



FRONTLINE SEPTEMBER 28, 2015

TRIBUNE

VOLUME 3 / EDITION 36



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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WRH Highlights Patient Care, Patient Experience Programs at Prestigious Mayo Clinic

Some of the many incredible Windsor Regional Hospital programs dedicated to providing quality care and an outstanding patient experience were on display for health care professionals across North America at a conference hosted by the prestigious Mayo Clinic last week.

Five programs were selected as poster presentations to be highlighted at the Mayo Clinic Delivery Science Summit, which was held September 16-18, 2015, at the Mayo Civic Center in Rochester, Minnesota.

Selected among hundreds of applicants, the poster presentations by WRH involved:

- **'From Boardroom to Bedside: Engaging the Entire Organization in Patient Safety & Quality'** which is about efforts to ensure knowledge about WRH's 14 corporate quality indicators was effectively communicated to those who provide care at the bedside.
- **'Lean On Me: Practical Strategies for Improving Patient Satisfaction Through Improved Emotional Support'** which focuses on WRH's efforts to provide emotional support to patients, including a number of programs for patients designed and developed by the Patient Experience Task Force.
- **'Right Place, Right Time, Right Care: Short Stay Medical Unit Improves Patient Flow'** which is about efforts to improve the transition of patients from the Emergency Department to in-patient beds so that patients requiring a bed aren't left waiting in the ED.
- **'Concierge Program: Improving Patient Satisfaction Through Enhanced Interaction'** which is about offering a variety of services to patients and family members while waiting for treatment or during their hospital stay.
- **'WellCome Mat Program: Strategies for Helping Patients Feel WellCome'** which is about improving the emotional support we provide to our patients through a unique hospital orientation program that is provided to newly admitted patients on medical units.

"We are proud that our programs to improve the quality of care we provide and the patient experience they need are being recognized and shared with leaders throughout the continent," said David Musyj, WRH President and CEO. "The programs are a true reflection of our continuing vision to provide Outstanding Care – No Exceptions!"

In 2012, WRH was informed it was the first Canadian hospital to make clinical quality of care presentations at an international conference held at the Mayo Clinic, a non-profit world leader in medical care, research and education.

The conference was attended by hundreds of health care and related professionals, including clinicians, scientists, administrative leaders, policymakers and IT professionals. The conference focused on ways to enhance the patient experience, improve health outcomes and manage the cost of care.



UPCOMING EVENTS

- OCT 01** **Providing Passionate Care**
10:00am
Essex Room / Auditorium Side A/B
2:00pm
Auditorium Side A/B, Essex Room
- OCT 04** **In Honour Of The Ones We Love Walkathon**
Time: 10:00am
Ciociaro Club of Windsor
3745 North Talbot Road, Windsor
- OCT 08** **Paint The Night Pink**
Time: 6:00pm, Gourmet Emporium
1799 Wyandotte Street East, Windsor
- OCT 29** **Paint The Night Pink**
Time: 6:00pm, Gourmet Emporium
1799 Wyandotte Street East, Windsor
- 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, Windsor
- NOV 17** **Blood Pressure Screening Clinic**
Time: 12:00pm - 3:00pm
Ouellette Campus
- DEC 15** **Blood Pressure Screening Clinic**
Time: 12:00pm - 3:00pm
Met Campus, Vendor Hallway
- JAN 23** **DREAMCLIMB**
Time: 10:00am - 4:30pm
Chrysler Building, 1 Riverside Dr. W.
- JAN 24** **DREAMCLIMB**
Time: 10:00am - 4:30pm
Chrysler Building, 1 Riverside Drive W.



Of the 258,256 cases of Ebola reported as of September 13th, 2015, 3% of the cases were healthcare workers.

Shakers Car Club Shake It Up!

