

**PRESIDENT AND CEO
REPORT TO THE BOARD AND COMMUNITY
MAY 2020**

DELIVER EXCELLENT CARE EXPERIENCES AND OUTCOMES

RECRUITMENT AND ORGANIZATIONAL DEVELOPMENT

A number of eLearning modules were developed in April to support COVID-19 learning needs. This includes conversion of some face-to-face Central Nursing Orientation sessions to an eLearning format.

To ensure robust future learning opportunities in an environment of physical distancing, work has commenced to explore development approach, content and an experience platform that leverages existing organizational technology. Consideration for how to include regional participation in learning events is being included in this virtual learning model.

ENVIRONMENTAL STEWARDSHIP

A de-pack organics program was started in Patient Food Services. LHSC has partnered with Kevron Recycling to start a new organics program where all food, including packaged food, can be placed into the same bin. Kevron is an organic Waste to Energy Specialist providing secure product destruction. Kevron takes the bins back to their depot, opens all of the packages of unopened food, composts the organics, and recycles the packaging. It is estimated that this new de-pack organics program is diverting an additional 227 kilograms of waste from landfill per day.

746 BASELINE MINOR SURGERY CENTRE

Construction commenced in February 2018 with final completion on March 6, 2020. LHSC Department of Surgery fully operationalized the facility with Go-Live on March 9, 2020. Initial go-live included start-up of Tier 1 minor procedures. Tier 2 launch was delayed due to the pandemic and will be rescheduled once elective surgeries resume. The renovations created a minor surgical clinic with fully functional operating rooms to assist with reducing wait times and freeing up operating room time at LHSC's Perioperative suites. This is accomplished by moving non-critical surgeries to 746 Baseline. Necessary building infrastructure improvements including new HVAC equipment for heating and cooling on all floors, building controls replacement, fire protection upgrades and electrical upgrades were completed at the same time to realize cost savings to the organization by using the same Contractors.

VOLUNTEER SERVICES

Effective March 16th, all volunteers were removed from LHSC and most volunteer programs were suspended. Volunteer Services developed an engagement strategy for continued communication with volunteers. Staff were redeployed and new pandemic response projects were supported by the leaders include exploring child care avenues available in the community and supporting the Wellness Task Team by actioning the Caring for You as You Care for Others

initiative including the snack deliveries.

Virtual Programs

Volunteer Services worked with the Child Life Program to engage a few volunteers virtually. Weekly volunteer virtual visits were arranged with the Ventriloquist and the Pet Therapy team.

Patient Ecards

Volunteer Services is still offering the patient e-card program via the LHSC public website. Cards are received and emailed to the units, who are printing a copy for the patient. The number of ecards received has remained the same as pre-COVID averages, which means many families are utilizing this service (given our significantly reduced patient count).

Volunteer Engagement

All volunteers were asked to share a message of support to LHSC staff and physicians and over 100 messages were received. Messages intended for a specific unit were shared directly with them while other messages, including videos were posted on the intranet and social media.

PROFESSIONAL PRACTICE UPDATE

In response to the COVID-19 threat, a significant amount of education support through professional practice has been mounted in response to changing care demands and evolving provincial guidelines. Nursing Professional Practice has led or collaborated with other departments to develop essential learning packages on protected code blue, point of care risk assessment for Personal Protective Equipment (PPE) choice and basic COVID 19 knowledge. Education related to PPE has also been provided to our LTC colleagues. Professional Practice also provided input into the models of care for the Community Assessment Centres and Field Hospital.

NEGATIVE PRESSURE WING

Successfully opened a medicine unit negative pressure wing to support COVID-19 positive Aerosol Generating Medical Procedures (AGMP) in Victoria Hospital (VH) Medicine. The air systems on this entire self-contained unit had been prepared during the Severe Acute Respiratory Syndrome (SARS) outbreak but never used in this manner. Process to open was an excellent partnership with Occupational Health and Safety, Infection Prevention and Control, the Critical Care Trauma Centre (CCTC) and Respiratory Therapy.

Respectfully Submitted,

Neil Johnson
Interim 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