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COMPASSION is our
PASSION



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WINDSOR REGIONAL HOSPITAL FRONTLINE TRIBUNE

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Blog Update: Emergency Readiness And The New Windsor-Essex Hospitals System

You may have heard on the news or through social media that the rain that flooded many basements in the area this month, also forced Windsor Regional Hospital to close the Emergency Department at the Met Campus and redirect patients to the Ouellette Emergency Department and the Emergency Department in Leamington. Hospital staff at both campuses did an outstanding job making sure patients were well cared for despite the unfortunate circumstances.

That experience had some people asking what will happen if we only have one hospital Emergency Department in the city and one in the county, as is planned when we open the new single-site acute care hospital.

To answer that question, you have to look at the entire Windsor Essex Hospitals System as a whole. The Urgent Care Centre planned for the Grace Hospital site, will be built to handle emergency situations and can act as a backup.

In our latest blog post, we check out a similar Urgent Care/satellite Emergency Department that opened this year in Brampton, Ontario. The UCC at Peel Memorial is built to the same standards as a hospital emergency department. To check out this blog and to learn more about plans for the new Windsor-Essex Hospitals System, please visit our website www.windsorhospitals.ca.



Presentation on the new hospital system to 9 regional Rotary Clubs at the Ciociaro Club of Windsor on Tuesday, September 12, 2017. Photo above (l to r): David Cooke, Co-Chair of the Program Services Committee, Janice Kaffer, President and CEO of Hotel-Dieu Grace Healthcare, Anna Jurak, President of St. Clair Rotary Club and David Musyj, President & CEO of Windsor Regional Hospital.



Visit our website for more information at www.wrh.on.ca

UPCOMING EVENTS

SEP 21 **Windsor-Essex Job Fair**
St. Clair Centre For The Arts
201 Riverside Drive West, Windsor

SEP 29 **Fish Fry For Baby Steps**
In support of Baby Steps Walk
Holy Name of Jesus Church
145 Talbot St. South, Essex

SEP 30 **W.E. Care For Kids Toy Raffle**
Ciociaro Club
3745 North Talbot Road, Windsor

OCT 14 **Baby Steps Annual 5K Walk**
Essex Arena
60 Fairview Ave West, Essex

OCT 15 **Essex County Chinese Association Walkathon**
Dieppe Park
78 Riverside Drive West, Windsor

OCT 26 **Do Good Divas "A Night In Handbag Heaven" Gala**
Giovanni Caboto Club
2175 Parent Avenue, Windsor

NOV 03 **W.E. Care For Kids Gala**
St. Clair Centre For The Arts
201 Riverside Drive West, Windsor

NOV 03 **City of Roses Emergency Medicine Conference**
Ciociaro Club
3745 North Talbot Road, Windsor

JAN 21 **EUOPRO Vertical Climb**
FCA Chrysler Facility
1 Riverside Drive West, Windsor

MAR 07 **Hats On For Healthcare Day**
www.hatsonforhealthcare.com



Public Health must also be notified if vaccine refrigerators are involved in a flood or if flooding leads to a prolonged power outage that compromises food or vaccine refrigeration.



BUTT OUT BY JAN. 1

Ahead of Provincial legislation coming into effect January 1, 2018, which will COMPLETELY ban smoking of cigarettes, e-cigarettes, medical marijuana and any other tobacco product on hospital property, we are continuing our efforts to encourage and educate staff who smoke to kick the habit!

Did you know how well your body can recuperate after quitting smoking? Thank you to Donna MacInnis, Ontario Nurses Association (ONA) Bargaining President, for reminding us of the following health milestones that can be achieved when quitting smoking:

- After 20 minutes: your blood pressure drops to a level similar to what it was before your last cigarette.
- 8 hours: the level of carbon monoxide (a toxic gas) in your blood drops to normal.
- 24 hours: your risk of having a heart attack starts to drop.
- 2 weeks to 3 months: the airways in your lungs relax and you can get more air into your lungs and breathe easier.
- 1 to 9 months: you cough less and your lungs work even better.
- 1 year: your added risk of coronary heart disease is half that of a smoker's.
- 5 years: you have the same chance of having a stroke as a non-smoker.
- 10 Years: your chance of dying from lung cancer is much lower. So is your chance of getting cancer in your mouth, throat, esophagus, bladder, kidney, and/or pancreas.
- 15 Years: your risk of coronary heart disease is similar to that of a non-smoker.

