

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

**DELIVER EXCELLENT CARE EXPERIENCES AND OUTCOMES**

***DIAGNOSTIC SERVICES – PATHOLOGY AND LABORATORY MEDICINE***

Pathology and Laboratory Medicine organized the inaugural meeting in the Collaboration Symposium series on regionalization and improvement in laboratory services for all LHIN 1 and 2 hospitals. The first meeting “Quality & Efficiency in Microbiology” was held on October 15, 2018 in Grand Bend and was well attended by 30 leaders from across Southwestern Ontario. Attendees included: senior level administrators (CFO, CIO, and Directors), clinicians and scientists, lab managers, and senior microbiology technologists. Overall the meeting was well received and attendees were greatly appreciative of the opportunity to meet and collaborate.

Through group discussions and facilitated activities, a consensus emerged that quality improvement in microbiology across Southwestern Ontario requires regionalization. The consensus was centred on the following facts:

- A critical mass of test volume is needed to support and fund the automation of the testing that results in a more timely and more specified test result
- There is a declining work force to manually perform the microbiology specimen processing
- There is only one organization that has scientific and medical microbiology professionals to support the management of complex patients with referring physicians

There was also clear desire expressed to continue the regional discussion around next steps for regional microbiology quality improvement. The meeting also resulted in some specific opportunities for PaLM with Tillsonburg District Memorial Hospital (TDMH) and Alexandra Hospital Ingersoll (AHI) confirming their desire to formally partner with PaLM through a Middlesex Hospital Alliance (MHA) like model, and Grey Bruce indicated their desire to explore broader partnership opportunities with PaLM.

***HEALTH QUALITY ONTARIO TRANSFORMATION EVENT***

LHSC was proud to present three posters at Health Quality Ontario's Transformation event on October 20. With over 3,000 attendees this conference is the largest health quality conference in Canada. The posters included:

- That's What They Said: Maximizing Quality Improvement Confidence Through Public Engagement (a summary of the engagement done for the 2018/19 Quality Improvement Plan)
- Healthcare....A Risky Business? (implementing a clinical risk profile)

- What's up doc? How to effectively communicate performance data with physicians (a summary of research work conducted on physician communication)

Additionally, the team's work on the narrative in the 2018/19 Quality Improvement Plan was highlighted by Health Quality's [Quorum](#) publication. The article focused on the health equity work that has been happening throughout various programs at LHSC.

### **STEREOTACTIC ELECTROENCEPHALOGRAM PAEDIATRIC**

The first robot assisted stereotactic electroencephalogram (SEEG) paediatric case in Ontario was successfully performed at Children's Hospital-LHSC in a child with severe epilepsy. This is a minimally invasive surgical technique helps epilepsy physicians in a subsequent safe resection of the area where seizures are generated. This milestone was the result of a close collaboration between the adult and pediatric epilepsy programs in London, Ontario.

### **ONTARIO PERCEPTION OF CARE**

Adult Ambulatory Mental Health launched the Ontario Perception of Care (OPOC) client survey tool in the First Episode Mood and Anxiety Program (FEMAP) and the Urgent Consult Clinic on October 15. This tool is designed specifically for the mental health patient population and is supported as a valid and reliable tool by Accreditation Canada. Initiating this tool supports mental health compliance with the Mental Health Accreditation Standards.

## **WORKING TOGETHER TO SERVE OTHERS**

### **SAFEWARDS MODEL**

Keeping everyone as safe as possible is a basic goal for any hospital. Safe Wards is a validated model that has ten primary interventions that have been shown to reduce conflict and containment on psychiatric units. The second intervention of the Safe Wards initiative, Discharge Messages and Recovery Tree, was implemented on the Adult Inpatient Mental Health Units in October.

This intervention provides a method to instill hope and to convey positive messages about receiving mental health care on the unit. On the day of their discharge, each patient will be asked if they would write a positive message about their stay, to be posted in a public space, to share inspiration and reassurance to both current and new patients.

### **SOUTH STREET DEMOLITION PHASE B**

Request for proposal bids for the Decommissioning, Asbestos Abatement and Demolition of the London Health Sciences Centre South Street Campus were received March 15, 2018. The low bid received was below our pre-construction estimates. The Ministry of Health and Long Term Care Stage 4-2 submission was sent to the Ministry pre-election and was finally approved to proceed into a construction contract in September 2018.

An information letter was mailed out to the neighbours surrounding the former South Street site the week of October 15, 2018, letting them know that the demolition work would begin within a few weeks and providing them with information on what to expect during the next year. A South Street Demolition web page has been added to the LHSC web page listing information

and FAQs should the public at large have any questions. London Health Sciences Centre has established a South Street Hospital Decommissioning community line where callers can leave messages regarding any questions or concerns. Calls will be returned within one business day. **Community line: 519-685-8383**

<https://www.lhsc.on.ca/caring-for-our-community/south-street-hospital-decommissioning>

### **CODE (ST-ELEVATION MYOCARDIAL INFARCTION)**

ST-Elevation Myocardial Infarction (**STEMI**) is a very serious type of heart attack during which one of the heart's major arteries (one of the arteries that supplies oxygen and nutrient-rich blood to the heart muscle) is blocked.

Cardiac Care has partnered with Community Emergency Medical Services colleagues to begin collecting formal feedback from LHSC clinicians on the code STEMI (ST-Elevation Myocardial Infarction) program, specifically the paramedic's ability to detect STEMIs early and activate bypass protocols appropriately. This was initiated in the code STROKE program successfully and has been spread to code STEMI calls as well. This is valuable to both EMS partners and the LHSC STEMI program and team as it allows us to monitor and communicate about opportunities for improvement and also to highlight very successful cases to both teams.

## **HEALTHCARE SYSTEM REGIONAL UPDATES**

### **PROFESSIONAL PRACTICE**

Dietetic Internship Program: Bill 148 that took effect Jan 1/18 has changed the definition of student and employee. This has a significant impact on the dietetic internship program as the interns are no longer considered students as they are not affiliated with an academic institution. As a result this program will likely end at LHSC in 2019. Discussions are in progress with academic partners to transition this program with LHSC continuing to support clinical placements

## **LHSC IN THE NEWS**

### **MEDIA MONITORING REPORT: OCTOBER 11 – NOVEMBER 10, 2018**

#### **SUMMARY**

- **17** stories were posted on the public website
- **96** media stories referenced LHSC and our partners (72 positive, 19 neutral and 5 negative)
- **20** media inquiries were managed

#### **HIGHLIGHTS**

##### **1. Acute Flaccid Myelitis at LHSC**

With paediatric patients presenting at LHSC with AFM, reports of increases in the number of children with the rare, polio-like disease were released. [CTV](#), [Toronto Star](#), [Hamilton Spectator](#) and [multiple](#) stories by [CBC](#).

2. **World first for cardiac surgery**

Dr. Bob Kiaii used a robot to replace a man's calcified aortic valve using the da Vinci surgical system. This world first surgery received positive coverage from [CTV](#), [Global](#), [London Free Press](#), [Blackburn News](#) and [106.9 The X](#).

3. **Opioid prescriptions**

STOP Narcotics program aims to dramatically reduce the amount of painkillers patients are prescribed following common operations. The study supporting the project involved patients at LHSC and received positive coverage from [CBC](#), [Global](#), [London Free Press](#), [Blackburn News](#) and [Ottawa Citizen](#).

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