

Enriching life's journey together.

The Listowel Wingham Hospitals Alliance held their final meeting of 2018/19 on Wednesday June 26th. Lee Anderson and Rick Boisvert were welcomed to the Board as new members. Dr. Terry Suggitt was also welcomed as the Chief of Staff for the Listowel Memorial Hospital.

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

Cancer Care

The South West Regional Cancer Program gathered a large group from across the South West to help them define their blueprint for cancer care in the South West. There will be a strong emphasis on capturing the desires of patients and their families in the future delivery of cancer services.

The fourth day oncology trial continues, and has been extended to 12 weeks. Patients, staff, and physicians have reported positive results. Much work is being done to understand variation in scheduling and opportunities to ensure adequate volumes. There is still some work to do to achieve fiscal balance, and we are exploring how supplies, human resources, etc. are charged to both pharmacy and oncology in regards to the budget. Last April/May we saw 134 patients, this April/May we saw 188.

Strategic Objectives

We have undertaken some significant effort to compile into a single document the numerous corporate initiatives resulting from legislated requirements, risk assessments, Quality Improvement Plans and corporate objectives. When consolidated into a single listing, it is clear that we have undertaken an ambitious list of goals. In future years, we will undertake to prepare a more focused group of objectives. The Board approved the new strategic directions for the Listowel Wingham Hospitals Alliance for 2019 to 2022. Further communication on these directions will be shared in the weeks ahead.

Transfer of Accountability

The Wingham and District Hospital inpatient unit has transitioned to face to face verbal report for all patients, from the previous taped report process. Transfer of accountability is one of the riskiest processes in health care and we are confident that this process will improve communication, efficiency, patient outcomes and experience.

Diabetic Education and Dietician Support

We are currently recruiting to replace the Dietician in Listowel. The dietician has responsibilities through the diabetic education program as well as inpatient clinical support. Nutritional assessment and support has been shown to improve health outcomes for patients.

Obstetrics and Gynecology

We are recruiting for an obstetrician/gynecologist for LWHA. This would alleviate the need to send obstetrical patients to Stratford for inductions and Caesarean sections, which has accounted for a significant amount of patient deferrals. We are looking at the model in place in Strathroy and Fergus for consideration around logistics. The addition of an OB-Gyne would also provide the opportunity for increased gynecological procedures in both Listowel and Wingham, increased ambulatory care coverage, and increased midwife births.

Pharmacy

Work has begun on the implementation of the new software which will house our audits and testing, education, policies, and practices for our chemotherapy preparation to adhere to the new NAPRA standards. Also we have a pharmacy student, Nicole Elg, who is working on our narcotic strategy road map. This has incorporated an extensive current state evaluation. Future planning will include work to address access controls, waste practices, and diversion prevention and control.

Ethics committee meeting

We recently had our quarterly ethics committee meeting. We had valuable discussion around our ethical framework and are considering evaluating our current process to ensure usability. We also discussed medical assistance in dying in a small community.

Outpatient Social Work Trial

Currently the mental health system in the SWLHIN is fragmented, difficult to navigate, and requires a high degree of health literacy to understand. There are no standard communication pathways and information is lost in cold handoffs. There is limited capacity and resource for the required follow up. Social determinants of health play heavily into these mental health concerns, and addressing these issues is difficult for patients.

Currently our ambulatory care services do not address the mental health crisis in rural areas. We are hopeful that we will receive SWLHIN approval for small and rural funding to support a 6 month trial of a part time outpatient social worker. This role would be responsible for providing mental health navigation, short term case management, and communication with primary and community services for patients visiting emergency for anxiety and depression and initiation of several QIP change ideas. Same day counselling will be a consideration.

Cultivating a workplace that nurtures individual and collective potential.

Recruitment Activities

Efforts continue to recruit a new surgeon.

Executive Assistant

Meghan Martin begins with us on July 8th as the Executive Assistant supporting the Board, Medical Advisory Committee and Chief Executive Officer. There has been a noticeable impact as a result of this vacancy and I appreciate the assistance and patience of those who have helped

with administrative work through this period.

Bill 124 - Protecting a Sustainable Public Sector for Future Generations Act, 2019

The Province has introduced legislation that would enable the government to manage public sector compensation growth. If passed, the legislation would allow for no more than a 1% annual wage increase for a 3 year period. Timing of the implementation is dependent on the status of current labour agreement renewals. The Ontario Hospital Association has cautioned that they believe that this bill is significantly more complex than it may initially appear, and fraught with serious risks, unintended costs and consequences for local and provincial labour relations efforts.

Recognition

We would like to recognize Terri Quick, Nikki Lobsinger, and Laura Matheson for initiating work to improve the efficiency and work standardization across our Executive (EA) and Administrative Assistant (AA) roles. The purpose of this work is to identify challenges, gaps, and overlaps and explore opportunities to transition to the vision of working in concert with each other. Every day we rely on our EA and AA staff to support internal and external meetings, decision making processes, external partnerships, policy and standard work development and maintenance, education, and so much more. They are a talented and driven group, and we are grateful to have them as part of our team.

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

Listowel Memorial Hospital – 100th Anniversary

While an incorporation document is simply 4 pieces of paper, the centennial of the incorporation of the Listowel Memorial Hospital is an event worth celebrating. Thanks to those who participated. I would like to acknowledge the efforts of Sharon Hudson to pull together all of the details necessary to hold an event of this nature.

Network Upgrade

The network refresh and telephony update install continues with devices being cut over from the current switches to the Meraki switches. This upgrade will provide efficiencies, reliability and ability to support new applications and devices on a secure network.

LEAN Training

Twenty-three participants took a 2 day LEAN course hosted in Wingham. They focused on waste in healthcare, improvement tools, standard work procedures, and visual management of changes, and plan-do-study-act cycles. The intention is to build capacity in different departments and support continuous quality improvement at LWHA. Since the training changes have already been made to the purchase order process and an event is booked to streamline registration practices in Wingham. Clinical informatics is working on standardizing their daily work.

Cultivating partnerships to offer a seamless patient experience.

The People’s Health Care Act

The Province of Ontario has received over 150 applications for organizations desiring to work together to create Ontario Health Teams. The provincial response on the shortlisted teams selected to move to the full application stage has been delayed until July. We continue to be consistent with our message regarding the need for an effective governance and leadership model for any proposed Ontario Health Team in Huron and Perth.

Karges, Inkerman Street Purchase

Hospital maintenance staff have had an opportunity to inspect the Karges, Inkerman Street property. If maintained as a residence, the property will require some investment. A full assessment of the property and its future uses will be undertaken once we have ownership.