



FRONTLINE SEPTEMBER 14, 2015 TRIBUNE

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COMPASSION is our
PASSION

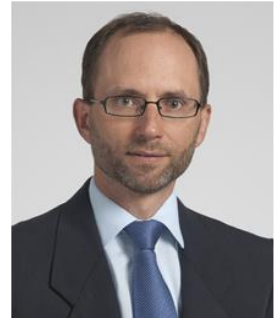


The FRONTLINE TRIBUNE is a publication of the Public Affairs and Communications Office of Windsor Regional Hospital
Met Campus-1995 Lens Avenue, Windsor, N8W 1L9 / Ouellette Campus-1030 Ouellette Avenue, Windsor, N9A 1E1

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Renowned U.S. Patient Communication Expert Coming To Windsor Regional Hospital



A renowned American expert in patient-clinician communication is making a visit to WRH on October 1st - a "must see" opportunity for staff and physicians to hear an engaging and inspiring speaker!

WRH's Patient Experience Task Force has arranged for the visit by Dr. Timothy Gilligan, an Oncologist at the renowned Cleveland Clinic and Co-Director of the Cleveland Clinic Centre for Excellence in Healthcare Communications.

Dr. Gilligan teaches communication skills, trains others to teach communication skills and provides physician coaching. He is invited to speak at conferences around the globe, encouraging physicians and health care professionals to improve how they interact with patients and caregivers to mutual benefit. Dr. Gilligan said he became motivated to teach communication skills during his residency, when he saw first-hand "what a huge impact communication skills could have on patients."

"The greatest lesson that I have learned is to appreciate the high-degree of difficulty of many of the communication challenges that we face," he says in describing his interest in patient communication on the Cleveland Clinic website. "As medical professionals, we sometimes have to give people the worst news that they could ever imagine and we sometimes have to find a way to form a therapeutic relationship with people who are angry or who have challenging personalities. What works with one person may fail completely with someone else, so we need to be nimble on our toes as we read each patient and each encounter.

"I have seen for myself that applying specific practical communication skills during patient visits not only increases patient satisfaction and my own professional satisfaction but also leads to better compliance with the treatment plan. Better communication leads to better care," he adds.

Members of the Patient Experience Task Force were in attendance at a recent health care conference and described Dr. Gilligan as a very engaging speaker.

"He seems to really care about his patients and he seemed to want to get the point across that he was available should they need him. He made himself easily accessible. I feel that patient's believed he cared," said Kelly Glaves, coordinator, patient care, Diagnostic Imaging.

We encourage all staff and physicians to "save the date" and plan to attend one of the following presentations of Dr. Gilligan on Thursday, October 1st:

- Physicians: 7:00am, Windsor Room, Ouellette campus (video conferenced to Auditorium Side "B," at Met campus)
- 10:00am, Essex Room, Ouellette campus (video conferenced to Auditorium A & B, Met campus)
- 2:00pm, Auditorium A & B, Met campus (video conferenced to Essex Room, Ouellette campus)

For staff who are working that day, note that Dr. Gilligan's presentations are about a half hour in length, followed by questions and answers. Refreshments will be provided!

WINDSOR REGIONAL HOSPITAL FRONTLINE TRIBUNE

To contribute a news tip, story or advertisement in the next issue, please email us at:
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Got a news story, contest or announcement that you would like to be considered for posting in the next issue of the newsletter?

Send it to us today!!!!

frontlinetribune@wrh.on.ca

UPCOMING EVENTS

- SEP 18** **Roman Feast**
Time: 6:30pm
Ciociaro Club of Windsor
3745 North Talbot Road
- SEP 19** **Windsor Foot Care Conference**
Time: 8:00am
Fogolar Furlan Club
1800 North Service Road, Windsor
- SEP 21** **Nursing Grand Rounds**
Time: 11:30am / 12:30pm
Windsor Regional Hospital
Essex Room, Ouellette Campus
- SEP 23** **Infectious Disease Conference**
Time: 9:00am
Giovanni Caboto Club
2175 Parent Avenue, Windsor
- SEP 24** **Nursing Grand Rounds**
Time: 11:30am / 12:30pm
Windsor Regional Hospital
Essex Room, Ouellette Campus
- OCT 01** **Providing Passionate Care**
Time: 10:00am
Windsor Regional Hospital
Essex Room, Ouellette Campus
- OCT 29** **Do Good Dives Gala
A Night Out In Handbag Heaven**
Ciociaro Club of Windsor
3745 North Talbot Road, Windsor
- OCT 30** **Charity Bingo**
Time: 10:45am - 12:45pm
Breakaway Gaming Centre
655 Crawford Avenue



High-touch surfaces are those that have frequent contact with hands. Examples include doorknobs, elevator buttons, telephones, call bells, bedrails, light switches, computer keyboards, monitoring equipment, hemodialysis machines, wall areas around the toilet and edges of privacy curtains.

