

***Enriching life's journey together.***

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

**Pharmacy**

We are in the process of recruiting a pharmacist who will be responsible for clinical and oncology coverage. In the meantime, we are working closely with the London Regional Cancer Program to continue to provide high quality service to our oncology patients.

**Professional Practice**

Mary-Lou Albers started as our Professional Practice and Education Coordinator on September 9<sup>th</sup>. She will work to support the corporate objectives, support staff in building skill and competencies, and provide education.

**Infection Prevention and Control (IPAC)**

IPAC is aiming to trial a process to improve hand washing in patients before meals using wipes. We are also working with Public Health for Ebola preparedness planning, although our risk for Ebola surfacing in Ontario is low. If someone returns from an Ebola region, Public Health Ontario and the Health Unit will be aware and will monitor. Local hospitals and EMS will organize transfers to appropriate hospitals (with an infectious disease specialist and lab supports for testing).

**Mother Baby**

The Obstetrical (OB) Clinic Rounds commenced on September 3<sup>rd</sup>. All OB providers attend and review an updated list of patients approaching their due date, patients at higher risk, and any on call discussion pertinent. Physician call handover occurs, and on shift nurses and the manager are also present. New referrals are discussed and care provision is planned. The next step will be to start seeing patients in an OB clinic on Tuesdays by the on call physician, and to streamline patient appointments such as pre-admission work up and tests to clinic days.

**Oncology**

The fourth day oncology trial continues and will run until the end of March. We now have four physicians trained as General Practitioner (GP) oncologists, and have seen continued growth in the number of patients. Dr. Moores will support a follow up clinic for cancer survivors, beginning in late fall / early 2020.

**Outpatient Social Work**

LWHA has implemented this role on a trial basis to improve patient access to care for mental health and addictions, as identified within our Quality Improvement Plan. The Outpatient Social Worker will navigate resources for those that are unable to do so themselves, act as a bridge for services that have longer wait times, and provide short term case management and counselling.

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

**Recognition**

Sheri DiGiovanni has done an incredible job of managing five schedules to support the oncology expansion and continues to provide leadership to the teams by balancing her clinical responsibilities, quality improvement initiatives, pharmacist recruitment, and the day to day operations of both pharmacy departments and Wingham oncology.

**Recruitment Activities**

Efforts continue to recruit a new surgeon, 3 site visits have been arranged in addition to telephone interviews. An obstetrician/gynecologist has been interviewed, as well, with a site visit arrangement in process. Additionally, a volunteer orientation was held in Listowel on September 18<sup>th</sup>.

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

**Overtime**

The clinical leadership team is working to reduce overtime as part of a larger corporate objective. The current focus is on standardizing team lead decision making. We are sharing data with bargaining groups related to overtime, and implementing changes to ensure there is available staff at straight time. Status exchanges between managers and clinical nurse leads have also been implemented.

**Financial Update**

Both WDH and LMH have recorded very small surpluses through August 31, 2019. Work is underway to prepare draft capital and operating budgets for 2020/2021. The province faces a challenge of limited long term care beds, with many hospitals' occupancy rates exceeding their bed numbers. While we continue to have available inpatient beds, over 30% of our inpatients are currently waiting to go elsewhere; therefore, we will continue to consider what we can offer to support the broader health care system.

*Cultivating partnerships to offer a seamless patient experience.*

**Home Care**

We have the opportunity to redefine the way in which hospitals, primary care, and home care work together by partnering with the South West Local Health Integration Network (SW LHIN), Home and Community Care, One Care, Care Partners, and primary care in North Huron to implement a new model of home care. Next steps include bringing a project team together to develop the processes for communication and care delivery. This aims to change the model of

care to support holistic, person-centred, reliable care that is community focused, while improving elements within the quadruple aim, and ultimately the quality of care delivery for patients.

### **Ontario Health Teams**

The focus of the Ontario Health Team will be improving the coordination of care for complex patients, palliative care/hospice, and mental health and addictions. The Ministry of Health has approved the Huron Perth Ontario Health Team's progression to the full application phase. While individual organizations will continue to be governed by independent boards, there is an expectation of commitment to making improvements on system objectives established by the Huron Perth Ontario Health Team.

### **Lucknow Medical Clinic**

The Wingham and District Hospital Foundation has been actively assisting with the fundraising campaign to support the equipment purchases for the renovated Lucknow Medical Clinic. Their announcement of its successful completion, along with move dates for Dr. Henderson and Dr. Puntillo will follow in the coming weeks.