

**PRESIDENT AND CEO
REPORT TO THE BOARD AND COMMUNITY
NOVEMBER 2016**

PERFORMANCE EXCELLENCE/CONTINUOUS IMPROVEMENT

2016/17 PERSON CENTRED CARE QUALITY IMPROVEMENT (PCCQI) PROJECT

The PCCQI project was launched in partnership with the Southwest Regional Cancer Program, as part of the Cancer Care Ontario annual work plan and is focused on providing tools and resources to staff, patients and families to help deal with anxiety and stress, with a focus on mindfulness techniques. The project includes an interprofessional team of providers and staff and will build upon work previously done within the cancer program in both the supportive care and radiation therapy departments.

LHSC INFECTION PREVENTION AND CONTROL MISSION STATEMENT

The Infection Prevention and Control (IPAC) team at London Health Sciences Centre (LHSC) has employed a continuous quality improvement focus which has had several positive impacts in recent years. In the same spirit of continuous improvement, the team recently developed a mission statement to articulate its purpose and role in the organization. The mission statement (below) was released to the organization during the recent Infection Control Week celebrations in October.

LHSC IPAC MISSION STATEMENT

We are team of professionals dedicated to excellence in Infection Prevention and Control. Our mission is to achieve exceptional quality of care and safety for patients, staff and community by preventing the transmission of infection through the utilization of evidence-based practice, surveillance and education.

INNOVATIVE PATIENT SAFETY PRACTICE IN THE MULTI-ORGAN TRANSPLANT PROGRAM

On October 27, 2016, the Multi-Organ Transplant (MOT) Program received a patient safety award for a new practice entitled "MOT's Moments" implemented to improve the overall quality and effectiveness of the bedside verbal report and patient experience. At every staff shift change, the transplant team completes a verbal, face-to-face bedside report, inclusive of the incoming and outgoing nurse, who engages the patient and family in the reporting process. Once this is complete, all of the transplant nurses gather in the nursing station for a "MOT's Moments" huddle to share key clinical information about all of the patients on the unit in order to optimize communication and ensure patient safety.

AUXILIARY ANNOUNCES MAJOR GIFT TO LHSC'S PERSONALIZED MEDICINE PROGRAM

Building on its long legacy of support to our hospital, on October 6, 2016, the LHSC Auxiliary announced a significant new gift of \$2.24 Million pledged over the next eight years to the Personalized Medicine Program.

The financial gift will support the Warfarin Project, which will kick off in November at University Hospital. As a first phase, medicine and cardiac patients prescribed Warfarin (a common blood-thinner) will have their dose personalized based on their specific genetic markers. It is anticipated that this personalized medication approach will significantly benefit patients by reducing length of stay in the hospital and by reducing adverse events resulting from the medication.

The LHSC Auxiliary has been part of the LHSC family for over 90 years. The Auxiliary has supported hospital initiatives in education, research and patient care and is noted for its progressive thinking and research is available to those most in need in London, the region, and beyond.

EXEMPLARY COMMUNITY PARTNERSHIPS

HEALTHCARE PARTNER COLLABORATION AT ITS BEST

LHSC continues to collaborate with health care partners to ensure improved services for our patients across communities. Complex transfers from one hospital to another often take approximately eight months to facilitate due to the complexity of the patient care needs. As an example, recently a quadriplegic and mechanically vented patient was transferred from the Critical Care Program at LHSC to a regional hospital closer to the patient's home. After an extensive acute phase of care, the rehabilitation phase begins ensure the patient is ready to transition home. Typically these types of patients require specialized assessments by numerous health discipline professionals to ensure the right assistive equipment is tailored to the patient's needs. In this particular case for example, the patient required a complex setting assessment to be fitted correctly for a customized wheelchair. Seating assessments are done by specially trained occupational therapists at Parkwood Hospital. Once the assessment is complete a specialized wheelchair is then ordered to accommodate the patient. Many factors can delay specialized assessments including the patient's condition, being well enough to have the assessment and availability of trained staff. The coordination of many unique assessments is essential to ensure the patient care needs can be met successfully after life changing injury. Coordination of assessments can take months to facilitate and are essential before repatriation to the home hospital is contemplated.

In this particular case, a further obstacle to transfer was the regional hospital was not equipped to care for this patient's complex needs. However after six weeks of collaborative work by key system participants, including LHSC's CCTC and Respiratory Therapy staff and SJHC's Parkwood staff, and regional hospital teams, supports were put in place to enable this patient's transfer closer to home.

HEALTHCARE SYSTEM REGIONAL UPDATES

REVIEW OF ONTARIO'S DIGITAL HEALTH ASSETS

On October 7, 2016, the Minister of Health and Long-Term Care wrote an open letter to Ed Clark in his capacity as the Premier's Business Advisor and Chair of the Advisory Council on

Government Assets to assess the value and opportunities created through the digitalization of Ontario's health care system. To inform Mr. Clark's review, he heard from more than 30 expert individuals and groups as well as asking 33 of them to produce a short submission on how they would describe their perceptions of digital health assets and their associated value. Sixteen key themes emerged from this work and resulted in 16 recommendations.

