

Patient Experience

Patient Satisfaction

Increased focus on the Patient Oriented Discharge Summaries (PODS) within the medicine units has led to an increase on the Patient Experience Survey to the question “received enough information about leaving the hospital”. Scores have increased from 58.9% to 63% on the medical units, putting the Hospital above the Ontario Academic Average.

QBP Patient Digital Order Sets

Your Digital Order Set team has three new faces! Kristie Scalzo and Ashley McMillan are the new clinical leads and Dr. Zaki Ahmed has taken over leadership for the program. Spine surgery, ICU Admission, Thyroid Cancer Surgery, Acute Coronary Syndrome, Nephrectomy, Vascular Admission and Shoulder surgery order sets will go live in May.

Workplace Violence Prevention

Personal safety alarms were trailed on 2B and in the Executive Administration area, and will be rolled out to the entire Hospital through a wireless system. Also, there is a new Acting Out Behaviours policy.

Comprehensive Clinical Care

Cardiovascular Surgery

The Rapid Access Vascular Examination Clinic (RAVE) continues to be well received. Communication to local family health care providers and regional hospitals has taken place. The clinic runs on Wednesday mornings and patients can be referred through any health care professional. Further questions or to obtain a referral form, please contact Shelley Tees, Clinical Nurse Specialist – Wound Care at 684-6255.

Patient Flow Strategy

The ED Geriatric Coordinator position was expanded to 1.8FTE. From October to December, the coordinators screened 806 high risk geriatric patients in the Emergency Department, which resulted in 101 patients being discharged home or to an outpatient Geriatrician consult at St. Joseph’s Care Group.

A pilot project introduced a dedicated Hospitalist to participate in 1A Bullet Rounds for the medical patients. The goal is to enhance team collaboration, improve continuity of patient care, identify barriers to care and support discharge planning.

Seniors’ Health

Ethical Care for Seniors

The plan is developed for engagement of seniors in advanced care planning, care planning and the consent process. Phase One will focus on improving staff skill and confidence in obtaining informed consent, assessing capacity and identifying the correct substitute decision maker. In March, a pilot project will be completed on 2A and the results will be spread to all other units. The goal of the project is to provide a multifaceted approach that ensures better health outcomes for seniors that respects their wishes and values.

Indigenous Health

Improve Partnerships

The Hospital is developing research opportunities with several academic partners. The focus of this research will be to determine readiness, priority areas of interest and capacity within relevant communities to create an Indigenous health research network centered in communities and supported by researchers. Additional research opportunities are also being explored to integrate health services to improve First Nation’s diabetes care.

Acute Mental Health

Mental Illness Screening

The new nursing assessment was launched in December, 2018. This assessment incorporates the Patient Health Questionnaire for Depression and Anxiety (PHQ-4), an admission screening tool to help identify patients experiencing signs of mental illness. If the patient score is above 4, a pop-up notification stating, “Notify MRP” appears. The most responsible physician (MRP) can then create a psychiatry referral.

Research

Healthier / Wealthier / Smarter Hospital Once Again Among Top Research Hospitals in Canada:

RESEARCH Infosource Inc. has released their list of Canada’s Top 40 Research Hospitals 2018. This year, the Hospital ranked 40th on the list which includes such world renowned facilities as the Hospital for Sick Children and the University Health Network.

New TBRHRI/LU Research Chair – Dr. Jinqiang Hou:

began on October 1st. Dr. Hou will be responsible for conducting a research program related to radiochemistry. Along with his appointment as a Scientist at the Research Institute, he will be teaching at the University in the Department of Chemistry. Dr. Hou plans to develop his research further by focusing on radio-tracer/drug discovery for targeted cancer diagnostics using PET.

