

Report of the Acting President & CEO & Chief Nursing Executive to the Board of Directors

Date: April 2025

Strategic Direction #1- Strengthen the processes that drive a proactive & inclusive culture of patient safety and quality care.

WE-SPARK Health Institute (partnership between Erie Shores Healthcare, Hotel Dieu Grace Healthcare, St. Clair College, University of Windsor and Windsor Regional Hospital) hosted its Annual Health Research Conference on March 22, 2025, at Caesars Windsor Convention Centre in Windsor, Ontario. This very successful event served as a dynamic platform for the health research community to connect, collaborate, and showcase ground-breaking work alongside peers and renowned experts. Congratulations to all of the participants.



Windsor Regional Hospital has been working closely with WECHU, HDGH, Erie Shores Healthcare and other community partners to monitor, provide testing and vaccination and post exposure treatment during our current Measles Outbreak in Windsor Essex County. The best prevention for Measles remains vaccination. Information about Measles, Vaccination clinic information as well as exposure sites can be found at <https://www.wechu.org/z-health-topics/measles>. If you believe you have measles or have been exposed to measles and are not vaccinated please contact your primary care provider.

If you have to present to the WRH hospital for emergency care or for scheduled inpatient or outpatient clinic or procedure please contact the appropriate department ahead of time so that we can plan a safe arrival and transport plan at 519-254-5577 and dial zero for switchboard.

We also completed construction of our 4th LINAC- Linear Accelerator to conduct radiation treatments for Windsor Regional Cancer Centre patients. WRH performs 30,000 radiation treatments annually and bringing this 4th machine on allows us to replace and update our existing 3 LINACs over the next few years. This project was made



possible through the 30 million dollar investment by the Ontario government that also supports the expansion of our Cardiac Catheterization Lab at the Ouellette Campus. The Cardiac Catheterization Lab provides angiograms, angioplasties and other minimally invasive cardiac tests and procedures for Windsor Essex and the broader Erie St Clair region. Thank you to Premier Ford and the Ontario government for supporting our community!

Strategic Direction #2- Foster an inclusive culture of accountability and transparency.

Windsor Regional Hospital has embarked on an Internet site refresh, to ensure quick and easy access to the information our community needs most when planning to access care. Check out our banner bar for easy access to the most requested information and for links to additional helpful educational material, and contact information. Come take a look for helpful hints before you come to the hospital. Over the coming months you will see increased accessibility functions and continued enhancements.

<https://www.wrh.on.ca/>

Strategic Direction #3- Maintain a responsive and sustainable corporate financial strategy.

The 16th Annual Hats on for Healthcare had another successful fundraising campaign March 1-31 raising funds for the Cardiology Program at Windsor Regional Hospital. This event has raised over \$650,000 in years past and we are looking forward to exceeding our fundraising goal for this year. The Cardiology program at Windsor Regional Hospital provides advanced cardiac care to residents of Windsor Essex and the broader region including Chatham Kent and Sarnia.



Strategic Direction # 4- Enhance an equitable workplace culture that establishes WRH as an employer of choice.

Windsor Regional Hospital Volunteer Services Team participated in the Greater Essex County District School Board Co-Op Appreciation Event on March 25.

Our team connected with future healthcare professionals and shared insights about hospital co-op opportunities, careers and answered great questions about working in healthcare. We were inspired by so many students eager to learn about nursing, diagnostic imaging, technology and more. We look forward to hosting many co-op students over the coming year and supporting their career development!



We are also pleased to share the nomination link to the Lois Fairley Award for 2025 – This award honors Nurses who go above and beyond in serving the Windsor-Essex Community. This award celebrates compassion, commitment and care. Nominate a deserving Nurse here

<https://www.loisfairleynursingaward.com>



Strategic Direction #5-Enhance collaboration and strengthen partnerships to build a better healthcare network.



WRH participated in the Cobalt Magnet 25 exercise simulating a nuclear power plant event in collaboration with over 70 agencies in Canada as well as the United States. Participation in this event provides an opportunity for the hospital to practice its emergency responses, including donning and doffing of PPE, set up of decontamination equipment and use of radiation sensor technology.

WRH along with Windsor Police Services has a unique partnership that continues to drastically reduce turnaround times for police officers waiting in the ED with people in crisis. The Dedicated Officer Program situates an officer in the Emergency Department allowing quick transfers of persons in crisis and ensuring officers are available for response to priority calls and crime prevention in the community. With this program, there has been a 40% improvement in 2025 alone over the same time last year. The DOP also ensures that we are providing seamless coordination between our emergency responders and our clinical teams, which not only improves availability of police resources in the community but also improves patient outcomes.



Strategic Direction #6- Design and deliver a new state-of-the-art acute care facility, with the community, for our region.

This month the team after extensive consultation with clinical, non clinical, and professional staff as well as our patient and family advisors has established a vision and goals for outlining how technology will be used in the new hospital. This vision will transform the landscape of patient care and hospital operations through advanced digital technologies. We envision a future where our integrated and efficient systems enable healthcare professionals to deliver unparalleled care fostering a culture of excellence and continuous innovation.

The vision is part of a broader strategy to enhance patient care in the new hospital with technology. More information on the New Windsor Essex Acute Care Hospital project can be found at

<https://wrh.on.ca/TogetherWeBuild>



Emergency Department Wait Times

We continue to experience high volumes and high acuity in our Emergency Departments in Windsor Essex. If you do require urgent or emergent care and are wondering about wait times you can access those here at [Windsor Regional Hospital - Emergency Wait Times](#) and for Erie Shores Healthcare [Erie Shores HealthCare - ED Wait Times](#)

If your health concern does not require the emergency department we have a number of options available in the community and virtually- Go to [Windsor Regional Hospital - ED Alternatives](#) for a list of these options listed below.

Adult/Paediatric Emergency Virtual Clinic

Connect with an emergency department doctor through a secure video chat by requesting a virtual appointment. Booking requests daily from 12 pm - 8 pm

- Call: 1-844-227-3844 or Online: urgentcareontario.ca

Health811

Previously known as Health Connect Ontario, which replaced Telehealth Ontario, Health811 is a free, secure, and confidential service Ontarians can call or access online 24 hours a day, seven days a week to receive health advice from qualified health professionals, such as registered nurses, locate local health services and find trusted health information.

- Phone: 811 or Online: [Ontario.ca/Health811](https://ontario.ca/Health811)

Health Care Connect

Find a family doctor, nurse practitioner, or specialist and details about the Health Care Connect program. Hours: Monday to Friday, 9 am to 5 pm

- Call: 1-800-445-1822 or Online: ontario.ca/page/find-family-doctor-or-nurse-practitioner

Walk-In Clinics

Find a local walk-in clinic and book an appointment in seconds. Access a wide variety of healthcare specialties, across Canada.

- Call: 1-833-633-4627 or Online: medimap.ca

MD Connected

Our mission is to increase the accessibility to healthcare for Canadians, through technology, so no matter where you are, you can be heard and cared for. Our innovative telemedicine clinics and virtual care services allow you to speak with a healthcare professional no matter where you are. Hours: Daily from 8 am to midnight

- Call: 1-877-792-5201 or Online: mdconnected.ca
-