CanAsia Foundation Committed to Organ and Tissue Donor Awareness

Members of the CanAsia Foundation visited Windsor Regional Hospital recently and donated \$1200 toward Organ and Tissue Donor Awareness in conjunction with the Provincial Trillium Gift of Life Program.

Gopal Kataria, spokesperson for the group indicated the Foundation's passion is to motivate youth within CanAsia and to be aware of the world around them and step up and support causes such as Organ and Tissue Donor Awareness. Their motto is, "Passionate to Share and Care", and they truly live it as a result of hosting their 3rd Annual Gift of Life Car Rally this summer and raising the funds aforementioned.



PHOTO ABOVE: CanAsia Foundation members presenting cheque in the Goyeau Lobby of Windsor Regional Hospital.

United Way 2015 - Why Donate?

The 2015 campaign in support of our local United Way/Centraide Windsor-Essex County has begun – an opportunity for WRH to give back to the community we serve every day!

But ... How much do you really know about the United Way?

The United Way supports thousands of people across the community, and is committed to those in need. Their work would not be possible without the incredible support of our donors and the partners that deliver these vital services. Visit their website at www.weareunited.com for a complete list of partners and current priorities of the organization. To see a 30-second WRH video on how the United Way helps keep our community healthy, please visit the WRH Intranet.

Don't forget ... Hand in your *pledge card and raffle ticket together* (minimum donation of \$1 per pay or \$26 total cash donation) to the Public Affairs/ Foundation offices at Met or Ouellette Campus by Thursday, September 17th AT NOON and you will be entered in the EARLY BIRD DRAW to win **\$600** in Gift Cards of your choice.

To print the flyer and raffle ticket and to print the United Way Pledge Card, please visit the homepage of the WRH Intranet.

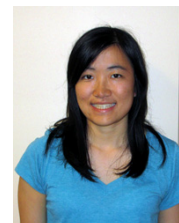
INTRODUCING NEW FACES AT WINDSOR REGIONAL HOSPITAL



Karleen Apfelbeck
REGISTERED NURSE
EMERGENCY



Samantha Lalonde
REGISTERED NURSE
SURGICAL UNIT



Anna Chan
PHARMACY RESIDENT
PHARMACY



Solveig Voelker
REGISTERED NURSE
7 EAST

Celebrate the 2nd Anniversary of Hospital Realignment with a Family-Friendly Celebration and Walk

Join the WRH team on Saturday, September 26 at 10:00am to celebrate the 2nd anniversary of hospital realignment, rock n' roll style!

This family-friendly, 3.6 km walk begins at the Met Campus Courtyard and ends in the Ouellette Campus healing garden with music, face painting, a rock n'roll photo station, a rock n' roll themed cupcake contest and more.

Windsor Regional Hospital staff, volunteers and supporters are encouraged to get into the spirit and come dressed as their favorite music artist for the walk and celebration. Best costume prizes will be awarded to the best individual and WRH department or program.

The acronyms WROC (Windsor Regional Ouellette Campus) and WROL (Windsor Regional on Lens) have evolved over the past two years as staff look for ways to identify each of the hospital campuses. Pronounced WE Rock and WE Roll, David Musyj says they are a good fit.

"The Windsor Regional team is truly a group of WRockstars! This Saturday is an opportunity for our staff to have some fun and be recognized for their dedication and commitment to our patients and this community," he says.

"Before October 1, 2013, we were two completely different hospitals, with different histories, cultures and ways of doing business," Musyj says. "As we continue to work through all of the kinks and challenges associated with realignment, our team members continue to go above and beyond, working toward a shared vision of providing patients with "Outstanding Care – No Exceptions!"

Parking will be free for participants at the Met Campus visitor parking lot and shuttle services back to Met is available following the event.



As a rock star, I have two instincts, I want to have fun, and I want to change the world. I have a chance to do both.

Bono, U2

Hearty Chicken & Vegetable Salad

Makes 2 Servings / Preparation: 15 min

INGREDIENTS:

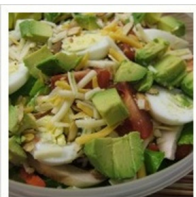
- 3 cups chopped romaine lettuce (750 ml)
- 2 hard cooked eggs, peeled and sliced
- 1 tomato, cut into wedges
- 2 slices bacon, cooked and chopped
- 1 avocado, sliced (optional)
- 1 boneless skinless chicken breast
- 1 red bell pepper, sliced
- 1/4 cup sliced almonds, toasted
- 2 Tbsp shredded cheddar cheese
- 1/4 cup low fat salad dressing

METHOD:

- Divide lettuce and place in two reusable containers.
- Top each with chicken, eggs, red pepper, tomato, almonds, bacon and cheese.
- Top with avocado, if using.
- Pack dressing in two small, separate containers and drizzle over salad.

