



London Health  
Sciences Centre



Children's Hospital  
London Health Sciences Centre

# MONTHLY CEO

## INTERNAL LANDSCAPE REPORT

BOARD OF DIRECTORS  
MAY 2024

DEVELOPED BY: Communications and Public Engagement



## General news

### **Attorney General of Ontario visits Victoria Hospital**

On April 4, the Honourable Doug Downey, Attorney General of Ontario, visited Victoria Hospital to learn about our facilities and the role LHSC plays in the communities we serve. The tour included visits to LHSC's Indigenous Healing Space, emergency departments, Verspeeten Family Cancer Centre, and Psychiatric Intensive Care Unit. During the tour, Attorney General Downey and leaders from LHSC discussed our region's health-care landscape, innovative practices, our commitment to truth and reconciliation, the challenges we face in providing care to Ontario's fastest growing population, and the dedication of Team LHSC.

#### **Advancing our Strategic Plan**

This tour is an example of our work to advance meaningful conversations with elected officials as we continue to implement our Strategic Plan and transform health, together. We are advancing excellence through continuous improvement of quality and patient safety. Medication reconciliation is part of our quality and performance metrics for LHSC.

### **LHSC creating new safety incident management reporting system**

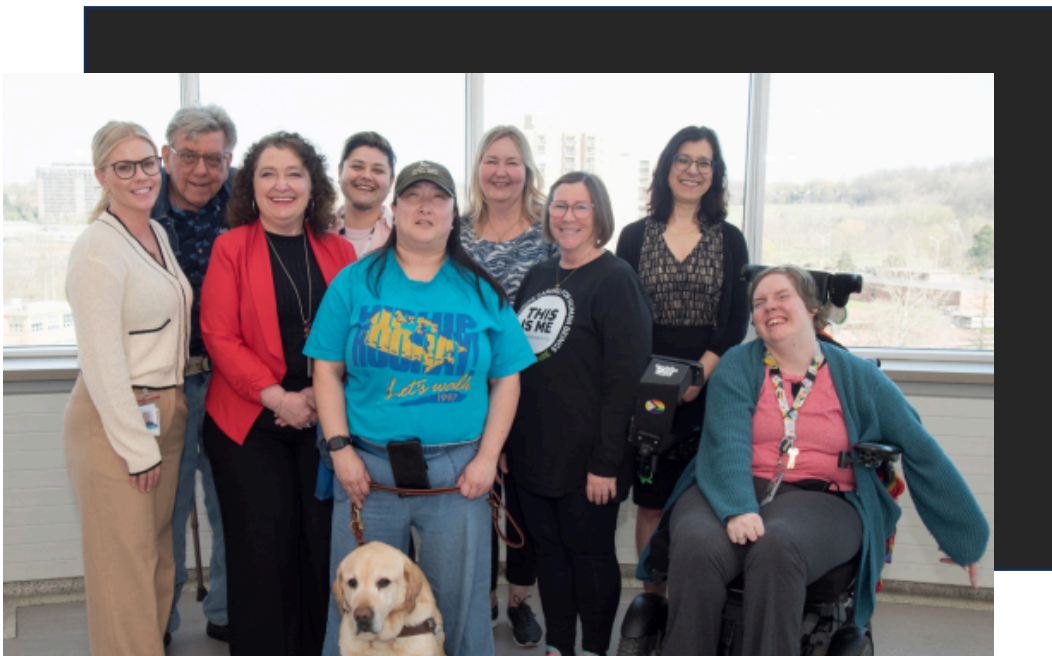
LHSC is currently seeking input from team members on a [new safety incident management reporting system](#) that will replace the current Adverse Event Management System (AEMS) and provide a better user experience. In 2023, feedback collected in the Team LHSC Survey highlighted that improvements were needed to the Adverse Event Management System. The plan is to replace the current Adverse Event Management System in December with a new platform that is already used by three quarters of Ontario hospitals. This new system will streamline reporting on patient safety, staff safety, and workplace violence incidents, along with capturing patient feedback.

#### **Advancing our Strategic Plan**

The new incident reporting system will support our strategic priority of advancing excellence by improving safety protocols and fostering a culture of continuous improvement.

## Embracing people-centred care by harnessing the knowledge of patient and family partners

From April 29 to May 3, [LHSC recognized People-Centred Care Week](#), celebrating health-care staff, physicians, and volunteers who impact the patient experience. Karen Connors, Director of Patient Experience, has noted that using a people-centred care approach means acknowledging the value of care providers and recognizing the powerful role of their relationships with patients and families in the overall care experience. It incorporates perspectives from everyone – including patients, families, clinicians, administrators, policymakers, and more – in shaping the way patients experience health care. To date, LHSC has 80 patient and family partners and is planning to double that number.