An annual visit to Windsor Regional Hospital is a delight when members of the Shakers Car Club attend to donate funds from their June Car Show and Display. Since 2007, the group has donated over \$13,000 to the Oncology Program and Paediatric Services. This visit saw \$1500 provided to the Inpatient Oncology Program and \$500 to Paediatric Child Life Services at the Met Campus. Next year, the Shakers Car Club will celebrate their 50th Anniversary, having begun their show and display back in 1966.



PHOTO ABOVE: From (l to r) are: Jack McCallum, Brian Luxford, Larry McCormick, Jim Ingersoll and Ralph Cooper. Also in photo are Corrin Primeau, Clinical Practice Manager, Inpatient Oncology and Sandra Hirota, Paediatric Child Life Services.

Cardiac Cath Lab Now Open 24/7

An innovative procedure that provides life-saving treatment for cardiac patients at Windsor Regional Hospital is now available 24 hours a day, seven days a week - 24/7 – meaning more patients will receive this treatment in our community instead of having to be transported across the border.

Annually, some 750 Percutaneous Coronary Intervention (PCI) procedures are conducted locally, including 650 scheduled procedures for patients with an acute ST-elevation myocardial infarction as a preventative treatment, as well as 100 emergency angioplasties, which were first performed in Windsor at the Ouellette campus. Non-emergency procedures began in the cath lab in the spring of 2007, with emergency patients able to receive the procedure three days a week a year later. By 2011, the lab was open every weekday but only from 7 am to 7 pm Monday to Friday, resulting in hundreds of patients every year sent out of town (mostly to Detroit) for this procedure after hours and on weekends.

The program expanded last year to “24/5,” but still left patients requiring the procedure needing to be transported elsewhere on weekends. The second phase of this expansion will now allow 24/7 access to this life-saving procedure beginning Saturday, September 26.

WRH CEO David Musyj said the funding announcement last summer “paved the way” for a 24/7 angioplasty program with a vision to become a regional cardiac program and also improves service offerings as we continue to move forward towards a new state-of-the-art acute care hospital.

The funding also confirmed capital to provide a new 24 hour two-table cardiac catheterization lab – or cath lab. The project will also involve renovating about 20,000 square feet of existing hospital space, locating the new cath lab on the 5th floor and relocating the day surgery program to the 2nd floor at the Ouellette Campus.

INTRODUCING NEW FACES AT WINDSOR REGIONAL HOSPITAL



Joyce Lembke
AFTER HOURS MANAGER
ADMINISTRATION



Alex Pennetti
RESEARCH ASSOCIATE
CLINICAL RESEARCH



Amandeep Waralch
MAN. CLINICAL ENGINEERING
BIOMEDICAL



Ramon Romero
RETAIL SERVER
GUEST SERVICES

LaSalle Police Have Much to Be Proud Of

Windsor Regional Hospital was the recipient of \$24,000 as a result of the LaSalle Police and LaSalle Police Youth Foundation hosting their annual charity golf tournament this summer. A Paediatric Outpatient Room is being named in their honor.

Since 2002, the LaSalle Police Youth Foundation has raised over \$215,000 for charities, events, activities and programs in and around LaSalle.



PHOTO ABOVE: (l to r) are: Staff Sgt. Peter Chevalier; Ilias Kiritsis, President/Chair of Windsor/Essex Hospitals Foundation; Kelly Bartnik, Manager, Paediatrics and Senior Constable Mauro Tonin holding a \$24,000 cheque presented to Paediatric Services at Windsor Regional Hospital.

Shoosh Shootout Scores!!!

A group of friends have been hosting a fundraising hockey tournament for years called Shoosh Shootout, named in memory of Randy Schuchard who passed away from cancer a number of years ago. His son, Ryan, along with friends kept his memory alive by hosting the Shoosh Shootout Tournament each year during Easter Weekend, raising funds for Windsor Regional Hospital's Oncology Program.

Actually, fundraising began when Kyle Voy wanted to remember his grandmother, Jean Lajoie by hosting a golf tournament. Kyle joined the Shoosh Shootout Tournament, and together, both events has raised over \$20,000 for the Inpatient Oncology Program.



