

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

**DELIVER EXCELLENT CARE EXPERIENCES AND OUTCOMES**

**MENTAL HEALTH AND ADDICTIONS**

Short Stay Unit

A Short-Stay Unit was successfully opened on D4-400 on Tuesday, May 26. Patients with an expected length of stay that is between 24-72 hours for stabilization and reconnection with their community treatment team will be admitted to this new unit. The focus of this unit is to manage the following cohort of patients in Phase 1:

- Personality Disorders – crisis and planned admissions
- Drug Induced Psychosis (not requiring PICU) – medical detox & withdrawal management
- Any patient that is deemed to require an admission less than 72 hours

Staff on the unit will be trained to deliver psychoeducation on distress tolerance and mindfulness among other modalities as well as Motivational Interviewing techniques. We are also looking at specific group programming for the unit in a single session model of care due to the planned length of stay.

The Bridging Team will support the patients on the unit daily through their role in morning rounds, discharge planning with the inpatient interdisciplinary team and transitional therapy to community.

**DIAGNOSTIC IMAGING**

The construction portion of the Diagnostic Imaging Replacement Projects will be tendered and renovated into two phases. Phase 1 will be completed over year one of a three-year renovation schedule and includes the replacement of 5 CTs at both Victoria and University Hospitals. Phase 2 includes the replacement of 9 MRIs and IRs at both Victoria and University Hospitals and will be carried out over years two to three.

The design & planning for the Diagnostic Imaging Phase 1 CT Replacements has been completed and a construction vendor has been awarded. Construction of the first & second CT suite are complete and have gone live. Start of construction for the 3<sup>rd</sup> CT Suite at VH has commenced.

The User Group & Design meetings for the Phase 2 UHVH MR/IR Replacements are well underway with an anticipated design completion for early 2020. RFP is currently being developed. Construction is anticipated to start on the first suite(s) this summer.

### **CARDIAC CARE - AUDITOR GENERAL OF ONTARIO AUDIT**

On May 11 and 12, 2020, the Cardiac Vascular and Stroke Programs participated in an audit by the Office of the Auditor General of Ontario. The Auditor's office identified Cardiovascular and Stroke Care as a candidate for the value-for-money audit for 2019/2020. The preparation and time invested was extensive with a collaborative effort from cardiac, stroke, vascular and decision support. The teams presented an excellent overview of opportunities and challenges dealt with on a daily basis. The final data bundle has just been completed and will be submitted to the Auditor General's office. This work has been put on hold and therefore an expected date on the final report is not currently available.

### **2020 LAWSON IMPACT AWARDS – CONGRATULATIONS TO OUR WINNERS!**

The Lawson Impact Awards honours research making a difference and acknowledges our scientists, staff, trainees and partners.

Dr. Chris McIntyre – Scientist of the Year  
Dr. Cheryl Forchuk – Innovation Award  
Dr. Bekim Sadikovic – Dr. Joseph Gilbert Research Contribution Award  
Dr. Janice DeMoor – Staff Award of Excellence  
Stephanie Marrocco – Leadership Award for Students and Fellows  
Rogers Communications – Industry Partner  
Keith Samitt – Community Partner (LHSF)  
William and Lynne Gray – Community Partner (SJHCF)  
Canadian Pacific – Community Partner (CHF)

The event was cancelled due to COVID-19. It is currently planned that the honourees for 2020 will be formally recognized at the 2021 event.

## **WORKING TOGETHER TO SERVE OTHERS**

### **ONECHART -CLINICAL DOCUMENTATION**

Work continues in preparation for the re-launch of the Clinical Documentation project, tentatively scheduled to kick off in September 2020. The PowerChart team continues to build and update clinical documentation for Nursing and Health Disciplines. Physician training on Dynamic Documentation for Pediatric Oncologists continues.

Launch Point was successfully implemented as part of the Phase 1 OneChart Clinical Documentation project within the Emergency Departments (EDs) at University Hospital (May 18), Victoria Hospital (May 26), Strathroy Middlesex General Hospital (May 26) and Victoria Hospital Pediatrics (May 27). The conversion planning took place within 13 days. The Psychiatry residents were also trained at VH as their workflow changed with the implementation of Launch Point. Planning and build continues on the Behavior Health, Anesthesia Module and BMDI workstreams.