"I thought this was an excellent timeline of the benefits of quitting smoking that I have shared with my patients in the past as well as family members that smoked," Donna says.

For more tips, visit www.wrhubbutout.ca and if you have successfully quit, or know someone who has, tell us how you or your friend quit in 100-200 words and we will enter you in a contest for a \$100 gift card!



INTRODUCING NEW FACES AT WINDSOR REGIONAL HOSPITAL



Alicia Evans
REGISTERED
NURSE
SURGICAL UNIT



Tyler Geary
ENVIRONMENTAL
SERVICE WORKER
HOUSEKEEPING



Jennifer Calibaba
REGISTERED
NURSE
ONCOLOGY



Dr. Ashley Kellam
PHYSICIAN
ONCOLOGY
MEDICINE

A Guide To WRH Patient Experience Patient Programs

Windsor Regional Hospital has a number of quality programs and processes to help make every patient's experience as positive as it can be while in hospital.

However, we recognize some staff and units may be unfamiliar with some of the initiatives largely coordinated by the WRH Patient Experience Task Force – a group of individuals who meet monthly to discuss new, existing and future patient-friendly possibilities.

To that end, we've established this handy one-page sheet to give you a quick reference guide for some of the programs staff and units can access to help a patient or visitor's experience. The note is also being sent directly to units where we encourage you to post it for colleagues!



Improving the PATIENT EXPERIENCE

Windsor Regional Hospital has programs in place to help improve the experience patients and families have when they stay with us. The following is an 'at a glance' look at these initiatives.

Program	What is it?	More information?
Aboriginal Navigator	Assists in all areas of programming to provide a culturally appropriate experience for patient-centered care.	Audrey Logan 58504
Above and Beyond	All employees, patients and guests can nominate a WRH team member that went "Above and Beyond".	Submit Nomination Online
AIDET	Training in the AIDET framework to improve communication with patients and their families.	52005
Bedside Manor	A friendly and comfortable place for family members to stay close with all the amenities of home.	52044
Concierge	Offered in the Emergency and Oncology programs at the Met Campus by <i>Transition to Betterness</i> . Concierge services provide support to patients and their families.	52008
Diversity Committee	A group of employees working to address workplace diversity, services to diverse populations, and education.	32523
Guest Trays	Family members and guests can eat with patients by ordering a meal through Food Services.	52031
Interpretalk	Provides direct interpretation of over 50 languages to help improve communication.	32532
Kids Beating Cancer (Honourable Little Ninjas)	Martial Arts Program for children with life-threatening illnesses or special needs - a therapeutic program that teaches children to train in the "art" of martial arts, acquiring special skills to help fight their challenges.	52008
Palliative Carts	Hospitality carts stocked with snacks and refreshments at each campus that the staff can provide to palliative and end of life patients and their family.	52215 33192
Patient Experience Task Force	WRH employees working to make sure that every visit, whether by a patient or a visitor, is as positive as possible.	52008 33350
Patient Representative	Act as an unbiased resource for patients and families when dealing with services delivered at WRH.	52317 34404
Ronald McDonald House	Met Campus – The home within the hospital keeps families together when they need each other the most.	52620
Service Recovery	Service recovery is the process of making things right after something has gone wrong with the healthcare experience. Kits located in all hospital departments that staff are empowered to use to make things right.	52005 or 32539
SOP	WRH staff working together to create outstanding patient experiences through best practice and innovation.	future@wrh.on.ca
Valet	Seasonal Valet service available at Met Campus at a cost of \$10.00.	52008
WellCome Mat	Volunteers provide an 'orientation' to newly admitted patients. Currently available on a limited number of Units at both Campuses.	33184

JOB FAIR
www.wejobfair.ca

TAKE YOUR CAREER IN THE RIGHT DIRECTION!
THURSDAY, SEPTEMBER 21, 2017
11AM - 7PM
St. Clair Centre For The Arts
201 Riverside Drive West, Windsor

For more information on the job fair, please email us at wejobfair@gmail.com
If you require an accommodation to attend, please contact the event organizers at the email above.



