



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

Dr. Sophia Thomas Appointed Medical Director, Emergency Department

Dr. Sophia Thomas came to work in the Emergency Department at HDGH in 2001. She is a trauma team leader and ICU critical care assistant. She also works shifts in the ER at Windsor Regional Hospital, and is an Adjunct Professor, Undergraduate Academic Director for Emergency Medicine and the 2nd year Course Coordinator for Clinical Methods at the Schulich School of Medicine and Dentistry, Windsor Campus. Dr. Thomas is currently serving as Vice President of the Medical Staff and has recently been appointed to the position of Medical Director of the Emergency Department replacing **Dr. Gord Vail**, our new Chief of Staff.

As Medical Director, Dr. Thomas will be working closely with **Dr. Donald Levy**, Chief of the Emergency Department and **Eleanor Groh**, Director Emergency/Inpatient Medicine. She will be accountable for the leadership and management of the Emergency Department including: responsibility for leading the staff in delivery of patient focused care within a team environment; ensuring delivery of optimum levels of care within the allocated resources; and promoting and maintaining positive public relations with all clients including patients, visitors and staff.

"I am very excited about my new position as medical director," states Dr. Thomas. "I have a keen interest in education, and the role of medical director compliments work that I am already doing as the Undergraduate Academic Director for Emergency Medicine with the Schulich School of Medicine and Dentistry."

Dr. Thomas says she has plans to initiate ER department rounds to highlight interesting cases and provide teaching opportunities for the learners coming through the Emergency Department, while providing education for all staff. "I will also be initiating X-ray and EKG rounds to alternate every other month to again educate staff and improve quality of care," adds Dr. Thomas.

Standardizing care in the ER is an initiative that she says will help implement the goal of improving the quality of care, improving efficiency and enhancing patient safety which aligns with the hospital's overall strategic goals of providing excellent care in a safe environment. "It will also assist in the delivery of timely emergency care and improve the flow and efficiency in the ER, which aligns us well to roll out the Process Improvement Program (PIP) and P4R ER projects that are funded by the ministry," adds Dr. Thomas.

In addition, Dr. Thomas says plans to implement a process to allow for performance reviews will help identify areas in which we are excelling and areas that need further attention to focus on improving outcomes. "Performance reviews of individuals will also assist the hospital in ensuring that quality care is being delivered," states Dr. Thomas.

Dr. Thomas is a graduate of the Schulich School of Medicine & Dentistry, University of Western Ontario. She completed her Family Medicine Residency in Ottawa and her Emergency Medicine Residency at Detroit Receiving Hospital.

When she is not working in the Emergency Department, Dr. Thomas enjoys spending time with her husband Todd and daughters Neve and Mya.

Achievements Celebrated at HDGH Annual General Meeting

Hôtel-Dieu Grace Hospital Board Chair **Egidio Sovran** and hospital CEO **Warren Chant** presented the highlights of the hospital's achievements over the past year at the Annual General Meeting held last Wednesday at the Fogolar Furlan Club.

Among the achievements highlighted was the hospital receiving a full three-year accreditation award; **Dr. Ann Chiu** performed Windsor's first corneal transplant; we were the first hospital in the province to use the integrated IVUS ultrasound system; our surgery department acquired the neoprobe – a state-of-the-art gamma detection device; development of the Patient Navigator; the 10th anniversary of the medical-surgical hospitalist program; the new operating room checklist; designation as a best spotlight organization by the RNAO; purchase of a state-of-the-art bladder scan; staff authored ER Lean manuscript published in a prestigious medical journal; receiving gold awards for our Wellness program and for being a bike friendly workplace; winner of the 2009 NAFA Clean Air Award; receiving a 2010 Eat Smart! Award of Excellence; the cafeteria earned a five star rating from the Windsor-Essex County Health Unit for safe food; four nurses honoured with Daisy awards; **Kim Spirou** was named Communicator of the Year by the OHA; our Chronicles of Caring magazine was awarded an international Marcom award for outstanding achievement; and our documentary video, "Beyond Medicine" captured an international AVA award.

A special award of merit was presented to Board member **Walter Benzinger** for his dedication and commitment to the Board. An award was also presented to outgoing board member **Rick Laporte** for his years of dedicated service to HDGH.





Our Hats Go Off To...

Carol Mailloux, a Registered Nurse on the 5th Floor (Day Surgery) for the excellent care she provided to a recent patient. In a letter sent to the hospital following her procedure she said, "Today I had a colonoscopy at your hospital. The test is not a cause for concern to me but the I. V. needle is always a very difficult and painful ordeal for me. I need to send out the highest praise to Carol for her excellent expertise. She took her time warming my arm all the while explaining all of her little tricks to another nurse who had come down to learn. Carol is a wonderful nurse and a very caring person. Not only did she get the stick the first time but later at home when I removed the swab, I couldn't find the site-no sign of a puncture. Thank you, thank you, thank you Carol, you are definitely my hero."

