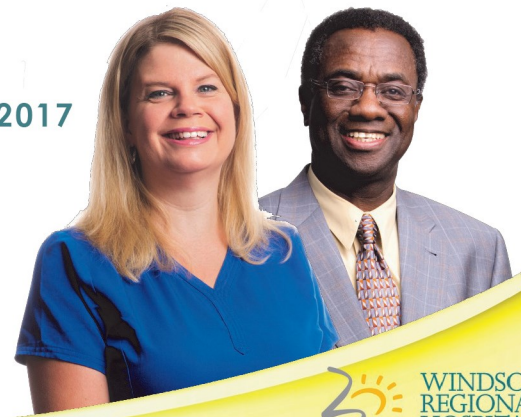




FRONTLINE NOVEMBER 27, 2017 TRIBUNE



VOLUME 5 / EDITION 44

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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WRH and John McGivney Children's Centre (JMCC) Work To Improve Experience For Patients With Communication Challenges

A difficult experience for a patient who was unable to communicate with Emergency staff during a visit to Ouellette campus last year has resulted in a productive change, a new tool to help patients and staff communicate with each other.

This month, WRH launched a new communication tool for the ED to be used at both of their campuses. Developed in collaboration with the John McGivney Children's Centre, it aims to help patients who may have difficulty communicating their needs and instructs clinical staff on how to gain information for these patients without overwhelming him or her. This includes patients who use augmentative and/or alternative communication devices as their primary mode of communication, patients who have experienced a stroke or head injury, non-English speaking patients, and many others.

WRH's Speech and Language Pathology (SLP) Department and JMCC worked with the actual patient, Marlayna Durka-Knowles, who provided her input and later her approval for the new process ED staff can follow when trying to get information from a patient with communication challenges.

Durka-Knowles arrived at the ED by ambulance without her speech generating device and was unable to communicate her needs to the staff. She later sent a letter to WRH CEO David Musyj about the experience. David, along with Monica Staley-Liang, in her capacity as Vice President, Patient Relations & Legal Affairs, met with her and were moved by Marlayna's words and her willingness to help WRH develop a solution to make the patient experience better for individuals experiencing what Marlayna experiences daily. From there, WRH connected with JMCC to help develop a tool that would avoid similar situations with patients in the future.

WRH's SLP team members have trained ED staff at both campuses on this new tool. The organization sees the potential to expand the tool across all departments and floors of the hospital.

"On behalf of the Augmentative Communication Clinic at JMCC, we would like to extend our thanks to WRH for inviting us to participate in this exciting initiative. There are over 165,000 Ontario Residents who have disabilities that affect their speech and or their ability to understand what someone else is saying, so it is crucial that staff are able to find ways to communicate in an efficient, effective and respectful manner," said Toni Southern, Speech Language Pathologist, Augmentative Communication, JMCC.



Story continues on Page 3.

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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@WRHospital

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



UPCOMING EVENTS

- DEC 12** **Dedicated Years Of Service**
Ouellette Campus
1030 Ouellette Avenue
- DEC 12** **WRH Holiday Social**
Windsor Regional Hospital
Ouellette and Met Campuses
- DEC 13** **Dedicated Years Of Service**
Met Campus
1995 Lens Avenue
- DEC 17** **Children's Christmas Party**
Ciociaro Club
3745 North Talbot Road, Windsor
- JAN 21** **EUROPRO Vertical Climb**
FCA Chrysler Facility
1 Riverside Drive West, Windsor
- JAN 27** **Transition To Betterness Gala**
Caesars Windsor
377 Riverside Drive East, Windsor
- FEB 03** **In Honour Of The One We Love Gala**
Ciociaro Club
3745 North Talbot Road, Windsor
- MAR 03** **Windsor Express Game For Hats On For Healthcare**
WFCU Centre
8787 McHugh Street, Windsor
- MAR 07** **Hats On For Healthcare Day**
www.hatsonforhealthcare.com
- MAR 08** **International Women's Day**
Ciociaro Club
3745 North Talbot Road, Windsor



Ceftriaxone-resistant gonorrhoea has been reported in Canada. Ceftriaxone is one of the last remaining treatments available for gonorrhoea.



BUTT OUT BY JAN. 1

Let's Help Patients BUTT OUT By Jan. 1!

As noted in previous editions of our newsletter, due to Ontario law taking effect on January 1, 2018, there will be no smoking allowed of cigarettes, e-cigarettes, medical marijuana or any other tobacco product on hospital property. This means, by law, we also must close ALL remaining Designated Smoking Areas on hospital grounds by New Year's Day.

We know change is difficult for everyone who smokes – including our own staff, as well as our own patients. If you are aware of a patient who wants to quit or could use some encouragement to quit, remember that since the summer of 2012, Windsor Regional Hospital has provided a smoking cessation program to our in-patient population.

A list of patients is generated every 24 hours in the Respiratory Therapy Department, identifying those patients who have declared themselves to be smokers during the admission process.