Pledge Now For The United Way Campaign

The Windsor Regional Hospital 2017 United Way Campaign kicked off last week and is an opportunity to support our community through programs that help 1 in every 8 people in Windsor and Essex County!

Funds raised in Windsor and Essex County support local programs that are helping to lift up some of the most vulnerable members of our community including seniors and children living with low income, people who might be struggling with mental health issues, neighbourhoods where we have increasing poverty.

Our campaign here at WRH, which runs until September 28th, is your chance to support our community by pledging even just a small donation!

You can also access forms on the Intranet under Programs and Services – United Way. 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 21st AT NOON and you will be entered in the EARLY BIRD DRAW to win \$600 in Gift Cards of your choice. Many more prizes include 7 days off with pay, Adventure Bay Family Passes, gift cards and more.

Please note that for those of you already donating to United Way through Payroll Deduction, last year's pledge form is only good until December 2017 UNLESS you selected the Continuous Pay Period Donation option last year. You will be contacted if you selected this option last year and we will ensure you are entered in the draw. If you didn't, In order to continue donating In 2018, you will need to complete a new pledge form and raffle ticket. Every donation helps...

RECIPE OF THE WEEK

Spicy Ramen Cup Of Noodles

Makes 3 servings / Preparation: 15 min / Cook Time: 15 min

INGREDIENTS

- 1 ½ tbsp reduced-sodium vegetable bouillon paste
- 1 ½ tsp white miso
- 1 ½ tsp chile-garlic sauce
- 1 ½ tsp grated ginger
- ¼ cup shredded carrot
- ¼ cup sliced shiitake mushrooms
- 1 ½ cups chopped baby spinach
- 3 hard-boiled eggs, halved
- 1 ½ cups cooked ramen noodles
- 3 tbsp sliced scallions
- ¼ tsp sesame seeds
- 3 cups very hot water, divided



DIRECTIONS

Place ½ tbsp bouillon paste, ½ tsp miso, ½ teaspoon chili-garlic sauce and ½ teaspoon ginger in each of 3 pint-and-a-half size canning jars. Layer ¼ cup carrot, ¼ cup mushrooms, ½ cup spinach, 2 egg halves and ½ cup noodles in each jar. Top each with 1 tbsp scallions and ¼ teaspoon sesame seeds. Close the jars. Refrigerate for up to 3 days. To make one jar of noodles, add 1 cup of very hot water to one jar. Close the jar and shake to combine. Microwave uncovered on high in 1-minute increments until steaming hot, 2 to 3 minutes.

NUTRIENTS Per serving (1 jar): Calories: 361 kcal, Protein: 16 g, Fat: 8g, Carbohydrate: 63 g, Sugar 31g, Fibre: 11g, Sodium: 891mg

VENDORS ON DISPLAY

SEPTEMBER 18 - 22, 2017

Met Campus
Funky Living, Coconut Oil of Canada, Custom Essentials, Galaxy Alarm Systems, Diane's Gifts, Lories Glass, Azara Boutique, Express Uniforms, G&D Jewellery.

Ouellette Campus
Robert Bishop Artist, Galaxy Alarm Systems, Accessorize It, Coconut Oil of Canada, Express Uniforms, Julie Sanders Wreaths, Little Red Door.

* Please note that vendors are subject to change.

Safety Spotlight Presents...



Mary

Meet Mary,

While Mary has been with the hospital for 34 years, she is currently in her first year on the Joint Health & Safety Committee (JHSC), representing OPSEU union members at the Ouellette campus. Mary works in Microbiology and when asked to choose a 'safety' word that best describes her; it is 'cautious'. Her personal motto is 'never give up' and is inspired by hard working people. If Mary wins the lottery, she would renovate her home and take in some historical sight-seeing.

Thank you Mary for your time and dedication to the JHSC!