

Board Education

The board was highly engaged in an education session provided by Sheri DiGiovanni outlining the oncology clinic in Wingham and LWHA pharmacy services. Topics covered included:

- 4 day per week trial to support 50% growth in volumes
- Cancer Care Ontario funding model
- Complexity of scheduling nursing, laboratory, pharmacy, clerical, physicians, patients
- Development of oncology survivorship program
- Pharmacy program and services
- NAPRA standards and compliance

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

Quality Improvement Plan 2020/21

Ainsley and Shannon have begun the annual QIP planning cycle, and have engaged the Quality Council and Leadership team. Once the technical specifications from Health Quality Ontario and/or Ontario Health are communicated, they will be asking the public and staff for feedback.

Mental Health

A new standardized check list will go to the Mental Health Steering committee for approval in early December, aiming to standardize care and improve the use of patient focused interventions to support patients presenting with anxiety in depression through the following encounters: triage, waiting, secondary assessment, and discharge. Jodi Houston, our Social Worker, has also added apps to iPads to assist with assessment and treatment. A site visit to the Centre for Addiction and Mental Health Toronto will take place to see their new bridging clinic and emergency room. We will have a tour supported by a physician, advanced care nurses, and professional practice to help inform our emergency room practices as they relate to the latest evidence in the field.

Influenza Vaccine

The flu vaccine is readily available to all staff and physicians through the Occupational Health Coordinator. We remain hopeful that we will achieve close to 80% coverage amongst staff.

Cultivating a workplace that nurtures individual and collective potential.

Recognition

Thank you to our new Professional Practice Coordinator, Mary-Lou Albers. She joined our leadership team just prior to our code grey and was a great help as we supported staff through practice changes and then a return to normalcy. She has also taken steps to begin building a professional practice work plan, with standardized communication, increased onsite education at both sites and medical rounds in Wingham. Examples of recent education plans include

ventilator training and restraints.

Surgeon Recruitment

We are excited to have second interviews planned for two surgeon candidates. Both candidates would fit well into our surgical program and be in a position to provide services early in the New Year.

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

Non-Emergent Transfer

Shelley Reinhardt and Justine Leslie have been participating in the non-emergent transfer Request For Proposal (RFP). The RFP is progressing and Healthcare Materials Management System (HMMS) will be going to market in January with requirements. There were two streams of needs considered in the development of the RFP, rural and urban. As such, the RFP is written based on multiple vendor contracts rather than single sourcing. It is also categorized by taxi, wheelchair and stretcher transports. This may come with different risks that will need to be addressed, but we are hopeful that the variety will decrease hospital spend and improve transitions for patients.

Overtime

The clinical leaders continue to develop plans to support a reduction in overtime expenses. We are working on initiatives that will support an increase in availability of straight time staff.

Finance and Budgets

Leaders continue to plan and predict changes in staffing, programming, and supply changes in collaboration with the finance team, as we prepare for the next budget cycle. The managers have meetings booked to liaise with financial analysts monthly, to ensure variances are understood and mitigation strategies in place to stay on track. Recently software allowing managers to drill down into details of financial reports have been added to desktops to support leader engagement in the control of revenues, costs, and problem solving.

Cyber Security Incident

There has been significant interest in our cyber security incident amongst other hospitals and health care organizations anxious to learn from our experience. Given the likelihood of similar incidents happening in the future, there is a strong interest in understanding how to prevent, prepare and recover from a cyber attack. A candid debrief between LHSC/SJHC, Deloitte and LWHA to discuss the forensic and IT recovery efforts took place recently. The learnings will help inform any future recovery efforts in the South West.

Regional Information Technology

While there have been some conversations and study of regional information technology supports previously, the cyber incident has accelerated the conversation throughout the South West. London Health Science Centre and St. Joseph's Health Care now have an excellent knowledge of our IT infrastructure and are assessing, in partnership with our staff, how they

can support IT infrastructure in smaller hospitals in the South West.

Cultivating partnerships to offer a seamless patient experience.

ePractice

As we move forward into the OneChart build and implementation, our LWHA ePractice committee is coming together monthly. We are currently planning our communication strategy, swim lane, and change management initiatives. We are in early conversations around device requirements and will be engaging finance and IT in that planning. We are meeting with a team of informatics specialists from London to ensure lessons learned from our extended Cerner downtime will inform change in downtime practices going forward, for both LWHA and the broader group.

Home Care

We are wrapping up the higher level steering committee planning in relation to the home care project development and have two working group project meetings planned in November and December to validate the current state, envision the future state, and begin planning required to address the gap. The principals agreed to by the steering committee will be discussed and translated into practice and process changes. There are representatives from One Care, Care Partners, primary care, regional geriatric medicine, Wingham and District Hospital, Home and Community Care, and the LHIN. Community partners have been engaged. Our plan is to begin enrolling patients in the new model by the end of February, 2020. We are looking forward to a system that offers improved continuity, better communication in the circle of care, improved reliability, reduced waste, and provision of high quality patient centered care.

Provincial Health Care Restructuring

The Ministry of Health recently announced transitional leadership for 5 regions within Ontario Health. We have been included in a region that combines the current South West LHIN along with Waterloo/Wellington, Erie/St. Clair and Hamilton/Niagara/Haldimand/Brant. Bruce Laukner, the current LHIN CEO in Waterloo Wellington is the assigned leader for this large area. The five Transitional Regional Leads are responsible for the ongoing management of operations including:

- Coordinating patients' access to home and community care and long-term care;
- Continuing the day-to-day administrative oversight of health service providers;
- Engaging with patients and families through your patient and family advisory councils;
- Engaging with Indigenous and Francophone peoples, and;
- Leading and managing the LHIN workforces within their region.

Ontario Health Teams

Three representatives from Ontario Health visited the Huron Perth and Area Ontario Health Team. The discussion focused on how the HP&A OHT planned to implement the various initiatives within the final application. There is a reasonably strong likelihood that the Huron Perth group will be approved as an Ontario Health Team before Christmas.



Municipal Engagement

A recent presentation to North Huron Council outlined various health care activities and initiatives including Ontario Health Teams, Physician Recruitment, Royal Oaks, Hospital redevelopment etc. There was strong interest by municipal councilors in the Ontario Health Teams and the Wingham oncology clinic.