### Advancing our Strategic Plan

People-centred care is integral to advancing our Strategic Plan and its priorities and is reflected in LHSC's new purpose statement.

## **COVID-19 forecasting tool can help inform future patient transfer decisions**

The impact of a [COVID-19 forecasting tool](#), developed during the pandemic by LHSC in collaboration with researchers from Ivey Business School and King's University College, has been recognized through a paper published in [BMC Public Health](#). The tool, which was designed to predict potential patient capacity overflows in hospital, could be a valuable resource for future emergency preparedness. During the pandemic, LHSC leaders used the information provided by this tool to make critical decisions about resource allocation and capacity planning, especially as they received patients from other areas like Toronto and Manitoba.

### **Advancing our Strategic Plan**

New versions of the tool are being developed to further improve capacity planning strategies. This highlights how we are advancing excellence through research, innovation and quality improvement.

## **Providing care to patients with autoimmune neurologic conditions**

During [National Medical Laboratory Week](#) (April 14-20), we highlighted the dedication of medical laboratory professionals at Victoria Hospital's Department of Pathology and Laboratory Medicine (PaLM) neuroimmunology lab. These experts specialize in studying diseases of the nervous system that arise from the body's immune responses. In the neuroimmunology lab, professionals perform tests to identify conditions where the immune system incorrectly targets the brain, spinal cord, or nerves.

### **Advancing our Strategic Plan**

This rapidly advancing area of laboratory medicine provides precise diagnoses of complex or rare autoimmune neurological disorders, ensuring that the most effective treatment options are available to patients. This supports our strategic priorities of integrated care and advancing excellence.



## Awards and recognitions

### Administrative Professionals Awards

During Administrative Professionals Week, we recognized more than 1,000 dedicated administrative professionals at LHSC who support their teams every day in delivering high-quality care to the patients and families they serve. The vital support from administrative partners, office assistants, medical secretaries, clerks, and executive assistants is crucial to our operations at LHSC. The first annual Administrative Professionals Awards event was held on Friday, April 26, 2024, to celebrate and recognize LHSC's dynamic team of administrative professionals.

### Comprehensive Epilepsy Clinic team receives 2024 HOPE Award

The Comprehensive Epilepsy Clinic (CEC) at Children's Hospital at LHSC has been honoured with the [2024 HOPE Award from Epilepsy Southwestern Ontario](#) for its significant contributions to the lives of individuals living with epilepsy. This clinic offers specialized care to patients diagnosed with a drug-resistant form of epilepsy who continue to experience seizures despite treatment. Annually, the clinic provides comprehensive, holistic care to nearly 500 paediatric patients, supporting them physically, psychologically, and socially.

### LHSC Auxiliary's 100th Anniversary

The 100th anniversary event of the LHSC Auxiliary was held on April 24, 2024, at Victoria Hospital. The event celebrated a century of volunteerism, dedication, and generosity that has significantly impacted health care in the London community. These volunteers have raised \$10 million for LHSC's critical needs, Women's Care, the Mental Health Transition Age Program, and the Personalized Medicine Program. During the event, appreciation was expressed to the volunteers for their ongoing service and commitment to patients.

### Administrative Partner at LHSC receives Provincial Donation Champion Award

Alaina Marles, Administrative Partner to the Director of the Medical-Surgical Intensive Care Unit (MSICU), Cardiac Surgery Recovery Unit (CSRU), Multi-Organ Transplant Program (MOTP), and Respiratory Therapy at LHSC, has been honoured with the [Provincial Donation Champion Award](#) by the Ontario Health Trillium Gift of Life Network (TGLN). Her exceptional dedication to University Hospital's Critical Care program has earned her the 2023 award. Alaina's efforts have been pivotal in ensuring the smooth operation of the donation process, establishing her as an advocate for organ and tissue donation. Her diligent work behind the scenes plays a crucial role in binding the team together and driving progress.

### Celebrating female leadership in communications and public engagement at LHSC

LHSC's Communications and Public Engagement Executive, Tania Testa, was featured in the [latest edition of London Inc.](#) for her exemplary leadership in strategic communications. Tania's extensive experience and empathetic leadership style serve as inspirations for Team LHSC. Known for her attentive listening, empathy, and genuine appreciation for diverse perspectives, she creates an environment where her team can flourish. Through her collaborative approach, Tania plays a crucial role in effectively articulating LHSC's strategy, vision, and goals.

### United Way Elgin Middlesex ChangeMaker Award

The United Way Elgin Middlesex recently awarded Sara De Candido, LHSC's Director of Innovation and Business Development with a [ChangeMaker award](#). This award recognizes Sara's dedication and advocacy in her partnership with United Way and LHSC's campaign. She fearlessly champions the cause and underscores the vital importance of community care.