

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

DELIVER EXCELLENT CARE EXPERIENCES AND OUTCOMES

PATIENT EXPERIENCE WEEK

Patient Experience Week (April 23-26) provided the opportunity to celebrate the efforts and achievements of staff, physicians, patients and families toward improving the quality and experience of care at LHSC. I would like to express my gratitude to the nominees and recipients of the inaugural Patient Experience Awards, which recognize those who demonstrate a passion and commitment to improving care and enhancing experiences for patients and families through their work. These individuals and teams exemplify our values of compassion, teamwork, curiosity and accountability through their dedication to keeping patients and families at the centre of everything they do.

I was pleased to recognize the winners of the Patient Experience Awards at a ceremony:

Physician Award – Dr. Rodrick Lim, Director, Paediatric Emergency Department

Staff/Leader Award – Chantel Antone, Indigenous Program Specialist/Navigator

Team Award – Lawson Health Research Grants Development team: Janice DeMoor, Maria Ramey, Macarena Pampillo and Dr. Patricia Riccio

Patient and Family Advisor Award – Vince Londini and Chantha Sreng

The Patient and Family Advisor Award recognizes patient and family advisors who are engaged in a range of activities and initiatives at LHSC, from participating on committees to partnering with staff and physicians on special projects. Notably, LHSC's patient and family advisors played an active role in the development of LHSC's new vision, mission and values, which reaffirm our commitment to the patients and families we serve.

HOSPITAL PHARMACY ASSESSMENTS

As of August 1, 2016 all pharmacies operating and providing pharmacy services to patients in public or private hospitals in Ontario must be accredited and undergo routine assessments by the College. LHSC's most recent inspection occurred May 9 and 10, 2019.

Routine assessments of hospital pharmacies are conducted at least once every two years, depending on the activities performed at the pharmacy and the risk of harm those activities pose to patients. For example; hospital pharmacies providing complex sterile compounding will be assessed more often than a pharmacy that doesn't.

When hospital practice advisors from the College visit a hospital pharmacy to conduct an assessment, they assess its operations and processes against the hospital assessment criteria. The

date and status/ outcome of assessments after August 1, 2016 can be found on [Find a Pharmacy or Pharmacy Professional](#).

Eventually, hospital pharmacy assessments will incorporate an assessment of the individual practitioner working in the hospital, similar to the [new practice assessment](#) program being piloted in community pharmacies.

RENAL TRANSPLANTATION AREA OF FOCUSED COMPETENCY APPLICATION

The Renal Transplantation Area of Focused Competency application was reviewed by the Accreditation Committee of the Royal College of Physicians and Surgeons on April 25th, 2019 and received the status of Accredited New Program. This work, spearheaded by Dr. John Johnson (Nephrologist), results in the program being one of a few in North America to have accreditation for medical and surgical renal transplantation training from the American Society of Transplant Surgeons (ASTS), the American Society of Transplantation (AST) and the Royal College of Physicians and Surgeons of Canada (RCPSC).

OFFICE OF THE AUDITER GENERAL 2019 VALUE FOR MONEY AUDIT

The Auditor General examines government programs, agencies, certain public-sector organizations receiving government grants and Crown-controlled corporations to see if their administrators have spent money with due regard for economy and efficiency and have satisfactory procedures for measuring and reporting on effectiveness. In other words, the Auditor ascertains if taxpayers have received value for the tax dollars spent by the entities they audit.

As part of these audits, the Auditor also checks that the management of the auditees being examined collected and spent money in the ways that the Legislature intended it to.

For 2019 the Office of the Auditor General selected Chronic Kidney Disease (CKD) as one of their value-for-money audits this year. The Auditor General is conducting the audit on the Ontario Renal Network (ORN), which is part of Cancer Care Ontario and oversees the provinces chronic kidney disease services. As part of their audit work, London Health Sciences Centre was selected as one of a sample of Regional Renal Programs to visit as part of that process. Their work at LHSC included meetings with key personnel involved in the coordination and delivery of CKD services (including in-centre and in-home dialysis, transplants, and the MCKC clinic) and a review of certain data and files. The visit occurred mid May and results will be made available through their annual report which is traditionally released the first week of December every year.

DIETETIC INTERNSHIP PROGRAM

London Health Sciences Centre has finalized a collaboration agreement with Brescia University College that enables students in the Dietetic Education and Practical Training program to complete a portion of their year-long practical education at LHSC. LHSC has a 56-year history of supporting dietetic education through its Dietetic Internship Program. The collaboration will transfer responsibility for management of the internship program to Brescia. This exciting venture for LHSC and Brescia will further support excellence and advancement of dietetic education.

BUNDLED CARE FUNDING FOR UNILATERAL HIP AND KNEE ARTHROPLASTY

In fiscal 2020, the Ministry of Health and Long-Term Care mandated bundled care funding for unilateral hip and knee arthroplasty. This funding model provides hospitals with a bundle of funds for arthroplasty. Hospitals are required to support the costs of care from consent to treatment to post-discharge rehabilitation. This will require hospitals to work differently with community rehabilitation providers and be 'in contract' or be 'invoiced' for services. This model will incentivize hospitals to complete more 'One Day Care' surgeries which in turn will reduce pressure on inpatient beds. At London Health Sciences Centre, a core team including, administration, surgeons, finance, decision support has been established to review key data, examine various financial models and review documents and practices from other hospitals. Once the initial planning phase is complete, the next step will be to implement the new model midpoint within the fiscal year.

LHSC IN THE NEWS**MEDIA MONITORING REPORT: APRIL 11 – MAY 10, 2019****SUMMARY**

- **22** stories were posted on the public website
- **220** media stories referenced LHSC and our partners (199 positive, 21 neutral and 0 negative)
- **13** media inquiries were managed

HIGHLIGHTS**1. Assessment clinics could speed relief for patients with hip, knee, back pain**

The South West Local Health Integration Network in partnership with LHSC and other regional hospitals is launching eight rapid access clinics for patients with hip, knee, and lower-back pain, in an effort to speed up consultation with a nurse practitioner or physiotherapist. The new intake system won't cut surgical wait times but instead aims to offer pain relief strategies while patients wait for surgery. Positive coverage was featured in the [London Free Press](#), reprinted in the [Woodstock Sentinel Review](#) and featured on [CBC Radio's London Morning](#).

1. Here's how many drugs went missing at LHSC in the last 3 years

[CBC London](#) reported that the number of cases of controlled substances that went missing from LHSC had increased from five cases in the 2017-18 fiscal year, to seven cases in the 2018-19 fiscal year. An employee theft in 2017 was mentioned. Coverage was neutral, noting that the problem is not unique to London.

2. Revolutionary research helping patients with Parkinson's walk again

A study led by Dr. Mandar Jog is the first in the world to successfully trial an implant in the spine that boosts signals between the body, spinal cord and brain for patients with Parkinson's disease, greatly improving the ability to walk. The study's findings have

garnered positive coverage from national outlets including [CTV](#) and the [National Post](#), and international coverage including the [BBC](#).

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