Mary Schmidt, Karen Skeates, Melanie Fontaine, Laura Parise and Janis Knevez in Nutrition & Food Services for the amazing job they do providing all of the catering in special events held throughout the year. Last month it was the Retirement Tea, and last week it was the Service/Legend Awards reception. Staff always provide a wonderful spread that takes hours to prepare, in addition to their regular work of feeding patients, staff and visitors every day. The team is always professional and we are very fortunate to have this calibre of in-house talent.

Information Services Staff for the great job coordinating the Data Centre move and subsequent downtime of all computers on Saturday, June 19th. It is amazing to think that an entire data centre can be moved and fully operational in less than 24 hours with minimal issues. There was obviously a well executed plan in place and our team of IS staff are, as we all know, second to none. Many thanks are extended to all of your staff for working 24 hours straight to have the hospital up and running as quickly as possible.

A fantastic job by the IS team and the ancillary team that supported the testing piece on Saturday, as well as all the frontline staff who persevered through the downtime. It was a true demonstration of what we do best at HDGH – work as a team to make every project a success. You should feel very proud!

Linda Lomascolo at the new Customer Care Centre in the Goyeau Street Lobby for providing assistance to a patient who required a wheelchair last week. The family member of the patient dropped by to see Linda later in the week to extend her thanks and appreciation to Linda for the caring way she assisted her mother. She left Linda with a lovely thank you card and some chocolates as a token of her appreciation.

Christine Perryman, Regional Cardiac Coordinator in the Cath Lab for successfully completing the CNA certification exam in Cardiology. Congratulations Chris!

Thanks to Great Team Work Data Centre Move Ran Smoothly

The Information Services department would like to extend thanks to everyone at HDGH for all your support and patience as we worked through the relocation of our Data Centre to Chatham last Saturday.

"This was a monumental undertaking for the hospital, one that we could not have accomplished without your assistance as indeed everything reverted back to manual practices while the computers were down," stated **Cynthia Lane**, Acting Director Information Services, Hôtel-Dieu Grace and Leamington District Memorial Hospitals. "Coordination was required by many departments to ensure that patient safety was not at risk and we are so appreciative of all of your efforts."

Special thanks is extended to our application testing group who waited on standby until systems were released for testing which was later than expected in some cases.

Ride for the Heart Raises \$10,000 for Angioplasty



The 2nd Annual Bluesin'n'Cruisin' Ride for the Heart held last Sunday, raised \$10,000 for the Angioplasty program at Hôtel-Dieu Grace Hospital. This year, the ride took about 70 bikers from Windsor with stops in Harrow, Leamington, Tilbury, Belle River and back to Place Concorde for dinner, entertainment and prizes. Sponsors of the event include CAW Local 444, Canada South Blues Society, the Rock 95.1, Rick's Insulation Windows and Doors, and the Pillette Avenue Transfer Station.

Congratulations Nursing Class of 74'

Since our Service Awards presentation took place on June 17th it has come to our attention that a photo that was run in Frontline News did not identify the award recipients who happen to be members of the last graduating class of the School of Nursing at Hôtel-Dieu Hospital in 1974. From left to right, they are **Cathy Piazza, Michelle Marcon, Mary Marchini** and **Robbie Jozsi** who all happen to work together in Adult Day Surgery on the 5th Floor. They are all very dedicated employees of HDGH and we would like to thank them once again for 35 years of dedicated service to our patients.



Report Presented on Rapid Improvement Events for June

Last Friday, Rapid Improvement Event (RIE) teams from Environmental Services and the ICU presented their 60 Day Report Out to all staff.

Jean Wark and her team briefed us on their continuing work developing a Daily Management System for Environmental Services through the use of a Daily Management board to prompt discussion of flow, work progress and problem/countermeasure action.

Jean shared her insight as to how their daily huddles at the board have improved the flow of communication between the levels allowing for linkage from the frontline to her office on identification of problems and possible problem solving measures. They are finding the system keeps the data current and focuses them on discharge cleaning. They are using their data collected to "talk to them" about what and where their flow delays are so they can improve bed turn around time. They are proceeding with a plan to categorize their bed turn times by medical, surgical and cardiac to see if the root cause for delays differs. Their revised ABC Sheet is ready for testing and they will proceed with this soon.

The ICU group experiment with ICU day # communication on Patient White Board and Multi-disciplinary rounds and Standard Work continues. Unit Manager, **Sheri Testani** reported that they are on target with their action plan.