

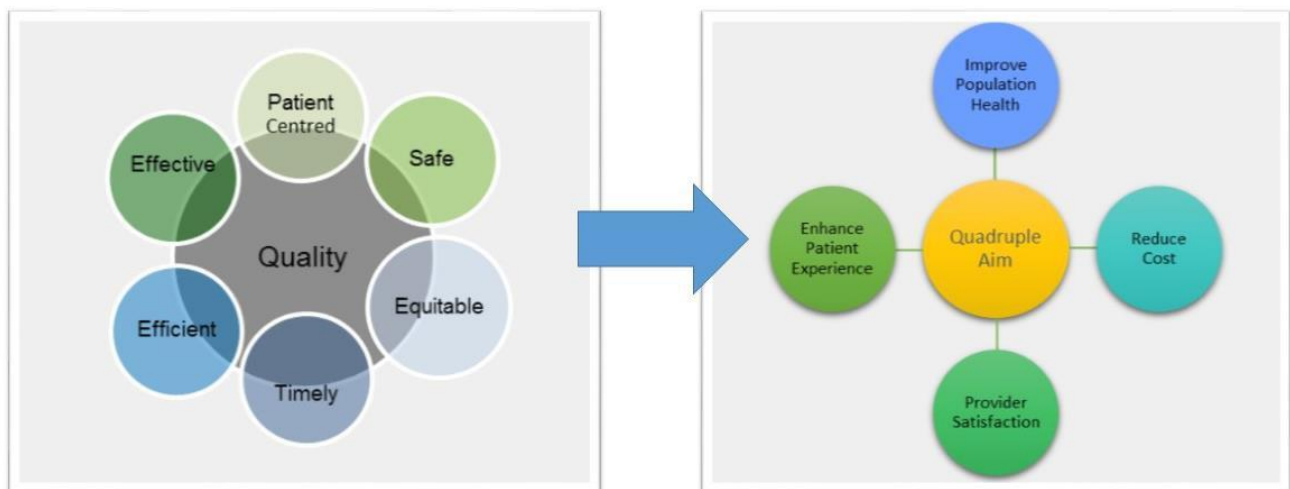
***Cultivating quality care that is patient centred, timely, efficient, effective, equitable and safe.***

**CT Implementation**

Congratulations to our diagnostic imaging team for the successful implementation of this exciting new service. The first patient scan occurred on June 12<sup>th</sup> and an open house event held for hospital staff, medical staff and key donors on June 20<sup>th</sup>. Public tours will be offered in the fall in conjunction with a diagnostic imaging promotion of our mammography services. As a community, we owe our gratitude to the Listowel Memorial Hospital Foundation and in particular, Ron Coghlin, for spearheading the campaign to finance this equipment and renovations.

**Quality Framework**

A draft quality framework has been tabled with the Medical Advisory Committees and was presented to the June Board meeting. Shannon Maier tackled this Accreditation Canada requirement as one of her first tasks since joining our organization in late April.



**Accreditation Update**

Program leads continue to monitor and implement standards and changes into practice.

April Data:

- Required Organizational Practices are 81% complete (must have completed prior to on-site survey)
- Red Flags from Program action plans are 67% complete (must have plan in place for each item prior to on-site survey)

## **LWHA Board Highlights – June 2017**

Monthly topics to be sent out in “The Pulse” newsletter. We will develop tracer sample questions and roll out over the summer.

### **Redevelopment Program Planning**

Biweekly pharmacy redevelopment meetings are underway. We have reviewed the equipment list and drawings with Shelley Reinhardt, Purchaser to ensure the equipment purchase plan is congruent with timing and construction considerations.

### **Patient Experience Surveys**

Patient Experience Surveys were implemented April 1st. In the month of May, 117 surveys were completed between the 2 sites. 80% of completed surveys were from WDH. Most surveys have positive remarks. Survey data will be reviewed by department through the quality teams. Patients quite often recognize our staff for outstanding work and these acknowledgments are placed in “The Pulse” newsletter.

### **Maternal Newborn Steering Committee**

Recommendations have been prioritized and a phased work plan created with outcome measures focusing on increasing volumes and efficiency targets (length of stay, cost per baby day). We will call for expression of interest for small working groups to begin implementing changes. During the week of June 19 midwives were on site providing education to our lab staff on how to perform bedside blood draws on newborns. Instead of being taken away from their mothers, babies will be able to breastfeed or stay skin to skin while their blood is taken. This improves long term outcomes and prevents neuro pathway development disruption that can occur with painful needle procedures. Not only does this improve the care we are able to provide to our newborns, it is also another step towards achieving our Baby Friendly Designation.