A Registered Respiratory Therapist will call upon each of those patients to complete a brief questionnaire which will help us determine a patient's readiness to quit. We ask how much they smoke, if they've attempted to quit in the past, how many times, if they're ready to try again, provide educational materials and to also offer nicotine replacement therapy during their stay here at Windsor Regional. While many patients through the years have been able to come outside and make use of our designated smoking areas, there have also been those, whose medical condition or mobility precludes them from doing so.

Nicotine replacement therapy, while here, will help assuage the desire to smoke as well as lessen the individual's anxiety knowing that they can't leave the building to do so. It's also hoped, that beginning nicotine replacement therapy, while here, will reduce their dependence on tobacco products and that they'll want to carry on with the process, once discharged, on their own accord, or with the help of our partners and programs offered through the Health Unit and elsewhere.

Our program has expanded through the years, allowing patients to request a smoking cessation consult on their own and has become more multi-disciplinary, including pharmacists, nurses, social workers and educators. It's a service that we're proud to provide and plan to do so for many years to come.

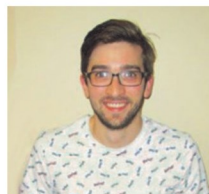
For more information about the provincial legislation coming into effect on Jan. 1st as well as tips on quitting the habit, go to www.wrhubbutout.ca!



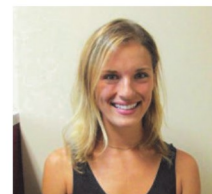
INTRODUCING NEW FACES AT WINDSOR REGIONAL HOSPITAL



Erin Szucki
SECRETARY
DISTRICT STROKE
CENTRE



Scott Pinkerton
REGISTERED PRACTICAL
NURSE
MEDICINE 3



Courtenay Nardone
REGISTERED
NURSE
4 MEDICAL



Chantel Van Every
REGISTERED
NURSE
INTENSIVE CARE UNIT

WRH and JMCC Work Together cont'd...

At a meeting with a number of JMCC and WRH staff on Nov. 14, Durka-Knowles used her speech generating device to express her gratitude to all involved in helping improve the accessibility to quality care for all patients.

"The communication tool that we worked on, means everything to me. It puts my mind at ease, knowing that Met now has tools to be able to communicate with their patients better. Even though, it is a situation that I deal with on an everyday occurrence, it is not one that anyone should go through, when they are in pain. I love how you even put together something for the paramedics. I know when I had to go, I was not thinking about my communication device at all. Thank you for giving me my independence with this, experience."

For staff interested in learning more about the new tool, please contact 519-965-2044 (Met) or 519-965-1827 (Ouellette).

Peoples Teddy Bears Program

Peoples Jewellers in Tecumseh Mall is helping Paediatric Services at Windsor Regional Hospital through their Teddy Bear incentive now through Christmas.

Anyone who purchases a teddy bear at Peoples The Diamond Store can donate it to Windsor Regional Hospital. Store management will ask customers to consider donating their purchased teddy bear to help kids in the hospital. Child Life staff use the bears as a comfort to young clients experiencing anxiety or fear while in the hospital.

The Peoples Teddy Bear program is taking place across Ontario, supporting major hospitals. The local Peoples in Devonshire Mall extended the offer in Windsor in support of Windsor Regional Hospital.



Safety Spotlight Presents...



**Julie
Larouche**

Meet Julie,

Julie has been a WRH employee for 4 years and is an RPN on the 6th floor at the Ouellette Campus. She is a CUPE Union Steward and has recently joined the Joint Health & Safety Committee (JHSC) as worker member. As a member of the JHSC, Julie enjoys getting to know different employees of the hospital. She says if she ever won the lottery, her first purchase would be a new house for her mom. Julie loves anything about Northern Ontario and also enjoys reading and watching movies. Welcome to the JHSC Julie, we look forward to working with you!

Meet Carrie,



**Carrie
Perrone**

Carrie has worked at WRH for 11 years and is currently in the ICU department. She is one of the Met Campus's newest members of the Joint Health & Safety Committee (JHSC) and represents the IBEW Union. Carrie enjoys helping others be safe and creating a safe environment. Her hobby involves photography, and if she could only eat one meal for the rest of her life, it would be pizza and candy! This ties in nicely with her favorite line from a movie, which is "Life is like a box of chocolates – you never know what your gonna get". Welcome to the JHSC Carrie, we look forward to working with you!



HOLIDAY SOCIAL TUESDAY, DECEMBER 12

ALL EMPLOYEES, PROFESSIONAL STAFF & VOLUNTEERS

Windsor Regional Hospital will be holding a **Holiday Social** with sandwiches, vegetables, desserts, coffee and tea in exchange for a small **\$2.00 donation**. Proceeds will benefit the Downtown Mission, which provides emergency shelter, a hot meal or other basic necessities.

