



*Your most unhappy customers are your greatest source of learning.* **Bill Gates**

## **Congratulations Regional Children's Centre!!**

In April, Intensive Family Services-Residential Program went through a licensing review by the Ministry of Children and Youth Services and met all licensing requirements under the Child and Family Services Act (CFSA), regulations and Ministry policy directives related to children's services. During the exit interview, the licensor commented that we were compliant in all areas with 2 recommendations concerning communicating meals served on the weekends and ensuring generic names of medication are included in the Kardex. The one area the licensor was really impressed with was when she asked one of our children what he liked most about living in the residence — he said "the staff". She commented that she has never heard a child respond in such a way. Congratulations to the staff in the Milieu/Residential Program (Family Learning Place) for their hard work in making a difference in the lives of the children and families we serve in this community.

## **Infection Rates Improve on Medicine 1 and Critical Care Units**

We want to recognize and thank departments in their actions taken to reduce the number of hospital acquired infections and improve departmental hand hygiene practices. This is especially important in reducing harm to Windsor Regional Hospital patients. Special congratulations are extended to the Critical Care staff who have implemented many practice improvements and are currently in a seven week stretch of ZERO HAIs. Medicine 1 has implemented a six month Infection Control improvement plan and they have seen the outcome with no HAIs reported for this previous week. Keep up the good efforts and practices.

## **Celebrate St. Jean Baptiste Day**

The St. Jean Baptiste Celebration Dinner will be held on Friday, June 24 at Place Concorde. Again, Windsor Regional Hospital is one of the charities being supported. For every ticket sold by WRH, we receive a portion of the ticket price. This is a fun, inexpensive night out for the whole family. This year funds raised will support the Critical Care Unit. Tickets can be purchased in the WRH Foundation office or from Cary Bedard (ICU).

## **Walkerville Basketball Challenge**

As part of a long and proud Walkerville tradition and spirit, the current and former Tartans, are using both the 30 year reunion and basketball game to raise money to make a significant donation to the community. This fundraiser will directly benefit the Hôtel-Dieu Grace Hospital Foundation and the Windsor Regional Hospital Foundation. Prior to the start of the Basketball Game, a coin will be flipped at centre court to determine which hospital that each team will be representing. The more fans that each hospital brings to the game, the more support their respective team will get during the game. The game between the 2011 Walkerville Tartans and the Walkerville Alumni Legends will take place on **Friday, June 10, 2011 at 7:00 p.m.** in the Walkerville Collegiate Gym. The outcome of the game will determine which hospital will receive 75% of the net proceeds and which hospital will receive the remaining 25% from both the game and the reunion. Contact the WRH Foundation office for tickets—ext. 52449. **The ticket prices are \$10 for adults and \$3 for students.**

### **Did you know?**

Windsor Regional Hospital has a new Patient Bill of Rights and Responsibilities.

To VIEW and PRINT the document visit [www.wrh.on.ca](http://www.wrh.on.ca).

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