

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

DELIVER EXCELLENT CARE EXPERIENCES AND OUTCOMES

GRATITUDE CAMPAIGN

The Gratitude Campaign is a four-week initiative that will allow our entire community –both inside and outside our walls to say, share and see the recognition every individual deserves. This initiative was kicked off the Week of October 14th and will run until November 13, 2020. Staff, Leaders, Physicians are invited to take a few moments to reflect on all that has been accomplished as a team after months of challenge and commitment throughout 2020.

- **Say thanks:** Take a moment to personally recognize someone you work with (be it a colleague, direct report, or leader). Leave a voicemail, write a note, send an e-card, or catch them in the hall. Tell them “thanks” and highlight why you’re grateful. You will find “I Was Thanked!” stickers available starting tomorrow to take at screening entrances; consider sharing one with your colleague as an extra note of recognition, and encourage them to pass the gratitude on.
- **Share thanks:** Share your gratitude online – create a message, photo, drawing, or short video illustrating your gratitude and post it to your social media using the hashtag #LHSCGratitude or e-mail it directly to LHSCgratitude@lhsc.on.ca. We will encourage everyone in our community to join us in this online gratitude initiative as we know there are so many people who continue to appreciate and support the people at LHSC.
- **See thanks:** Follow E-Cast and LHSC’s social media channels ([Facebook](#), [Twitter](#), and [Instagram](#)) to view the new Gratitude Campaign album, which will share the gratitude submissions from staff and our community. Every #ThankfulThursday, read through the latest submissions as we work to spread the gratitude.

SURGICAL ACTIVITY

London Health Sciences Centre has been carefully and gradually expanding clinical services that were paused at the onset of the COVID-19 pandemic. Resuming pre-pandemic surgical volumes is an important step in moving through the cases delayed by the pandemic as well as addressing new cases that are presenting. To expedite the processing of surgical cases to the operating rooms, various strategies have been implemented including shifting to 40% of Surgical Ambulatory visits to virtual care as well as introducing virtual waiting rooms which enable patients to wait for their appointments in their car rather than in a common waiting room where physical distancing is a challenge.

LEADING WITH C.A.R.E. LAUNCH

As a result of recent Our People Survey results, which measured staff self-perceptions of care and staff perceptions of support, the Mental Health and Addictions leadership team has officially launched the Leading with C.A.R.E. initiative within the program.

C – Coping with Stress (How are you tolerating stress? Are coping mechanisms in place?)

A – Accountable to Self-C-A-R-E (Sleeping, eating, exercising, relaxation)

R – Resiliency (Ability to bounce back from stressors, transitions from work to personal life)

E – Emotional Health (How am I feeling in this moment?)

GOALS OF THE PROGRAM:

1) Ensuring that employees know where to find resources and support for mental health such as stress reduction, physical activity, mindfulness and emotional intelligence. Support will be offered through practical tools, empathy, and compassionate care. (Culture of Wellness)

2) Improve the channel of communication and the perception of support between leader and staff to hear how employees are feeling, to listen and to respond with an action. (Psychological Health & Safety)

3) Relying on an employee to self-report leaves them vulnerable. Two-way conversations are essential to monitor mental wellbeing and take notice of changes in a team member's personality or production that may indicate vulnerability. Providing an opportunity within existing communication strategies (huddles, rounds, etc.) allows employees to 'check-in' with leaders and colleagues and engage in peer support. (Mental Health First Aid)

CANADIAN SURGICAL TECHNOLOGIES AND ADVANCED ROBOTICS (CSTAR)

Staff worked with Dr. Rob Leeper to conduct in-situ simulations in the Medical Surgical Intensive Care unit and Cardiac Surgery Recovery unit. The goal of these simulations was to identify process issues related to COVID-19 and handover of patients. With the assistance of local educators, two simulations were conducted and challenges related to communication and information sharing were identified and action plan to address the gaps has been created.

CHILDREN'S EMERGENCY DEPARTMENT (CED)

A CED External Assessment Zone was implemented by relocating staff, one Paediatric emergency physician, equipment and supplies to the Paediatric Medical Day Unit (PMDU) during the hours of 1800-2400 daily. This was completed in order to expand capacity in response to anticipated seasonal volume surges and ensure adequate physical distancing for children and families which are both challenges in the existing CED space.

The Virtual Paediatric Emergency clinic has expanded its functionality to include provider to provider consultation to the region. The first official virtual video "doc-doc" consult assisted in the transfer and admission of a patient from a regional Emergency Department.

