

**PRESIDENT AND CEO
REPORT TO THE BOARD AND COMMUNITY
SEPTEMBER 2018**

DELIVER EXCELLENT CARE EXPERIENCES AND OUTCOMES

TREATMENT SCHEDULE AND STAFFING MODEL FOR CHEMOTHERAPY DELIVERY

The new treatment schedule and staffing model for chemotherapy delivery at the London Regional Cancer Program was introduced in mid-July with the aim of reducing patient appointment wait times and smoothing overall treatment volumes throughout the clinic day. Early results are showing more equitable allocation of workload for staff and a reduction in the variation of volumes of patients booked throughout the day. An evaluation will be completed to assess the overall impact of these changes on on-time appointment wait times in the fall of 2018.

CHILDREN'S HEALTH LEADERSHIP COLLABORATIVE

On June 15th, the Children's Health Leadership Collaborative (CHLC) hosted its inaugural CHLC Research Forum. It was well attended by staff and physicians from the four partnering organizations (Children's Hospital, Department of Paediatrics, Lawson Health Research Institute and Children's Health Research Institute). The purpose of this forum was to shine a light on child health research and catalyze discussion to align, refine and prioritize actions to foster alignment in that research across the organizations.

EQUITY IN ENGAGEMENT FOR SPECIFIC POPULATIONS AND COMMUNITIES

Health Quality Ontario (HQO) has contacted the LHSC Quality and Performance team and is interested in showcasing the South West Regional Cancer Program's use of the Health Equity Impact Assessment tool as a means to develop standardized approaches to program development with and for specific populations and communities (i.e. Indigenous, Homeless, Aged, Isolated/Rural). This work was completed recently as part of the South West Regional Cancer Program's equity in engagement work and submitted as part of LHSC's Quality Improvement Plan submission earlier this year. HQO intends to present this work within their online best practice forum, "QUORUM".

TRANSPLANT AMBASSADOR PROGRAM EXPANDED TO RENAL PROGRAM

The Trillium Gift of Life and Ontario Renal Network (ORN) Access to Kidney Transplant and Living Donation project has successfully integrated Transplant Ambassador Program (TAP) volunteers in the Renal Program. TAP is a patient-led initiative in which the volunteers have active face-to-face connections with other patients to share their positive transplantation experiences with the goal of increasing knowledge about living donation and transplant. The LHSC Regional Renal Program is one of 13 Renal Programs participating in this initiative.

SITE VISIT FROM SAK-AKUREYI HOSPITAL, ICELAND

The Mental Health Care Program hosted several mental health leaders and clinicians from Sak-Akureyi Hospital in Iceland. This site visit was part of a regional tour and was coordinated in collaboration with St. Joseph's Health Care London. In addition to visiting Victoria Hospital, some of the guests from Iceland toured the Adult Eating Disorder Service located at 54 Riverview Avenue, before visiting Parkwood Institute's Mental Health Care Building and the Southwest Centre for Forensic Mental Health Care in St. Thomas. During their time at LHSC, Sak-Akureyi Hospital leaders were provided an overview of the Mental Health Care Program and a tour of the Adult Inpatient and Ambulatory areas. The visiting leaders were provided with information and educational material from the various services within the program and an open invitation to follow up if they had any questions or wished more information. The hospital and the government in Iceland are working on building a new humanities mental health department and were interested in seeing and learning more about the region's mental health structure.

ARTIC RESEARCH PROJECT UPDATE ON PATIENT ORIENTED DISCHARGE

On August 20th, Victoria Hospital Medicine Teams went live with the Patient Oriented Discharge Summary (PODS) based on the Adopting Research to Improve Care (ARTIC) Program research project started in Medicine at University Hospital. This project is aimed at improving care at discharge by ensuring the patient/family have, in layman's language, a comprehensive summary of their care in hospital and plans for follow-up care after hospital admission. The PODS initiative is part of an ARTIC project helping to translate best practice into clinical care. Based on current learning from Medicine Program a corporate plan is being developed for organizational wide adoption.

HEALTHCARE SYSTEM REGIONAL UPDATES**WINGHAM AND DISTRICT HOSPITAL (WDH) NEW SATELLITE CHEMOTHERAPY UNIT**

The new shared satellite chemotherapy unit of LHSC opened in early July in Wingham which marks them as the second systemic treatment facility in the region to become fully National Association of Pharmacy Regulatory Authorities standard compliant. WDH is one of five Level 4 systemic treatment facilities providing systemic therapy care closer to home for patients living in southwestern Ontario.

GOOD MEDICINES GATHERING: AUGUST 14/15, 2018

On August 14 & 15, Chantel Antone (Aboriginal Patient Navigator) attended the Union of Ontario Indians "Good Medicine Gathering". This conference was an opportunity to bring together patients, health-care providers, and First Nations leaders in their own jurisdictions to work on shared agendas to address prevention, protection, and health promotion for patients diagnosed with cancer and other chronic diseases. It also provided an opportunity to gain more knowledge about the inclusion of both Indigenous and Western approaches to many aspects of care, including the benefit of natural medicines and understanding of the importance of healing through ceremony.

LEGISLATIVE UPDATES - AUGUST

Earlier this month the OHA summarized for Ontario hospitals that the government issued a memorandum to all public-sector agencies announcing that, effective immediately, the current approach to broader public sector executive compensation is suspended while a full regulatory review of the program is completed.

Under the new framework, Compensation Framework Regulation, all designated employers are restricted from providing salary increases until the completion of the review, which will likely be next June (more detail in the linked memo and Legislative Update below).

To read the government-issued memorandum, please [click here](#) (username and password required). To read the government's fact sheet, containing an overview of the new regulatory requirements, please [click here](#).

To read the OHA's Legislative Update on the new Compensation Framework Regulation, [click here](#).

LHSC IN THE NEWS**MEDIA MONITORING REPORT: AUGUST 11 – SEPTEMBER 10, 2018****SUMMARY**

- **10** stories were posted on the public website
- **75** media stories referenced LHSC and our partners (45 positive, 21 neutral and 9 negative)
- **11** media inquiries were managed

HIGHLIGHTS**1. Improving genetic testing**

After reaching a deal with lab testing company LabCorp to provide genetic tests to patients, coverage was picked up by [CTV](#), [London Free Press](#), [Sudbury Star](#) and [The Province](#). The tests will help identify mutations in chromosomes, genes and proteins in patients that may lead to the development of medical conditions and diseases.

2. Crossing the “Stupid Line”

Trauma patient Cole Liley partnered with LHSC to share his message with students to stay safe ahead of the start of the new school year. His story about his injury and recovery was shared by [CBC](#), [CTV](#) and [Global News](#).

3. Diplomatic dispute

With the changing status of Saudi Arabian medical residents and research fellows that are training in Canada, LHSC was assessing the impact the fallout may have on patient care. The changing status resulted in coverage regarding [early departures](#) from Canada as well as residents and fellows [returning to training](#). More coverage from [CBC](#), [CTV](#), [London Free Press](#).

Respectfully submitted,

Paul Woods
President and CEO

Our Mission

LHSC is a leading academic health organization committed to collaborating with patients, families and system partners to:

- Deliver excellent care experiences and outcomes;
- Educate the health-care providers of tomorrow; and
- Advance new discoveries and innovations that optimize the health and wellbeing of those we serve