NUTRIENTS Per Serving :

Calories: 504, Protein: 32.3g, Fat: 34.4g, Carbohydrate: 21.4g, Fibre: 11.0g
Sodium: 716mg, Calcium 153mg, Iron 3.3mg



Accreditation Update

Surveyors from Accreditation Canada will be onsite Monday, November 30th until Friday, December 4th. Some things you should know:

What are Tracers?

A tracer is a direct observation of a process. Surveyors will follow the course of a patient's journey and observe their level of care. It is an opportunity for surveyors to speak directly to front line staff in the work environment. Check with your Manager and Accreditation Ambassador to learn more about the ROPs.

What are ROPs?

ROP is a Required Organizational Practice and is an essential practice that organizations must have in place to enhance patient/client safety and minimize risk. There are 31 ROPs for Accreditation 2015. Check with your Manager and Accreditation Ambassador to learn more about the ROPs.

For more information on Accreditation, please visit the WRH Intranet page.

1st Annual Windsor Foot Care Conference

SATURDAY SEPTEMBER 19, 2015

8 am – 5 pm

(registration & vendor browsing begins at 8 am)

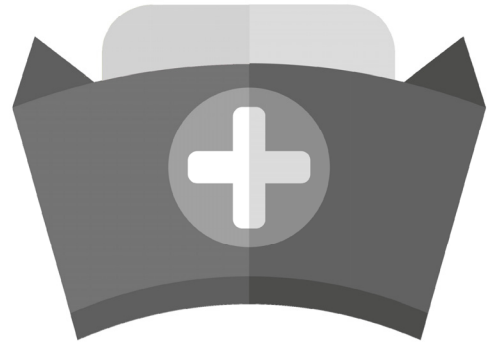
The Fogular Furlan Club Windsor
1800 N Service Rd., Windsor
LUNCH INCLUDED
DOOR PRIZES
VENDOR BOOTHS

RSVP by email to healthyheels2597@outlook.com by Wednesday
September 9, 2015

COST OF CONFERENCE \$99.00
ALL WRH EMPLOYEES ONLY \$75.00
LIMITED SEATING AVAILABLE
MUST PURCHASE TICKETS IN ADVANCE

Payable by cheque, or money order to;
Arlene's Healthy Heels & More Inc.
226-674-4335
400 Cabana Rd. E. Unit 3
Windsor, ON
N9G 1A3

NURSING GRAND ROUNDS BROWN BAG SERIES



SEPTEMBER 21 & 24, 2015

Essex Room, Ouellette Campus

Two Sessions - 11:30am & 12:30pm

CBC Interpretation: What a CBC means about your patient
Venus Access device refresher

Please note: Food and beverage not provided at sessions



www.wrh.on.ca



Dr. Timothy Gilligan, M.D.

The Patient Experience Task Force is pleased to present

Providing Compassionate Care

With guest speaker Dr. Timothy Gilligan

THURSDAY, OCTOBER 1

10:00AM - 10:30AM Presentation, followed by a Q & A
Ouellette Campus, Essex Room (video conferenced to Auditorium A & B)
2:00PM - 2:30PM Presentation, followed by a Q & A
Met Campus, Auditorium A & B (video conferenced to Essex Room)

Timothy Gilligan is an Associate Professor of Medicine at the Cleveland Clinic. He teaches communication skills and coaches medical professionals in providing compassionate care.

EVERYONE WELCOME • REFRESHMENTS TO BE PROVIDED



*Capture your Senses
and Indulge in an
Evening of Endless
Culinary Delights,
Live Music & Belly
Dancers!*

FRIDAY SEPTEMBER 18, 2015

Doors Open at 6:30

CIOCIARO CLUB

3745 N. Talbot Rd., Oldcastle



PURCHASE TICKETS AT - Ciociaro Club: 519 737-6153
Guaranteed A Fine Furniture: 519 948-1646
F & J Collision: 519 945-2363
Windsor Regional Hospital: 519 985-2656
CIBPA c/o Ermanna Filice: 519 982-0817
Ticket: \$85 / person or \$800 / tbl of 10 (Roman Attire Encouraged)

Entertainment

Exotic Belly Dancers
Live Entertainment by: "ECLIPSE"

NET PROCEEDS TO SUPPORT
WINDSOR REGIONAL HOSPITAL
(OUELLETTE & MET CAMPUS)



www.romanfeast2015.ca