To read the full report, please click on the below noted link:

<https://www.ontario.ca/page/value-and-opportunities-created-ontarios-digital-health-assets>

BEST IN BREAST CARE CONFERENCE

On October 15, the St. Joseph's Breast Care Program hosted the first annual Best in Breast Care Conference. The conference featured leading experts in breast screening, diagnosis, treatment, reconstructive surgery, research, support, and survivorship. Dr. Anat Kornecki (Breast Imaging Lead in the South West) delivered a presentation about benign vs. malignant imaging, and Jan Owen (Primary Care Lead in the South West) acted as master of ceremonies for the day. Attendees from across the South West and Erie St. Clair regions included family physicians, nurses, surgeons, radiologists, other health care providers, and the general public. The South West Regional Cancer Program hosted a booth in the atrium to promote Breast Cancer Awareness Month and the Ontario Breast Screening Program.

HEALTH QUALITY ONTARIO (HQO) REPORT ON EMERGENCY DEPARTMENT PERFORMANCE

A recent HQO report titled "Under Pressure" indicates, Ontarians are spending less time in Ontario's emergency departments and seeing emergency doctors more quickly than in previous years. In addition, the majority of people in Ontario appear satisfied with the emergency care they receive.

Despite these successes, the report states that emergency departments are under a great deal of pressure and notes three important trends: Growth in emergency department visits is outpacing population growth

- Visits by older patients – who tend to require more complex care – are increasing overall
- Emergency department patients are becoming collectively sicker

To read the full report, please follow the link below:

<http://www.hqontario.ca/System-Performance/Specialized-Reports/Emergency-Department-Report>

HEALTH QUALITY ONTARIO ANNUAL REVIEW

Measuring Up 2016 marks the 10-year anniversary of HQO's yearly report on how the system is performing and the health of those living in Ontario. This year's report is HQO's broadest portrayal of quality health care to date and demonstrates areas where the system can better focus its efforts. The goal of *Measuring Up 2016* is to provide transparent data in order to drive accountability and improvement.

In assessing the past decade of its performance reporting, HQ O notes large advances in some areas, such as shorter wait times for surgery despite more people needing surgery, and better quality of care for long-term care home residents despite those residents having more complex health needs. However, this year's report also revealed three key areas that can be further improved, including smoothing out transitions for patients, improve access to primary care and ensuring equitable access to care for people in rural and poorer neighbourhoods.

To read the report, please follow the link below:

<http://www.hqontario.ca/System-Performance/Yearly-Reports/Measuring-Up-2016>

SOUTH WEST LHIN APPOINTS NEW BOARD MEMBER

Mr. Jeff Low, Board Chair of the South West Local Health Integration Network (LHIN), announced the appointment of Myrna Fisk to the Board of Directors. The three-year appointment was made by the Lieutenant Governor in Council and endorsed by the Ministry of Health and Long-Term Care, the Honourable Dr. Eric Hoskins on November 16, 2016.

Myrna Fisk of London brings with her more than 30 years of front line healthcare experience. She began her career as a public health nurse with health units in Grey, Bruce, and Middlesex Counties, respectively. In 2003 she transitioned into a nurse practitioner role providing primary health care to children and at-risk families. She retired this year from her position at the Health Zone Nurse Practitioner-Led Clinic.

Myrna holds a Bachelor's of Science in Nursing and a Nurse Practitioner, Primary Health Care degree from Western University. She has previously sat on boards for Smart Start for Babies, Homes 4 Women, and Community Living London.

LHSC IN THE NEWS

MEDIA MONITORING REPORT: OCTOBER 15 – NOVEMBER 14, 2016

SUMMARY

- **1** media advisory was issued
- **16** stories were posted on the public website
- **137** media stories referenced LHSC and our partners (124 positive, 13 neutral, 0 negative)

HIGHLIGHTS

1. **London Middlesex Road Safety Committee educating children and parents about pedestrian safety**

Members of the London Middlesex Road Safety Committee, including London Health Sciences Centre met outside of Rick Hansen Public School to spread awareness about the importance of pedestrian safety, and promote new pedestrian crossings. Positive coverage from [AM980](#) and CTV London.

2. Lawson Health Research Institute holds spot in top ten research centres

Lawson Health Research Institute remains in the top ten of Canada's Top 40 hospital-based research centres, holding eighth place. Positive coverage from the [London Free Press](#), [Blackburn News](#), and various other sources.

Respectfully Submitted,

Murray Glendining,
President and CEO

Our Mission

An academic hospital, committed to improving health and delivering value for citizens of London, the South West Region and beyond. Building on our tradition of leadership, stewardship and partnership, we champion patient-centred care, with a spirit of inquiry and discovery, and a commitment to life-long learning.