The implementations were considered highly successful with very few minor issues being reported. Listowel Wingham Hospital Alliance is the only remaining organization to go-live.

**SOUTH WESTERN ONTARIO RONALD MACDONALD HOUSE**

Our partner, SWO Ronald MacDonald House was successful in their application for re-population of the house following COVID-19 closure in March. The plan included a 14-day isolation accommodation in a trailer before being mobilized into the house with socially distance changes made across their house and processes. This will improve our families housing opportunities as we continue to support their children's medical needs. Family recruitment occurred and trailers at full occupancy within two days of opening.

**PATIENT ENGAGEMENT SURVEY**

The Patient Engagement team requested that National Research Corporate (NRC) provide Canadian Patient Engagement Survey (CPES) in multiple languages to ensure patient experience feedback was representative of our diverse community. NRC had never provided the CPES in languages other than English and French, but after collaborating with LHSC, they will now offer the survey in several languages this year, which will be available to all NRC clients having a patient experience impact across the country. It is currently planned that LHSC will conduct this survey in this fiscal period.

**LHSC IN THE NEWS****MEDIA MONITORING REPORT: MAY 11, 2020 – JUNE 10, 2020****SUMMARY**

- 11 stories were posted on the public website
- 229 media stories referenced LHSC and our partners (131 positive, 10 negative and 88 neutral)
- 21 media inquiries were managed

**HIGHLIGHTS****1. Lawson researchers perform world-first and innovative treatments for COVID-19**

Earlier in May, it was reported that a team of Lawson researchers, led by Chris McIntyre, used a dialysis machine in a new way to treat COVID-19 by targeting white blood cells associated with inflammation. It was later shared that [early results](#) using this treatment were positive.

Lawson researchers also reported working with University Health Network, General Dynamics Land Systems-Canada, and LHSC to test a new non-invasive ventilation mask to help treat COVID-19 patients to lessen the demand on the invasive ventilators. This innovation was also reported [locally](#) in multiple news outlets, in the [science community](#), and beyond our [national border](#).

Research into whether AI and ultrasound can be used to diagnose COVID-19 in patients' lungs was also reported in [Blackburn News](#), [CTV News](#), [The London Free Press](#), and [The Sudbury Star](#), among others.

## 2. LHSC informs expecting parents on how the hospital has changed giving birth and caring for children's health needs during the pandemic response

LHSC shared how the hospital has changed due to COVID-19 in relation to expecting parents. Virtual visits, visitor restrictions, corporate protocols for PPE and other safety precautions were shared to help ease expecting parents with the process leading up to, and including, birth. This story was reported in [Global News](#), [Blackburn News](#), and [CBC](#).

As well, a virtual Children's Hospital ER was established to help connect parents, who are anxious about bringing their child to the hospital because of COVID-19, with a doctor to determine if the child needs to be seen in person. [Blackburn News](#), [CBC](#), [CTV News](#), [Global News](#), and [The London Free Press](#) shared this news.

## 3. Pandemic pay a concern among front-line staff who are left off of government list for professions who will receive the pay boost

[Before the government](#) released the final list of professions that will be receiving the pandemic pay for front-line workers, there was tension due to preliminary discussions not including all hospital workers. When the government released the final list, it was found to [not include every profession](#) that continues to work and interact with patients during the pandemic response. Those groups of staff not on the list felt [forgotten](#), and some wanted to note their [importance on the front-line](#) in the media. [Unions have also called](#) for the COVID-19 pandemic campaign funds to be used to give to LHSC employees left out of the pandemic pay.

## 4. LHSC is slowly resuming clinical services

Reported on June 4, LHSC is slowly resuming clinical services for non-essential and elective surgeries and appointments that were postponed to the pandemic response. [Blackburn News](#), [CTV News](#), [Global News](#), and [The London Free Press](#) reported this news, and noted that this does not mean hospitals will be resuming full services immediately because the pandemic response is still in place.

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