SANDWICHES • VEGGIES & DIP • PASTRIES • COFFEE/TEA

2PM - 4PM

MET CAMPUS
(Clinical Education Conference Room)

OUELLETTE CAMPUS
(Essex Room)

11PM - 1AM

MET CAMPUS
(Lobby Level)

OUELLETTE CAMPUS
(Mezzanine)

WFCU & LEAMINGTON (special delivery times)

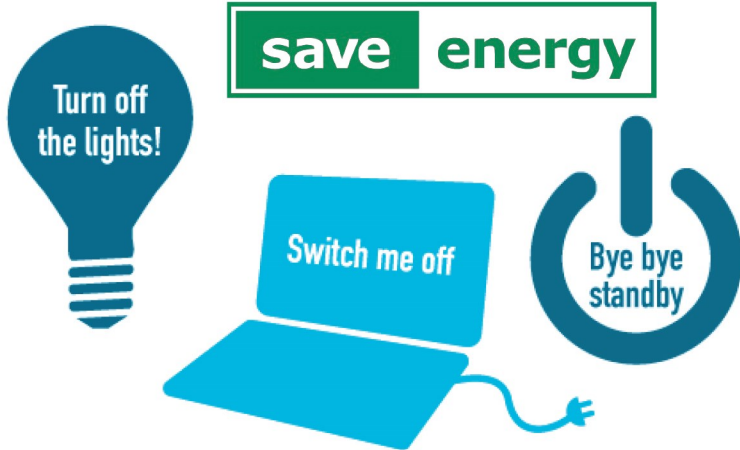
Look What It Costs!

Did you know that by leaving your computer on after you leave work or lights on in offices or meeting rooms, the cost can mount up to \$360,000 annual in electrical billing for the hospital.

There are thousands of computers located at both campuses and basically, only used 8 hours a day. If you are in the habit of not turning your computer off, it is running electricity for the remaining 16 hours of the day on a 24/7 basis, unnecessarily!

It only takes 20 seconds to turn on your computer in the morning and less to turn off at end of work. This also applies for lights on after you leave a room. Remember to turn them off.

It's a great savings that could go toward medical equipment purchases or other needs.



RECIPE OF THE WEEK

Morning Glory Muffins

Makes 18 servings

Preparation: 20 min

Cook Time: 15 min - 25 min

INGREDIENTS

- 1 cup whole wheat flour
- 1 cup all-purpose flour
- ¾ cup sugar
- 1 tablespoon ground cinnamon
- 1 teaspoon baking powder
- 1 teaspoon baking soda
- ¼ teaspoon salt
- 2 cups grated carrots, (4 medium)
- 1 apple, peeled and finely chopped
- ½ cup raisins
- 1 large egg
- 2 large egg whites
- ½ cup apple butter
- ¼ cup canola oil
- 1 tablespoon vanilla extract
- 2 tablespoons finely chopped walnuts, or pecans
- 2 tablespoons toasted wheat germ



DIRECTIONS

Preheat oven to 375°F. Coat 18 muffin cups with cooking spray. Whisk whole wheat flour, all-purpose flour, sugar, cinnamon, baking powder, baking soda and salt in a large bowl. Stir in carrots, apple and raisins. Whisk egg, egg whites, apple butter, oil and vanilla in a medium bowl. Make a well in the dry ingredients and stir in the wet ingredients with a rubber spatula until just combined. Spoon the batter into the prepared muffin cups, filling them about three-fourths full. Combine walnuts and wheat germ in a small bowl; sprinkle over the muffin tops. Bake the muffins until the tops are golden brown and spring back when touched lightly, 15 to 25 minutes. Let cool in the pans for 5 minutes. Loosen edges and turn muffins out onto a wire rack to cool.

NUTRIENTS Per serving

Calories: 162 kcal, Protein: 3 g, Fat: 4g, Carbohydrate: 29 g, Sugar 15g, Fibre: 2g, Sodium: 147mg

Christmas Craftmania!

Children's Holiday Party

Sunday, December 17, 2017

Cioclaro Club Salon A/B

Get a picture with SANTA!!!

While his helpers hand out gifts from one of Santa's special workshops at MasterMind Toys

Doors open at 11:00

Lunch served promptly at 12:00

Santa arrives at 1:00

Party is open to staff members' children and grandchildren ages 0-10yrs

**Tickets: \$15 per Adult
\$20 per child**

Tickets can be purchased in Human Resources at Met (ext 52330) and Ouellette (ext 33023)
Advance Sales Only

**Deadline to purchase tickets:
Nov 29, 2017**

Gifts will be given out by age-youngest to oldest - sorry, no exceptions

VENDORS ON DISPLAY NOVEMBER 27 - DECEMBER 1, 2017

Met Campus: Janet Fashions, Annette Scurr Crafts, Robert Bishop Artist, Funky Living, Tupperware

Ouellette Campus: The Artful Ear, Kabby Designs, Hiatus House, Home Instead, Janet Fashions, Just Jewellery, Unique Books, Accessorize it, Silver n Such

DECEMBER 4 - 8, 2017

Met Campus: Kidbits, Little Red Door, Custom Essentials, Rhonda Faraci Silks, Diane's Gifts, Just Jewellery, Home Instead, Those Shortbread, Unique Books, A Touch of Swede, Sweets XS.

Ouellette Campus: Thermal Clothing Inc., Coconut Oil of Canada, Grandmothers 2, Funky Living, Kidbits

Please note: Vendors subject to change.