



London Health
Sciences Centre



Children's Hospital
London Health Sciences Centre

MONTHLY CEO

INTERNAL LANDSCAPE REPORT

BOARD OF DIRECTORS
APRIL 2024

DEVELOPED BY: Communications and Public Engagement



General news

Helping ambulatory clinics with high-risk patients maintain medication records

When patients need care, having a complete and accurate account of the medications and dosages they are currently taking greatly improves the safety of care. At LHSC, a [risk assessment tool](#) was developed for use in ambulatory areas to ensure medication reconciliation is completed for the highest-risk patient populations. Medication reconciliation ensures medications are up to date, helping prevent drug interactions and other safety issues. Last year, the Medication Reconciliation Risk Assessment Tool, led by Pharmacy was recognized as a Leading Practice by Health Standards Organization.

Advancing our Strategic Plan

This tool is advancing excellence through continuous improvement of quality and patient safety. Medication reconciliation is part of our quality and performance metrics for LHSC.

Improving safety for patients with delirium

On March 13, recognized as World Delirium Awareness Day, members of Team LHSC's Geriatrics program planned several activities to [raise awareness and share strategies](#) for helping patients at risk of delirium, including a booth outside the cafeteria at University Hospital to share educational materials, a webinar by the Regional Geriatric Program of Southwestern Ontario, video resources featuring LHSC clinicians, and access to the new Ontario Health Delirium Quality Standard.

Advancing our Strategic Plan

With our aging population, LHSC is ensuring patients receive the best care possible by educating Team LHSC and sharing strategies about how to support patients at-risk for delirium.

LHSC celebrates International Women’s Day

On March 8, [Lawson Health Research Institute](#) and [LHSC celebrated International Women’s Day](#) by honouring the achievements of women and advocating for gender equity in health care. Inspiring women like Bernadette Kariuke, Charge Nurse in Medicine at Victoria Hospital, Patricia Fueta, Coordinator on the Clinical Information Technology Services team; Dr. Funmbi Babalola, Paediatric Endocrinologist at Children’s Hospital at LHSC; and Dr. Kait Al, Postdoctoral Research Fellow at Western University’s Schulich School of Medicine & Dentistry, shared their experiences, shedding light on the vital perspectives of women in health care and research.



Advancing our Strategic Plan

By observing International Women’s Day and showcasing the impactful contributions of Team LHSC, we reinforced LHSC’s fundamental commitments and the importance of our continued work to create an inclusive and safe environment by dismantling systems of oppression, discrimination, racism and bias.

LHSC launches permanent Virtual Care Program

In early March, [LHSC launched our Virtual Care Program](#). Stemming from the city-wide Virtual Care Project undertaken with St. Joseph’s Health Care London, this program is designed to advance digital transformation of health care while putting clinician and patient experiences at the forefront.

The Virtual Care Project concluded in March 2023 after two years and successfully demonstrated how virtual care can enhance patient care while also optimizing the use of health-care resources. It was this project’s success that led LHSC to explore the option of introducing a permanent Virtual Care Program.

Advancing our Strategic Plan

Digital transformation is one of our transformational catalysts for our 2023-2027 Strategic Plan. By embracing virtual care technologies, LHSC aims to improve access to care, enhance the quality of services, and provide more convenient and flexible options for patients to receive care. We are also advancing excellence and driving innovation as we strive to meet patients in different settings to provide appropriate care.

Care Redesign initiative underway

On Thursday, March 14, LHSC introduced the [Care Redesign initiative](#), which involves implementing a collaborative and standardized process to assess and redesign interprofessional care teams. The goal is to enhance the care experience and health outcomes of patients while promoting collaboration among care providers. To guide these efforts, Care Redesign Working Groups will be established with representation from patient partners and team members across each unit. The project will occur in several phases over the next few years, beginning with Adult Medicine, Child and Adolescent Mental Health (primarily outpatient), and Clinical Neurological Sciences.

Advancing our Strategic Plan

Redesigning care is a key transformation catalyst in our 2023-2027 Strategic Plan. With shifts in our workforce and increasing patient volumes, LHSC must adapt to better support Team LHSC, our patients and the communities we serve. The goal is to significantly enhance the care experience and health outcomes for our patients, from start to finish, and to optimize our work environment and the way we collaborate as professionals.

Key Elements of Indigenous Engagement

On Monday, March 18, members of Team LHSC attended a session titled 'Key Elements of Indigenous Engagement,' led by [Sandi Boucher](#), a proud member of Seine River First Nation, situated in Treaty #3 territory in northern Ontario. Sandi is widely known as an engaging speaker, a traditional knowledge keeper, and a bestselling author. During this session, participants had the opportunity to gain valuable insights from Sandi about the importance of creating authentic, meaningful Land Acknowledgements, creating safe spaces, and tackling issues of racism.

Advancing our Strategic Plan

By participating in this session, Team LHSC is proactively advancing our fundamental commitments. We are dedicated to cultivating inclusive and safe environments by dismantling oppressive systems, discrimination, racism, and bias, and addressing social determinants of health. Additionally, we are actively engaged in advancing truth and reconciliation efforts.

Molecular Imaging and Theranostics

LHSC and St. Joseph's Health Care London have renamed the Nuclear Medicine department as [Molecular Imaging and Theranostics](#), reflecting significant advancements in medical imaging and patient care over the past two decades. Dr. Narinder Paul, Department Head, Medical Imaging, has noted that molecular imaging provides detailed imaging at the molecular level, while theranostics combines therapeutics and diagnostics, enabling precise disease localization, targeted therapies, and assessment of treatment effectiveness. The transition to Molecular Imaging and Theranostics will occur gradually over the next year.

Advancing our Strategic Plan

London has a rich history in imaging research and innovation. The renaming of the Nuclear Medicine department to Molecular Imaging and Theranostics positions LHSC as a system leader in theranostics and reflects our commitment to enhancing patient care, research, and treatment options.

High school students visit LHSC

On Tuesday, March 19, Team LHSC welcomed 37 students from a local high school for a tour of Pathology and Laboratory Medicine (PaLM), Medical Imaging, and Radiation Therapy at the London Regional Cancer Program (LRCP). This visit provided an excellent opportunity to spark interest in these professions and encourage the students to consider pursuing a career in the diagnostic/medical field.



Advancing our Strategic Plan

This tour is an example of how Team LHSC is building the teams of tomorrow by redesigning our workforce and implementing innovative practices in recruitment and retention.



Awards and recognitions

Rumina Morris participates in the ChangeMakers conference

Rumina Morris, Executive Director of LHSC's Office of Inclusion and Social Accountability, participated as a panelist in the "Unleashing Power through Diverse Leadership" session at the ChangeMakers conference, which was hosted by Kings and Brescia on April 6, 2024. The conference is tailored for young women, non-binary, two-spirited, and gender-fluid individuals in both university and high school settings.