |
|--|----------------------------|
| 1 cup brown rice flour | 1/4 cup tapioca starch |
| 1/4 cup potato starch | 1/4 tsp xanthan gum |
| 1 tsp baking powder | 1/2 tsp baking soda |
| 1 1/2 tsp ground cinnamon | 1/2 tsp ground nutmeg |
| 1/4 tsp ground ginger | 1/2 tsp salt |
| 3/4 cup packed brown sugar | 1/3 cup white sugar |
| 1/2 cup crushed pineapple with juice | 1 1/4 tsp vanilla extract |
| 1/2 cup grapeseed, coconut or canola oil | 2 eggs (or egg substitute) |
| 2 eggs (or egg substitute) | |

INGREDIENTS

Pineapple "Cream Cheese" Frosting

- 4 oz (113 g) dairy-free cream cheese alternative
- 2 tbsp palm shortening, coconut oil [see "Recipe Notes"] or dairy-free margarine
- 1 tbsp drained, crushed pineapple or 1 1/2 tsp (7.5 mL) pineapple juice
- 1/2 tsp lemon juice
- 1 to 1 1/2 cups (250 mL+) sifted confectioners' sugar

METHOD

Preheat the oven to 350° F. Line 16 muffin tins with cupcake liners. In a medium bowl, whisk together: brown rice flour, tapioca starch, potato starch, xanthan gum, baking powder, baking soda, cinnamon, nutmeg, ginger and salt. Using a hand blender, in a separate mixing bowl mix: brown sugar, white sugar, pineapple, oil and eggs. Or whisk for 1 minute. Add dry ingredients to the mixing bowl, then stir with a wooden spoon just until the ingredients are combined. Stir in the shredded carrots. Pour batter evenly into the prepared muffin cups; they should be 2/3 to 3/4 full. Bake the cupcakes 25-30 minutes, or until a toothpick inserted into the center of a cupcake comes out clean. Remove them to a wire rack to cool completely. To make the frosting, with a hand mixer, beat the shortening, oil, or margarine with the cream cheese alternative until soft and well-combined. Beat in the drained pineapple (or pineapple juice) and lemon juice, and slowly blend in 1 cup of the powdered sugar. If a sweeter icing is desired, beat in up to 1/2 cup of additional confectioners' sugar. Chill the frosting in the refrigerator as the cupcakes cool. Once thickened, give the frosting a quick whip. The consistency will be slightly softer than a buttercream. Frost cupcakes and serve.

INTRODUCING NEW FACES AT WINDSOR REGIONAL HOSPITAL



Matthew Nelson
PATIENT REG. PORTER
PATIENT TRANSPORT



Helen Wiebe
UNIT CLERK
8 WEST



Adam Casey
ACCOUNTING ANALYST
FINANCE



Leigha Keyeux
ADMITTING CLERK
ADMITTING

Downtown Mission In Desperate Need

With shelves dangerously bare, The Downtown Mission is asking for our help to collect non-perishable food items for their food bank.

"The Mission has asked us for help and once again I am asking our tremendously caring staff to contribute to a new food drive to keep our community fed and healthier," says President and CEO David Musyj.

The Mission says the shortage is based on more people using the food bank. According to a report in the Windsor Star last week, food bank use at the Mission has increased about 61 per cent, or an additional 97,000 meals. The Mission has also gone from serving 150 meals to 250 meals every day.

Please donate to the Mission by dropping non-perishable food items at bins located in the lower lobby of Met campus and near the Pharmacy of the Goyeau lobby at Ouellette campus. The bins will be in place today and remain there for goods collection until Friday, June 5th.

The Mission is in desperate need of all food items. Protein-based items are in particular demand, such as canned meats, tuna, salmon and peanut butter, as well as pasta, sauce, cereal, Kraft Dinner, soups and canned vegetables.

"One of the many ways I'm most proud of our WRH employees, volunteers and professional staff is how we live up to our motto of "Compassion is Our Passion" when it comes to patient care," says President and CEO David Musyj. "We've also seen how this compassion transcends beyond our hospital walls through the many ways we give back and support community needs. I hope we can demonstrate that we can continue to make a difference in our community."

For more information on the Downtown Mission, visit www.downtownmission.com



 WINDSOR REGIONAL HOSPITAL
OUTSTANDING CARE - NO EXCEPTIONS!

ONE CAN
MAKE A DIFFERENCE
FOOD DRIVE CAMPAIGN



DROP OFF
LOCATION

Emergency Medical Care Enhanced cont'd...

Starting immediately for patients located in the following Municipalities;

- Leamington
- Kingsville
- Amherstburg
- Tecumseh
- Essex
- Lakeshore
- LaSalle

and are assessed as a CTAS 4 or 5 by Paramedics, they will be transported to LDMH's Emergency Department for care and treatment. LDMH has capacity to see and treat these CTAS 4 and 5, "less acute", Emergency Department patients in a timely fashion. Any issues regarding transport back home for the patients being taken to LDMH will be addressed by the hospitals.

