

FRONTLINE News

Volume 2, Number 39

October 1, 2007



CAN YOU IDENTIFY THESE STAFF MEMBERS? GO TO THE BOTTOM OF PAGE 2 FOR THE CORRECT ANSWERS.

Pat Somers Appointed Vice President, Operations

Pat Somers, our Vice President of Patient Services & Chief Nursing Executive has a new role and a new title as a result of adjustments made to our leadership team last week. In the newly created position of Vice President, Operations, Pat will lead the Directors of the following patient care areas: Emergency/Medical; Peri-operative/Surgical; Mental Health and Ambulatory Care. All of these areas have been reporting directly to the CEO since January 2006.

According to Neil McEvoy, the single purpose of this position is to work towards the smooth flow of patient care in all the emergency, surgical, medical, cardiac, mental health and ambulatory patient streams. "Working with her colleagues on the senior leadership team and the medical staff, Pat will improve the smooth flow of care, coordinating the many services that support our patients, ensuring that we develop a healthier workplace, using sound practices and helping us to pursue the level of patient care that we would like to provide," stated Neil.

The role of VP, Patient Care Services is now discontinued. Many of the departments that were previously grouped in this division will continue to work with Pat in her new role: Renal Services will join the Ambulatory Care stream, and the Cardiac Cath Lab will form part of the new Cardiac Care stream. The Stroke and Trauma programs will join the surgical and medical streams respectively.

Other departments will move to join different groups: Mission and Pastoral Care will join Clinical Support led by Claudia den Boer Grima, while the Staffing Office will join Human Resources under Mary Benson-Albers. Professional Services and Infection Control will both join Anita Harris in Clinical Affairs.

"Over the next few months we will pay special attention to renewing our approach to learning and education. In the meantime, the Professional Practice group, Clinical Pathways and Clinical Informatics will remain with Pat for now," added Neil.

In taking on this new role, Pat will continue as Chief Nursing Executive. She will also bring her extensive knowledge and experience in hospital accreditation to this role, and will draw on this knowledge in leading us in improved approaches to patient care.

"I am looking forward to working with my physician colleagues. My experience has been that our physicians are as concerned about the safe flow of patients through our system as management is," said Pat.

Please join us in wishing Pat and her colleagues every success and support as we enter this new phase in the growth of Hôtel-Dieu Grace Hospital.

Cafeteria Reduction of Weekend Coverage to Begin

A reminder to all staff and visitors that the cafeteria will discontinue full-service on weekends beginning this weekend October 6th, 7th, and 8th (Thanksgiving Day). The cafeteria will close Friday at 6:30 p.m. and re-open Tuesday, October 9th at 8:00 a.m.

On the weekends, staff and visitors may access vending machines that will be stocked daily with a variety of fresh sandwiches, delicious soups and salads. As well, the Coffee Bar in the Goyeau Street Lobby features some snacks. There are also a number of restaurants within a short walking distance to the hospital campus.

ER Welcomes University of Michigan

A group from the University of Michigan visited HDGH last week to speak to our staff and physicians in the ER and to see first hand how our LEA(R)N process has improved efficiencies in the department. According to Nicki Schmidt, LEA(R)N Process Improvement Facilitator, the group was very impressed with what we have implemented in our ER and plans to adopt our thinking about patient flow in the ER.

OPERATION

FISCAL FITNESS

A major improvement in expenses was achieved in August. This was the first month that expenses were less than revenues resulting in an operating surplus of \$283,000. As such, the operating deficit for the five month period ended August 31st was reduced to \$1,193,000.

Both wage and supply costs are down in most areas of the hospital with a few areas still having difficulty in achieving budget. A few new or expanded programs have been slower to achieve growth in service volumes and as such are contributing to lower operating expenses. However, the lower service volumes are causing lower revenues.

The combined unfavourable budget variance for the year remains forecasted at \$2,590,000.

Assistance is being requested from the LHIN to deal with continuing occupancy and cost pressures arising for the extraordinary number of ALC patients having to be cared for in the Windsor hospitals. However, the need for continued vigilance in the use of all our limited resources continues to be critical to addressing the forecast operating deficit. The significant results achieved in August show that it can be done!



Our hats go off to...

Our staff in Emergency Department, Cardiac Care Units (Acute and Telemetry), Cardiac Cath Lab, Operating Room and PACU, 6 West, Environmental Services and Jan Baynton for the exemplary care they provided to Mrs. Elizabeth Toop, who has been a patient here many times since 2005. Mrs. Toop called our Patient Advocate Pat Best last week and asked her to pass along thanks to everyone in the departments listed above. She recently received a survey but thought she would call to tell us about "all the good things that happened" during her stays at HDGH. Mrs. Toop said that she was always treated with compassion and dignity which allowed her to cope with her many challenges.

