

## Sample letter of support

President's Office  
London Health Sciences Centre,  
Room C3-124 VH  
800 Commissioners Road E.  
London, ON N6A 5W9

Date

### **Re: LHSC President's Award Nomination – Emergency Department Team Innovation**

We are pleased to nominate a group of colleagues who recently developed a new tool which helps with triage for patients in the Emergency Department. This team worked together to create a better environment.

#### **•Does the innovation address and advance one or more of the four innovation business objectives of LHSC:**

- *Culture, values, practice and corporate identity*
- *Community and connectedness*
- *Learning and communication*
- *Structures and technology*

The tool the Emergency Department Team created assists with learning and communication. The tool is an easy to follow chart which helps triage nurses assess the needs of arriving patients. The system uses colour coding to communicate to all Emergency Department staff what the needs of the patient are.

#### **•Does the innovation offer meaningful relative advantage over current practice: the degree to which the innovation improves current process and/or practice**

The innovation adds value to the department by prioritizing time management and making sure there is a consistency for triage purposes. This is an improvement over previous practices as it encourages a constant pattern in determining level and urgency of care.

#### **•Is the innovation compatible with LHSC's corporate culture: the degree to which the innovation is consistent with the needs, values and cultural norms of LHSC**

All LHSC employees strive to show respect, trust and collaboration in their work, and this tool helps staff work together and easily collaborate on path of care, adds trust to the care through consistent triage practices and shows respect for the patient and emergency department colleagues by increasing the quality of care.

#### **•Is the innovation easily understood: the degree to which the innovation can be understood and used by adopters**

This tool is extremely easy to use. It helps to teach students and new employees how our department functions, and makes it easier for these new staff to be part of the care in an effective way. The tool is going to be rolled out to all Emergency Departments within LHSC by the end of the year.

**•Is the innovation amenable to trial: the degree to which the innovation can be (or has been) tried before full implementation**

The innovation was tested through scenario-based training procedures where physicians, nurses and staff were able to see how the tool would work and make any suggestions to streamline the process. Once the initial testing was completed, a pilot run occurred in one pod of the department before being launched into triage and the whole department started using the tool. By that time, the staff had given feedback on the process and were very familiar with the tool, so it fit into their work well.

**•Is the impact of the innovation observable: the degree to which measurable positive results can be (or are) experienced by adopters**

We have seen a positive result in statistics from triage – patients can be quickly prioritized which has led to shorter wait times in some instances. Patients feel comfortable with the process, and can see that each patient are seen initially through the same factors which leads to the most critical patients being treated first in a more consistent way.

**•Does the nominee demonstrate the characteristics of an innovator:**

- *Creativity and pragmatism - the ability to think creatively with a pragmatic and process focus*
- *Tolerance of failure - accepting of risk and willingness to learn from failure*
- *Passion for innovation and sharing - the energy to realize an innovation and the willingness to share it with others*
- *Utilizes existing best practices - integrates existing best practices to advance an innovation and acknowledges the source*
- *Knows when to stop - the courage to stop development of an innovation when indicated*
- *Team builder and leader*

The Emergency Department Team saw an opportunity for innovation and development, and took it upon themselves to use their creativity and medical knowledge to create a system that would benefit both patients and staff. They were passionate about this work and collaborated among each other, and within the broader staff group, to refine the tool. They followed best practices adapted to the needs of our hospital, and showed true leadership during the testing and implementation phases. We are so proud of this group, and glad to have their innovative minds working on our team.

Sincerely,  
Nominator