### **Incontinence Working Group**

This group is working to develop a Continence Program for LWHA. The need for such a program was identified by a review of post fall audits, where incontinence was determined to be a contributing factor to falls. The group is currently working on developing a care plan and assessment tools. These tools will be rolled in a draft format with the intention to run a number of change idea cycles with clinical staff. Initial education and staff survey will be sent out in July.

### **Quality of Care Information Protection Act (QCIPA) education**

This summer, updates to LWHA’s current QCIPA policy will be made to comply with legislation. Patients will be included in reviews, with an offer to interview the patient or representative if a critical incident occurred.

Disclosure of a critical incident to a patient/family representative also requires further policy changes. The cause or causes of critical incidents must be disclosed to the patient, if identified or known.

*Cultivating a workplace that nurtures individual and collective potential.*

**Leadership Structure**

As a result of the resignation of Tim Lewis, we are spending some time assessing the organizational leadership structure. We want to ensure that leadership positions are attractive for retaining existing organizational leadership and recruiting new talent. We are also considering future or planned retirements to ensure we have a leadership structure that will serve the organization in the long term. Over the last several years, we have been very diligent in establishing a leadership structure that is sustainable.

**Ministry of Labour**

For the last 3 years, the Ministry of Labour has been conducting an enforcement initiative to promote health and safety in Ontario’s health care sector. During that time period, the Ministry visited Listowel and Wingham a total of 7 times and issued 50 orders. All orders received have been addressed. We recently met with the Area Manager and Safety Inspector from the Ministry of Labour to review the results from the last 3 years and were congratulated on our commitment to a safe workplace.

**Physician Recruitment**

The importance of our physician recruitment efforts for Wingham was highlighted at a recent board meeting. It is imperative that all stakeholders involved in this initiative have a consistent message, brand and marketing. We must also be clear on the merits, challenges and rewards of establishing a medical practice in Wingham. Dr. Al Lauzon, a professor in the School of Environmental Design and Rural Development at the University of Guelph recently facilitated a gathering of community stakeholders to ensure that we have the structure, resources and approach that will position us for success with our recruitment efforts.

**Mock Code Orange**

Plans are being put into place to alleviate stress around determining if calling a Code Orange is necessary and increase comfort around making that decision. Lessons learned from Listowel’s recent experience were shared. Lisa Henry to collaborate as the new Safety Officer.

*Cultivating a sustainable and resilient environment that is here for future generations.*

**Wingham and District Hospital Capital Project**

Nith Valley have resumed work on the Wingham Capital Project. Beldman Construction have started work on the renovations to the former clinic space.

### *Cultivating partnerships to offer a seamless patient experience.*

#### **Listowel Outpatient Building**

The main floor of the Outpatient Building is partially occupied by our Speech Language Pathology services. The remainder of the space has been underutilized since the construction of the Fisher Family Primary Care Centre. Recent discussions regarding the need for additional space in Emergency have highlighted possibilities for using this underutilized building. In order to be fully functional, some changes would be required to improve accessibility within the building. In the meantime, we have rented some space to a private counselling service on a short term basis.

#### **Annual Meetings**

Each of the numerous corporations supporting health care within North Huron and North Perth have a legal obligation to hold an annual meeting of their membership to elect directors and appoint officers and receive reports from auditors. Both hospitals and foundations have completed their annual meetings with the North Huron Family Health Team meeting occurring June 21st and North Perth Family Health Team on June 22nd. These meetings are a necessary formality required of corporations and do give an organization the opportunity to celebrate the accomplishments of the last year. Given the mutual interest in the activities of the other stakeholders and the duplication in attendance at many of these events, it has been asked if there is another way that we could collectively conduct our annual business while taking the opportunity to more broadly share each organization's accomplishments.

#### **Royal Oaks**

All physicians and staff are now settled into the new clinic space at Royal Oaks. When moving into new space, there are always some minor issues to address and we continue to work on these through the general contractor and subtrades. A large number of community members took the opportunity to celebrate the opening of the facility at a recent ribbon cutting and community open house.

#### **Summer Greetings**

The volunteer board celebrated the beginning of summer with a social evening after the board meeting. They will resume meeting again in September.

Have a safe and happy summer.