Library staff Toni Janik, Ron MacPherson and Kim Douglas as they celebrate Medical Librarians Month during October. Toni and her colleagues invite all staff, physicians and students to visit our Health Sciences Library throughout the month of October to find out how to access the many services they offer.

HDGH Wellness Program Wins Gold

Congratulations to our Better Work Life Team on achieving the Working Toward Wellness Healthy Workplace Gold Level Award! This award recognizes that HDGH has successfully implemented a comprehensive health promotion program that benefits not only the workplace but its employees, retirees, and their families.

Maria Giannotti and Toni Janik will accept the award on behalf of the hospital at the 6th Annual Working Toward Wellness Healthy Workplace Awards Breakfast on Wednesday, October 24th at the Ciociaro Club. The Working Toward Wellness Program is sponsored by Health Action Windsor-Essex and the Windsor-Essex County Health Unit.

HDGH Staff Take Part In National Film Board Documentary

The National Film Board of Canada was at HDGH last week to film a segment for a documentary on immigrants who moved to Canada at age 12. Lester Alfonso, Director of the project and son of HDGH staff member Elizabeth Alfonso and his crew came to film Frances Andonovski, an employee in Nutrition Services. The crew filmed Frances working on the beltline in the kitchen preparing meal trays for patients and interviewed her to find out how she handled moving to Canada from Macedonia with her family at the age of 12.

While the filming focused on Frances, several of her co-workers on the beltline were included in the production. Screening of the documentary is expected to take place in April 2008, and it will be shown on CBC later next Spring.

Road Improvements Cause Delays in Exiting Parking Garage

By now, many staff have discovered that at some times during the day (notably between 1500 and 1700 hrs) it is extremely difficult to exit the Parking Garage. This is due to increased traffic on Erie St. E. resulting from detours put in place by the City of Windsor so that major road and sewer reconstruction can be performed along Giles Blvd. E. City of Windsor Public Works officials have advised the hospital that this work is expected to last until the end of October and possibly into early November. They have assured us that they are doing what they can to expedite the work at the Goyeau & Giles intersection in order to minimize the effect of these detours.

Staff are reminded that although it is a bit farther to walk, Lot G at the northeast corner of Goyeau and Erie East may prove to be easier to exit at these times, as would Lot E on the south side of the hospital.

HDGH to Host Mentorship Conference

Hôtel-Dieu Grace Hospital is hosting a Mentorship Conference on Wednesday, October 10th featuring well known addiction specialist Mr. Colin McVicker as guest speaker. Mr. McVicker is an accomplished speaker, who has been sharing his creative ideas and knowledge about counseling techniques and mentorship with other healthcare providers throughout North America for the past 10 years.

Jane Rajaratnam, Professional Practice Leader, 7th Floor encourages staff to attend the conference so that they can learn more about mentorship and discuss its benefits; understand and discuss the principles of adult learning; recognize different learning styles and mentor responsibilities and how they impact the mentee.

The cost of the conference is \$20. The deadline to register is Thursday, October 4th. For more information, contact Jane at ext. 3909.

Jungle Book Reunion

On Saturday October 6th at 2:00 pm the cast of Jungle Book are reuniting at Devonshire Mall to perform the play "Jungle Book Kids" for the W.E. Care for Kids campaign.

Jungle Book Kids was performed this past summer at the Belle River Marina and at the Tecumseh Corn Fest by The Space of Lakeshore, an extra-curricular school of the dramatic and performing arts.

Amanda and Sarah Csecs, both alumni of the NICU, and daughters of staff member Dorothy Csecs in the Outpatient Clinic, are taking part in the production and have been enrolled in the programs offered by The Space for the past two years. According to Dorothy, their involvement with The Space has helped them to blossom as confident, expressive young women.

Dorothy invites everyone to attend this special presentation of Jungle Book Kids in support of the W.E. Care for Kids campaign.

United Way Canvassers Needed

HDGH will run the Annual United Way Campaign this year from October 31st to November 9th. We would like to invite any interested staff to be departmental canvassers during that time period. A Canvasser Training session will be held on October 15th in the Lobby Conference Room. You can attend any one of the three training sessions. Times will be 10:00 a.m. - 11:00a.m.; 11:00 a.m. - 12:00 noon or 1:00 pm - 2:00 pm. **Please contact Mary Savard at ext. 3152 if you are interested in becoming a Canvasser.**

October is Child Abuse Prevention Month—Go Purple!

You can help the Child Abuse Prevention Council and Children's Aid Society to raise awareness during the month of October by supporting "Go Purple for Prevention Day" on Friday, October 5th.

Each year in Canada, thousands of children are victims of abuse and neglect. Prevention can make a difference. CAPC and CAS need your support to continue to provide programs to prevent abuse and offer services to help children who have been victims.

On October 5th, please wear purple to show your support for Child Abuse Prevention Month.