

**PRESIDENT AND CEO  
REPORT TO THE BOARD AND COMMUNITY  
MARCH 2019**

**DELIVER EXCELLENT CARE EXPERIENCES AND OUTCOMES**

***PATIENT SAFETY, ACCREDITATION***

There has been a focus on sustainability planning, following the achievement of Exemplary Standing during the Accreditation Canada on Site Survey. Accomplishments to date in support of ongoing sustainability include:

- The review of new Required Organizational Practices (ROP), Priority Processes and Standards to assess for changes from those utilized for the November 2018 Survey.
- An assessment of the more than fifty (50) process changes that were implemented in 2018 including the education modalities used, and the development of a plan to support compliance for the three ROPs that represented the most significant process changes for the frontline staff (Information Transfer, Client Identification, Suicide Prevention Screening).
- Off ramping of the Accreditation Specialists and planning for the on boarding of another team of seconded staff for the next fiscal year.
- Working with the Regional Professional Practice Council to assess changes made to electronic screening tools to support LHSCs new/revised processes in the context of functionality for our Regional partners, some of whom will be undergoing an On Site Survey this year.

***SAFETY UPDATE BY INJURY PREVENTION***

On an icy morning mid-February, the Injury Prevention Team, along with staff from the Ministry of Transportation of Ontario and Public Health, scraped windshields for Victoria Hospital night staff leaving their shift. The message delivered was the importance of scraping the windshield fully for maximum safety and tips on winter driving safety. Free scrapers and emergency blankets were distributed to staff.

The Injury Prevention Team was featured on CTV News with a focus on dangers of winter and tips on safe winter transportation whether by foot or vehicle.

The Injury Prevention Team met with the associate director for Western's Residence engagement and harm reduction program. The team brought the driving simulator to residences to talk about the dangers of distracted and impaired driving during their cannabis program sessions in February.

**WORKING TOGETHER TO SERVE OTHERS**

***REGIONAL RENAL PROGRAM UPDATE***

The Peritoneal Dialysis unit at LHSC celebrated having their first patient supported through a long-term care facility in Komoka. Country Terrace is the first long term care facility in the SW LHIN to receive Ministry of Health approval to support residents in their facility requiring ongoing peritoneal dialysis treatment. For patients, this eliminates the burden to travel to hospital for their care. The Regional Renal Program continues to work with long term care facilities throughout the region in order to expand access to peritoneal dialysis care in the long term care homes.

### **MEDICAL DAY UNIT AND ULTRASOUND PARTNERSHIP TO IMPROVE WAITTIMES**

London Health Sciences Centre (LHSC) has been continuing to seek ways or develop initiatives to improve wait time targets developed by Cancer Care Ontario for liver biopsies. The target wait time from time of procedure request to biopsy completion is 10 days and LHSC has been unable to meet this target during the current fiscal year. This is due to limited capacity and overall high volumes. Leadership in the Medical Day Unit (MDU) and Ultrasound Department at Victoria Hospital (VH) have worked in partnership to improve patient access to liver cancer screening. Standardization of recovery times and scheduling adjustments in both departments have resulted in the addition of one liver biopsy per week. This will amount to an additional 50 liver biopsies completed at LHSC per year. Wait times for January and February at the VH site have been reduced by 30 % to 12 days.

## **HEALTHCARE SYSTEM REGIONAL UPDATES**

### **MADE-IN-ONTARIO – MAKING POLLUTERS ACCOUNTABLE: INDUSTRIAL EMISSION PERFORMANCE STANDARDS (EPS)**

The provincial government has created a program called, “Making polluters accountable: Industrial Emission Performance Standards (EPS)” and is proposing to the federal government that it be accepted in place of the federal OBPS. This proposal is very similar to the federal OBPS in terms of carbon price, setting emission limits for the industrial sector, mandatory and voluntary opt-in thresholds, reporting deadlines, compliance periods, compensation mechanisms etc. What is different is that they are considering including institutions as a regulated sector. LHSC plans to voluntarily opt-in to the federal OBPS for now and later transition into the provincial EPS program should it be accepted by the federal government. LHSC is currently providing comments to the Ministry of the Environment, Conservation and Parks (MECP) on the program.

### **SOUTHWEST REGIONAL CANCER PROGRAM SERIOUS ILLNESS HEALTH DISCIPLINES CURRICULUM DEVELOPMENT**

Work continues on the development of a Serious Illness Conversation Curriculum for Health Disciplines. Various members of the working group attended an education session at the University of Toronto earlier this year and brought back valuable feedback and recommendations for incorporation into the development of the London Regional Cancer Program curriculum. The development of this curriculum, will allow the nursing and radiation therapist member of our clinical teams to enhance their communication skills when interacting with patients and better equip them to support the goals of care conversations with patients who face life limiting disease. Physicians often have conversations related to prognosis and goals of care, yet other members of the care team need to be equally equipped to support

needs of patients. We have worked with physicians to enhance their communication skills with training and now are expanding to other professions. This will enable a better conversation about the patient's wishes as they face a life limiting disease, the development of advance care plans and connection with services that will assist patients as they progress with greater disease burden.

### **SITE VISIT TO WINDSOR REGIONAL HOSPITAL PATIENT ACCESS AND FLOW**

A group of clinical and physician leaders from London Health Sciences Centre (LHSC) completed a site visit at Windsor Regional Hospital (WRH) on February 5 and 6 to see first-hand the results of their quality improvement initiatives to improve patient access and flow. The team at WRH has used Lean methodology to introduce standard work to optimize patient flow that is embedded in every team across the organization. This includes the development of a standard unit, development of a utilization nurse role and introduction of a Command Centre to centralize the coordination of patient flow. The LHSC Beds and Flow working group are reviewing the lessons learned from the site visit and what aspects of this work will be included in the work plan for the Standardized Approach to Access and Flow strategic initiative.

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

The PALM leadership received approval from the Joint Venture Oversight Committee to expand laboratory leadership and operational services to the hospitals in Tillsonburg and Ingersoll. Pathology and Laboratory Medicine have had over 18 months of success with Middlesex Health Alliance in this model. The service model builds on collaboration, win:win structures and yields a net income for PALM overall quality of diagnostic services for patients across the region is strengthened when there is a pooling of critical mass of resources and expanded access to sub-specialty laboratory services only available in academic centres.

## **LHSC IN THE NEWS**

### **MEDIA MONITORING REPORT: FEBRUARY 11 – MARCH 10, 2019**

#### **SUMMARY**

- **14** stories were posted on the public website
- **115** media stories referenced LHSC and our partners (103 positive, 11 neutral and 1 negative)
- **11** media inquiries were managed

#### **HIGHLIGHTS**

##### **1. Hospital facing human rights complaints**

As a result of the policy regarding BSA (Behaviour Safety Alert) wristbands, human rights complaints have been filed against LHSC. The story featured by [CBC](#) discussed the review process for the policy as well as patients appealing their violence flag.

##### **2. Charges dropped against EEG technician**

Charges against a former EEG technician for drugging and sexually assaulting a patient

at LHSC were officially withdrawn. Coverage from [CBC](#), [CTV](#) and [London Free Press](#) discussed the charges, and the prior news coverage.

**3. Worse outcomes for women after heart surgery**

A study by Lawson Health Research Institute at LHSC revealed a trend that women undergoing surgery to fix aortic disease were much more likely than men to develop severe complications. The study received positive coverage from many, including [CTV](#), [Global News](#), [London Free Press](#) and [Blackburn News](#).

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