

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

Diagnostic Imaging

The implementation of a CT program has been an exciting initiative for the Diagnostic Imaging Team. They are also working their way through a Request for Proposal process in partnership with St. Joseph's Capital buying group to replace our general radiology and fluoroscopy equipment at both sites. While the replacement of this equipment may not initially have the same excitement as the acquisition of a CT, there are some very interesting new options in the Canadian market place for this equipment. We also expect to achieve workflow and maintenance benefits from having digital radiography equipment.

Hospice

Interest remains high within Huron and Perth regarding the siting of hospice beds. At their February meeting, the SW-LHIN approved six hospice beds for Stratford and 4 hospice beds in Central Huron. The expectation is that both hospice facilities will be governed by the same board with a single management team.

Rehabilitation Care

As of February 22nd all staff are now hired for the rehabilitation program in Wingham. The service should be fully functional by March 1st. In addition to providing support to the inpatient rehabilitation beds in Wingham, we are also increasing outpatient physiotherapy services using the provincial 'episodes of care' funding.

This increase in rehab services is happening at the same time as the province and LHIN are focusing more attention on rehabilitative care. Our staff will have an increased role to play in ensuring patients are appropriately designated into 6 categories of rehabilitative care. Education on the new patient designations will be available prior to the change. Previously, patients were assigned to either rehab or complex continuing care.

NEW DEFINITIONS OF BEDDED CARE ALONG THE REHABILITATIVE JOURNEY

- A committee is working on admission and discharge criteria (based on the Rehabilitative Care Alliance bedded definitions), care plans, and therapy services. The goal is to have documents in place for April.
- The funding is based upon a 90% occupancy rate which must be maintained, otherwise the program and the funding are at risk upon re-evaluation. To offset this risk we are working with partnering hospitals, providing education for physicians to share with patients in regard to WDH having rehabilitation programming available.
- The current repatriation process is identified as a potential risk if patients are not sent to a hospital with the appropriate level of care.

LWHA Board Highlights – February 2017

Obstetrics

The Maternal Newborn Program Steering Committee has finalized their report and presented their recommendations at the February board meeting. In addition, two patients had the opportunity to describe their experiences, both good and bad, with the obstetrical services at LMH. The board was impressed with the work completed to date and expressed a strong desire to continue to provide obstetrical care in Listowel. There is a lot of work to do to ensure the long term viability of the program and the board will be looking to see a project plan and timelines for implementing the 16 recommendations contained in the report.

Quality

We are currently engaging patients on several working committees within the facilities. Handouts, brochures and other patient documents have been developed and will be reviewed with patients prior to publication. We are continuing to recruit patient advisors for LMH to participate on the Quality Council once it is formed.

Senior Friendly Hospital Projects

The Senior Friendly Committee has developed a medical directive to support the management of patients who have or are at risk of Delirium and/or have a positive Confusion Assessment Method (CAM). The committee has also completed an additional environmental scan and are developing a five year plan to improve the physical environment. A Continence Program is being trialed to identify and manage various forms of incontinence. Incontinence has been identified as a contributor to inpatient falls.

Accreditation Update

The program leads continue to monitor and implement standards and changes into practice. Monthly topics to be sent out in “The Pulse” newsletter. Qmentum program changes will be discussed with program leads.

RL Feedback

LWHA currently uses RL6 Risk for incident reporting. LWHA partnered with Huron Perth Healthcare Alliance, Alexandra Marine General hospital, and South Huron Hospital to implement RL Feedback, a way of capturing patient and staff feedback. The implementation will be rolled out organization wide by April 1, 2017.

Front-line staff have the ability to input compliments, either from patient to staff or from staff to staff, and also to input suggestions to management for review. Leaders will utilize RL Feedback to track and trend complaints. In the coming months, patient experience surveys will be placed on survey monkey, with RL Feedback implementation the data collated will be stored in the RL system.

LWHA Board Highlights – February 2017

Community Outpatient Physio Clinic

Wingham and District Hospital is pleased to announce the addition of a second physiotherapist to our team, enabling us to implement the Community Outpatient Physiotherapy Clinic (Episode of Care Clinic) as of February 21, 2017. We received funding for this clinic several years ago.

Cultivating a workplace that nurtures individual and collective potential.

Vice President Clinical Services and Chief Nursing Executive Recruitment

Shannon Maier will be joining us on April 24th as our new Vice President Clinical Services and Chief Nursing Executive. Shannon received her Diploma in Nursing from Conestoga College and Bachelor of Science in Nursing from Ryerson University. She is currently completing a Masters of Science in Quality Improvement and Patient Safety with the University of Toronto. Her nursing experiences include Medicine, Intensive Care, Emergency and Maternal Child.

LWHA Christmas Party

After working together for 14 years, there is now an opportunity to socialize together. A joint Christmas party will be held on Saturday November 18th at the Knights of Columbus Centre in Wingham. Please save the date.

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

WDH Redevelopment Projects

We continue to wait for Ministry of Health and Long Term Care approval to proceed with the Wingham redevelopment. We did learn that the hold-up is the approval of over \$300,000 of new funding.

The Royal Oaks Health and Wellness Centre is now substantially complete. Final finishes and touchup work are now being completed and the North Huron Family Health Team has started to move some of their new furniture into the space. The Family Health Team and physicians have not yet determined a date for the move of staff and clinic operations. The phlebotomy service currently occupying space in the Wingham and District Health Centre will move to the upper level of the Royal Oaks facility when the physicians move.

Executive Compensation

The Ontario Hospital Association has called an all members meeting to address the provincial requirements to create an executive compensation plan. Some public sector organizations have already released plans, some of which resulted in a highly politicized reaction. The hospital sector has a strong desire to create compensation plans that are reflective of the position requirements and the market for talent while being fiscally responsible.

Cultivating partnerships to offer a seamless patient experience.

Patients First Act – Bill 41

The South West LHIN has announced that Michael Barrett will continue in his role as Chief Executive Officer (CEO) of the South West LHIN as the *Patients First Act* is implemented locally and the South West CCAC is integrated into the LHIN. The two organizations will be formally amalgamated sometime after May 1st.

System Capacity

Many hospitals in Ontario have been overwhelmed this winter with much higher than expected inpatient volumes. In some cases, elective surgeries and other procedures are being cancelled. The province is now polling hospitals daily to determine the areas experiencing the greatest pressures. We must submit our capacity to accept patients from other hospitals as part of this reporting. To date, we have not been asked to provide care to patients from outside our service area.

Board Retreat

The Listowel Wingham Hospitals Alliance works very closely with the North Huron Family Health Team and the North Perth Family Health Team. Our annual board retreat will include governors from the two family health teams and hospital. Facilitated by Jim Whaley, this should be an excellent opportunity to ensure we continue to work together to improve the health system in our community.

Other Board Highlights

Ainsley Morrison, Quality and Patient Experience Coordinator, presented the 2017 - 2018 Quality Improvement Plan to the Board. It was passed as presented and will be posted on the LWHA website shortly.

Both the Listowel Memorial Hospital and Wingham and District Hospital's capital and operating budgets were passed as presented at last month's Board meeting.

Dr. Latuskie and Dr. Antoniadis expressed their appreciation for how knowledgeable staff are in recognizing and screening for delirium and dementia. In addition, recognition was offered for the professionalism shown by staff when dealing with patients who are struggling with mental illness and drug addiction.