PHOTO ABOVE:
Presenting their cheque for \$3500 from Shoosh Shootout 2015 (left to right) are: Darren Thorne; Kyle Voy; Ron Foster, WRH, accepting donation; Reid Ashton, Ryan Schuchard and Shaun Ashton.

Sweet Chili Tofu Stir Fry

Makes 4 Servings / Preparation: 15 min / Cooking Time: 12 min

INGREDIENTS

- Vegetable cooking spray
- Sliced Spanish onion (3/4 cup)
- Baby carrots, cut into pieces (1 cup)
- Julienned red bell pepper (1/2 cup)
- Sweet chili sauce (1/4 cup)
- Chopped fresh cilantro (1 tsp)
- Firm tofu, cut into thin strips (5oz)
- Broccoli florets (1 cup)
- Sugar snap peas, trim (3/4 cup)
- Vegetable broth/water (1/2 cup)
- Grated orange zest (1 tsp)

METHOD

Heat a wok or large skillet over medium-high heat. Spray with vegetable cooking spray. Brown tofu on both sides, then remove from pan and set aside. Add onion to wok and sauté for 1 minute. Add broccoli, carrots, peas and red pepper; stir-fry until tender-crisp, about 5 minutes. Return tofu to wok and stir in broth, chili sauce and orange zest. Heat until bubbling. Transfer stir-fry to serving platter and sprinkle with cilantro, if using.

NUTRIENTS Per Serving:

Calories: 115 ;
Protein: 6g;
Total Fat: 2.6 g;
Carbohydrates: 17.1g;
Sodium 265mg



ACCREDITATION UPDATE Things Staff Should Know

Safety Culture ROP: WRH has established a reporting system for actual and potential adverse events that meets any applicable legislation and includes a no-blame culture of reporting, and appropriate follow-up.

WHAT WE DO AT WRH:

- documentation and month reporting of sentinel events, adverse events, and near misses reports & alerts;
- Excellent Care for All Legislation;
- Critical Events Education provided to Leadership;
- RL6 eLearn courses for all new managers;
- Staff involved in Root cause analysis training;
- a 'Just Culture' framework is in place to address all incidents & algorithms; QCIPAs for incidents involving patients.

GLOSSARY:

Adverse Event: an unexpected and undesirable incident to a patient related to care or services.

Sentinel Event: an adverse event that leads to death or major and enduring loss of function for a recipient of services.

Near Miss: an event or situation that could have resulted in an accident, injury or illness to a patient but did not, either by chance or through timely intervention.

PATIENT SAFETY 2 by 4

It takes **2** to know it's you

At Windsor Regional Hospital, we will check it **TWICE!**

- We will ask your legal **FIRST** and **LAST** name
- We will ask your date of birth
- We will check and compare the information you provide with your identification band, health record or requisition before proceeding!

It takes **2** to prevent patient harm!



4 moments for hand hygiene

1 BEFORE initial patient/patient environment contact

2 BEFORE Aseptic procedure

4 AFTER patient/patient environment contact

3 AFTER body fluid exposure risk



We check every patient. It's your right to check that we did!

www.wrh.on.ca

We always wash our hands. It's your right to ask if we did!



OUTSTANDING CARE - NO EXCEPTIONS!



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

7:00AM - 7:30AM Presentation, followed by a Q & A

Ouellette Campus, Windsor Room (video conferenced to Auditorium Side B)

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

PAINT pink!
THE NIGHT

IN SUPPORT OF BREAST CANCER AWARENESS MONTH



October 8th or 29th, 2015
6:00 - 9:30pm

The Gourmet Emporium
1799 Wyandotte St. E.
Free parking

FEATURING:

- Register and receive a free gift (\$30 value)
- Complimentary hors d'oeuvres
- Prevention & screening information
- Instructed paint class
- *All paint materials provided

\$50/person • Limited tickets available online only at:

www.forartssakeandwine.com



Windsor Essex County Cancer Centre Foundation