WORKING TOGETHER TO SERVE OTHERS

DIAGNOSTIC SERVICES - PATHOLOGY AND LABORATORY MEDICINE

PaLM's work in improving lab capacity for COVID-19 testing is continuing with the lab meeting a milestone of 200,000 tests verified within the 6 months of testing, supporting all hospitals and assessment centres in Erie St. Clair and South West health regions. This work was accomplished due to validation of pooling of specimen's completed in September; hiring of Medical Laboratory Assistants and Medical Laboratory Technologists staff to support the increasing volume of work; working with the labour team on a consistent schedule to manage the 24/7 operation.

BRIDGE TRANSFUSION

As part of the OneChart – Phase One project, Bridge Transfusion (Blood Product Medication Administration) is one of the critical patient safety elements that is foundational. On Tuesday, September 16th, the London Regional Cancer Program (LRCP) within the Chemotherapy and Oncology Day Unit became the first Cerner site in Canada to roll out this functionality, meaning all transfusion products administered will be validated using bar code scanning technology of the patient and the blood product, ensuring the right patient gets the right blood product. This is a significant milestone for the program, organization and the patients cared for.

HEALTHCARE SYSTEM REGIONAL UPDATES

COLLABORATIVE COMMUNITY COUNCIL & INTEGRATED PATHWAY DEVELOPMENT TEAM

When the Return to School Plan was released, Children's Hospital leadership identified considerable risk with a siloed approach to implementation of the plan. A Collaborative Community Council was convened to review implementation strategies and together identify opportunities and gaps that could be addressed. The Council consisted of:

- Thames Valley District School Board (TVDSB)
- London District Catholic School Board (LDCSB)
- Middlesex London Health Unit (MLHU)
- Pathology and Lab Medicine (PaLM)
- Ontario West, Primary Care Lead
- Children's Hospital, LHSC

Two streams of ongoing activity were defined: 1) School Re-Opening and 2) Development of an integrated guidance COVID-19 Care pathway.

The Integrated Pathway Development Team have successfully and expediently completed *The Guidance for Health Care Providers for Child/Youth with Covid-19* which was distributed broadly Friday, September 18, 2020. The document includes health care provider direction on management of a symptomatic child, defines a child centric recommendation for deep nares swabbing, a less traumatic testing option than the current nasopharyngeal swabbing, supports a Child Life Specialist education on approaching the paediatric patients for testing, as well as parent supporting decision trees. Community provider response to the guidance document has been incredibly positive.

LHSC IN THE NEWS

MEDIA MONITORING REPORT: SEPTEMBER 11, 2020 – OCTOBER 10, 2020

SUMMARY

- **14** stories were posted on the public website
- **361** media stories referenced LHSC and our partners (**288** positive, **12** negative and **61** neutral)
- **10** media inquiries were managed

HIGHLIGHTS

1. Increase in demand for COVID-19 testing prompts operational changes at London's assessment centres

After schools were back in session, there was an [increase in need for testing](#) seen at the assessment centres. Line-ups were long, and the assessment centres began prioritizing those who needed tests for medical procedures, those symptomatic, or those who have been in contact with a positive case. Near the end of September, assessment centres saw line-ups [begin before opening](#), causing them to [reach capacity](#) before they open. As a result, the assessment centre [operations changed](#).

2. PaLM lab COVID-19 testing equipment breaks resulting in backlog in results

The Pathology and Laboratory Medicine (PaLM) equipment used for analyzing COVID-19 tests from the assessment centres and other locations in Southwestern Ontario, experienced a breakdown for around 24-hours causing the turnaround time for COVID-19 results to double, resulting in a one-day backlog. This was reported in [Blackburn News](#), [CTV News](#), [Global News](#), and [The London Free Press](#).

3. Lawson and Western researchers have found improved method for organ and vaccine transportation

Researchers from Lawson and Western have created a new carrying device for organs. The device's temperature can be regulated, which is an improvement on the existing boxes used today that still largely rely on ice packs. This device could also be used to transport vaccines, and has the possibility to be scaled for grocery store and restaurant use as well. The project was developed by Western engineering along with the Schulich School of Medicine and Dentistry, Lawson Health Research Institute and LHSC's Centre Multi Organ Transplant Program. This was reported locally in [Blackburn News](#), [CTV News](#), [Global News](#), [The London Free Press](#), and [Western News](#), as well as provincially, nationally, and internationally.

4. Innovative Hybrid Operating Room improving care for cardiac patients

The [hybrid OR](#) allows surgeons to perform advanced surgeries on complicated cases more efficiently, giving the team the ability to perform interventional and surgical procedures at the same time. This saves patients from having to undergo separate procedures with separate recovery periods, and allows for less time spent in recovery at the hospital with less risk of infection.

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