

Frontline Tribune

Problems are only opportunities in work clothes.
~ Henry J. Kaiser



SEPTEMBER 30TH, 2013

VOLUME 1 EDITION 1

www.wrh.on.ca

Message from the President and CEO

Tomorrow, October 1st will mark an historic day for all of us in Windsor/Essex hospital healthcare. As we realign operational and governance between the two Windsor hospitals, I am pleased with the openness, eagerness and positive attitude shown by all staff at both the Ouellette and Metropolitan campuses through this enormous process of bringing two acute care facilities together as one.



I realize this is a significant change for staff with changing leadership. As we have stated from the beginning, we will continue to focus on our patients and families and providing the care that they require. Programs and services are not changing location, and patients will continue to access and receive care at each hospital campus. It is "business as usual" and access to care for our patients will not change as a result of the realignment. As we move forward, I will continually communicate with staff, patients and families in an open and transparent manner.

**"At the end of the day,
no matter what campus a
patient steps into, their
experience will be
the same - Outstanding!"**

David Musyj

This is a very exciting time for all of us regarding the future and developing an integrated healthcare system for Windsor-Essex. The benefits are many that include delivering high quality and safe patient care across all campuses; has strong

linkages to the University of Windsor, St. Clair College and the Schulich School of Medicine and Dentistry; is a magnet for top talent; are well positioned for future funding; encourages health related economic development and growth; delivers a high performing post-acute sector that is connected with the acute care hospital and other providers and; acts in the public interest by maintaining strong relationships with government agencies. All of these efforts are to ultimately obtain government approval for a new state of the art single site acute care hospital to serve Windsor-Essex.

As I stated in my September Report to the Board of Directors, we will be embarking on a process to "standardize and optimize" the program and services at both campuses. At the end of the day, no matter what campus a patient steps into, their experience will be the same - Outstanding! We will accomplish this by adopting


standardized best practices at both acute campuses. This will not only result in more opportunities for staff to work at both campuses, but will drive the ultimate design of the new state of the art acute care facility. You will be given every opportunity to be a part of this process. It will be successful because of that fact!

In the immediate term, you will start to hear about some "low hanging fruit" ideas that have been identified by your program leadership teams that focus on maximizing patient and staff satisfaction. Your program leadership will be sharing these ideas with you shortly.

Both organizations, Hôtel-Dieu Grace Healthcare and Windsor Regional Hospital are inter-dependent and must continue to work together in a way that is reflective of, and builds upon how the two organizations came together to develop the realignment plan. As we move forward, it requires close and collaborative relationships. We are at the beginning of a new, exciting era in healthcare. Thank you for your exceptional and compassionate care and being there for your patients, their families and your colleagues.

IT'S EASY TO THANK A STAFF MEMBER WHO HAS:

- helped make your experience with Windsor Regional a positive one.
- gone "Above and Beyond" to help others.

- 1 Find us at www.wrh.on.ca
- 2 Click on 
- 1 Fill out our online form.

 **Above & Beyond**
Recognition Program



FOR ALL STAFF

TOWN HALL MEETING NOTICE

WEDNESDAY, OCTOBER 2, 2013

7:00 a.m.

Ouellette Campus - Windsor Room
(videoconference from Ouellette to Met Auditorium)

11:00 a.m.

Ouellette Campus - Windsor Room
(videoconference from Ouellette to Met Auditorium)

2:00 p.m.

Met Campus - Auditorium

(videoconference from Met to Ouellette Windsor Room)



Ice Cream Socials A Success!

Kathy Quinlan, Unit Manager, 8th Floor, Ouellette Campus and Mary Yakopich, Director of Emergency and Trauma, Ouellette Campus (effective October 1) enjoying the Ice Cream Social at the Ouellette Campus held September 24th

Patient Representatives for Ouellette Campus & Metropolitan Campus



MONICA STALEY
Director, Patient Relations
& Legal Affairs

Monica Staley, Director, Patient Relations and Legal Affairs will be responsible as the Patient Representative/Advocate for the Ouellette Campus effective October 1, 2013.

Monica has worked in the role of Patient Representative at Windsor Regional Hospital since May of 2010. She is a Registered Nurse and a Lawyer. In addition to her responsibilities, she is an Adjunct Professor with the Schulich School

of Medicine and Dentistry at the University of Windsor teaching Health Law and Ethics.

Contact: Monica Staley, Ouellette Campus
519-973-4411 ext. 4404, direct line 519-973-4404,
cell 519-984-1264 or monica.staley@wrh.on.ca

Robin Williams has been appointed Patient Representative for the Metropolitan Campus effective October 1, 2013.

Robin has 22 years experience as a Registered Nurse, having graduated from the University of Windsor School of Nursing in 1991. She since completed her Masters Degree in Nursing. She worked in Detroit for several years, returning in 2008 and joining Windsor Regional Hospital as Manager of Inpatient Oncology and Outpatient Social Work Services. Most recently, Robin worked in the Travel Health Insurance field.



ROBIN WILLIAMS
Patient Advocate

Contact: Robin Williams,
Metropolitan Campus
519-254-5577 ext. 52317,
cell 519-995-2084 or
robin.williams@wrh.on.ca

City of Roses

Second Annual Community Emergency Medicine Conference

Saturday October 5, 2013

Registration & Breakfast 7:45am - 8:45am
Conference Time 8:45am - 5:00pm

Caesars Windsor Hotel & Convention Centre ♦ Augustus I & II Ballrooms

Cost per participant is \$20 (CAD). Catered breakfast & lunch will be provided. Many great prizes available. Attendance is limited. For further information & to register online visit <http://conference.meterportal.ca>

DID YOU KNOW?

The addresses of the WRH Campuses are 1030 Ouellette and 1995 Lens. Ouellette Avenue was named after Vital Ouellette - an early French Canadian settler in the region and Lens Avenue was named after the site of a WWI battle in Northern France.

COMPASSION is our
PASSION