This partnered systems solution will be in place anytime the level of EMS services for the community is strained due to call volumes, Code 7's and "off load" delays.

In addition, EMS, LDMH and WRH will continue to advocate with the Ministry of Health and Long Term Care to approve and continue the Off Load Nurse Funding.

"This partnered systems solution will assist the emergency services of Windsor and Essex County to better serve those in need of emergency services. Ensuring the patients receive the right care, at the right place and at the right time while also ensuring Ambulances are available for emergencies in the community. Ambulance Off Load Delays hinder the Emergency Departments, EMS, communities and most importantly the patients." says Bruce Krauter, Chief, Essex-Windsor EMS.

"This partnership enhancement with EMS provides another dimension of continuous improvement to access of care and will further enable LDMH's recognized leading performance in Emergency Department wait-times," says Cheryl Deter, V. P. Patient Services, Chief Nursing Executive, Leamington District Memorial Hospital and Integrated Director, Erie Shores Hospice.

I applaud Essex-Windsor EMS, Leamington District Memorial Hospital and the Emergency Department team at Windsor Regional Hospital for their leadership in this partnered solution that benefits all of our patients requiring emergency services in Windsor/Essex. As we continue to plan for the new state-of-the-art acute care hospital and the addition of an Urgent Care Centre, this type of systems planning is critical," says David Musyj, President & CEO, Windsor Regional Hospital.

2 by 4

PATIENT SAFETY PROMOTION

MAY 19 - 29, 2015



SEND US A PHOTO OF YOU PROMOTING THE "2 by 4" PATIENT SAFETY CAMPAIGN FOR A CHANCE TO WIN 1 OF 24 PIZZAS



Email your photo to david.lenz@wrh.on.ca



the best in chest dragon boat team presents



Advance tickets ONLY!
Tickets WILL NOT be available at the door.

save the date
Friday May 29, 2015 • 7:30 pm

at the Walkerville Brewery
525 Argyle Rd, Windsor



evening highlights:

- delicious indian cuisine
- breathtaking dance performances (classical & non-classical)
- henna art
- fabulous raffle prizes
- 50/50 draw & much more.....

in walkerville
tickets \$30 each
or 2 for \$50

For tickets please contact:

Priya Philip
519-903-4119
Priyanka.Phillip@wrh.on.ca

Cathy Mombourquette
519-995-2533
Cathy.Mombourquette@wrh.on.ca

Purchase online:
<http://conta.cc/1CWDF1>



The Toronto Stroke Networks
invite you to participate in Provincial Stroke Rounds
via videoconference or webcast:

- Title:** The Care and Outcomes of TIA and Minor Stroke in Ontario
- Date/time:** Wednesday, June 3rd 2015
0800-0900 hours EST
- Presenters:** Ruth Hall, PhD
Stroke Evaluation Specialist, Ontario Stroke Network; Adjunct Scientist, Institute for Clinical Evaluative Sciences; Assistant Professor (status only), University of Toronto
Moira Kapral, MD MSc FRCPC
Professor of Medicine, University of Toronto and Senior Scientist, Institute for Clinical Evaluative Sciences
- Host site:** Sunnybrook Health Science Centre (System # TOR_SHSC_0013_SHS_06)
- Objectives:**
1. To understand the factors that influence decisions to hospitalize patients with TIA and minor stroke
 2. To review the optimal management strategies for TIA and minor stroke, and to determine how often these are provided to patients in Ontario
- Target audience:** Physicians, health care professionals interested in stroke care

This program meets the accreditation criteria of The College of Family Physicians of Canada and has been accredited for up to 1 Mainpro-M1 credits as approved by the Continuing Education and Professional Development Office of the Northern Ontario School of Medicine.
This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada, approved by the Continuing Education and Professional Development Office Northern Ontario School of Medicine for up to 1 hour.

To register: Contact your OTN Telehealth Coordinator to reserve your system
Site coordinators:
<https://schedule.otn.ca/tsm/portal/nonclinical/details.do?request.requestId=44945600>

* For those who do not have Ncompass access, please submit appropriate system information to: scheduling@otn.ca stating Event ID. The Event ID is Non-Clinical Event# 44945600

Webcast: Live and Archived Webcast
Search with event ID # 44945600
at <http://webcast.otn.ca/index.html>



5 PEOPLE WILL STOP AND READ THIS POSTER TODAY.
IF THOSE 5 PEOPLE DONATED BLOOD, 1 CANCER PATIENT COULD BE TREATED.

HOSPITAL CHALLENGE

(between all hospitals in South Central Ontario)

Donate blood (bring ID), complete a
Partners form in clinic with ID #
WIND715620

Open to all....professional staff,
front line staff, volunteers, friends and
family.

Book your appointment to save a life.

online: www.blood.ca
phone: 1 888 2 DONATE
(1-888-236-6283)



Canadian Blood Services
it's in you to give

1 888 2 DONATE