



London Health  
Sciences Centre



Children's Hospital  
London Health Sciences Centre

# MONTHLY CEO

## INTERNAL LANDSCAPE REPORT

BOARD OF DIRECTORS  
NOVEMBER 2023



## General news

### **TALK – a tool to help staff debrief after a behavioural event**

A new debrief tool, Target, Analysis, Learning points and Key actions (TALK) is helping staff and health-care providers in Child and Youth Adolescent Mental Health work through incidents. This tool was recently recognized as a [Leading Practice](#) by Health Standards Organization.

Initiated by the Staff Support Team, the tool was customized for the unit and facilitated open discussions in a non-judgmental space, fostering team unity and trust. Its integration into daily practices, such as inclusion in training, reference in protocols, and availability in unit binders, has significantly impacted the team's ability to process events, focus on self-care, and enhance patient care. This recognition serves as validation for the team's impactful work, boosting morale and dedication within the challenging field of mental health care.



### **Advancing our Strategic Plan**

#### **Advancing excellence:**

- Empowering our people to solve problems and improve outcomes
- Advancing a culture of evidence-informed decisions

## **Students chart new course with Transformation Trailblazers Summer Internship Program**

The LHSC Transformation Trailblazers Summer Internship Program provided local students with a hands-on experience in the healthcare field. Lasting six weeks, the program paired 25 participants with different departments within LHSC, allowing them to explore various job roles and develop skills pertinent to their career paths. The initiative, open to recent high school graduates and those pursuing further education, received numerous applications.

Conceived by LHSC President and CEO, Jackie Schleifer Taylor, the program aimed to introduce young individuals to the potential career opportunities within the healthcare sector.



### **Advancing our Strategic Plan**

#### **Team LHSC:**

- Redesigning our workforce and becoming a workplace of choice
- Implementing leading-edge practices in recruitment and retention

**Harm reduction at LHSC: The importance of lived experience in connecting with patients**

LHSC has teamed up with Regional HIV/AIDS Connection (RHAC) and Canadian Mental Health Association Thames Valley Addiction and Mental Health Services (CMHA TVAMHS) to establish the Addiction Medicine Consult Service (AMCS) aiming to better support hospitalized patients dealing with addiction.

This initiative integrates a Harm Reduction Specialist, Sue Macintosh, from RHAC, leveraging her lived experiences with addiction to connect with patients in a unique and understanding manner. Macintosh interacts with inpatients, offering support and understanding during their hospital stay, bridging a gap in clinical care through empathy and trust-building. Her role involves meeting patients, understanding their needs, and facilitating communication with the care team, fostering trust and managing difficult interactions related to withdrawal.

The collaboration aims to reduce stigma, biases, and assumptions in care delivery, emphasizing patient-centered care and individualized health journeys.

**Advancing our Strategic Plan**

**Integrated care:**

- Co-creating care experiences with patients, partners and communities

**Advancing excellence:**

- Empowering our people to solve problems and improve outcomes

## **ED Pay For Results: A data-driven approach to improving access and flow through our adult Emergency Departments**

LHSC is among 75 large volume hospitals participating in Ontario's Emergency Department Pay for Results (ED P4R) program, receiving over \$3 million this year to support initiatives aimed at reducing adult ED wait times. LHSC has identified and initiated 19 projects targeting key factors affecting patient flow which are monitored monthly.

These initiatives resulted from a comprehensive process involving leaders and physicians from various clinical programs within LHSC, aiming to improve ED access and flow metrics. These efforts will not only benefit the ED teams, but will also alleviate organization-wide capacity pressures, improve patient experiences and outcomes, and enhance clinical care.

### **Advancing our Strategic Plan**

#### **Advancing excellence:**

- Designing programs and services that better patient outcomes
- Making targeted investments in the future of health care
- Embedding research and learning throughout our operations



## Awards and recognitions

### **LHSC earns 2022/2023 Provincial Conversion Rate Award from Ontario Health**

For the seventh time, the effort to save lives through organ donation by staff and physicians across LHSC has been recognized by Ontario Health's Trillium Gift of Life Network (TGLN) for surpassing province-wide targets in the complex undertaking of converting potential organ donors into actual donors.

The 2022/2023 Provincial Conversion Rate Award from Ontario Health's TGLN recognized that 72 per cent of potential donors became actual donors, nine per cent higher than the provincial target of 63 per cent, reflecting how well TGLN and LHSC work together to save and enhance lives through organ and tissue donation.

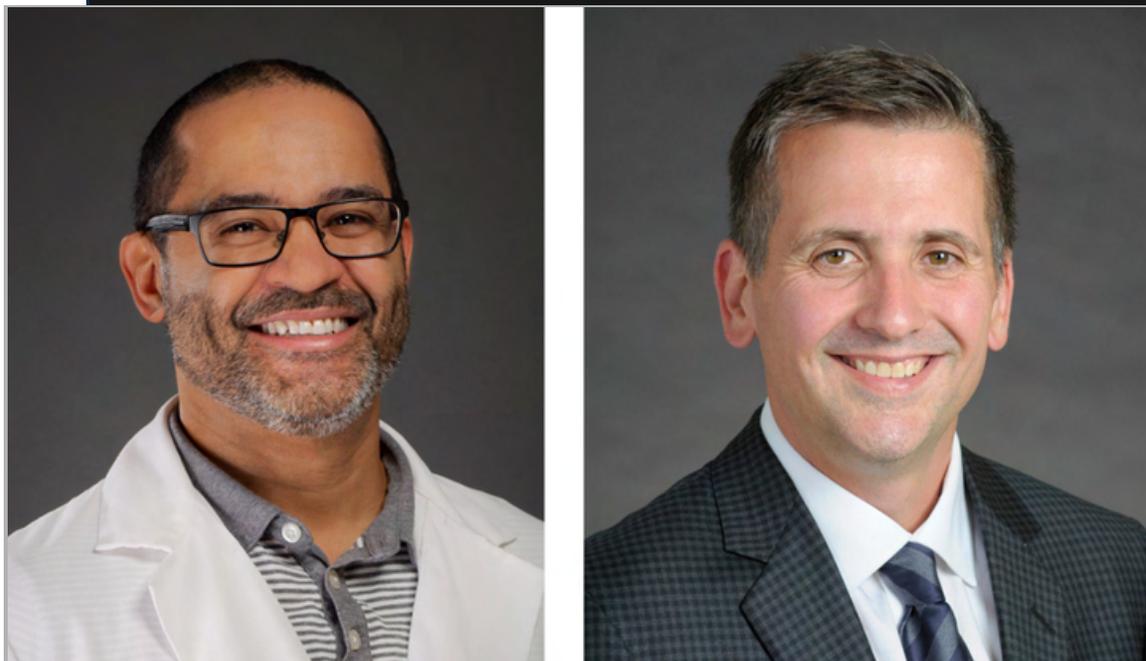
This award recognizes the commitment of staff and physicians from critical care, to labs, diagnostics and other departments to ensuring that once the decision to donate is made by family members, everything is done to ensure that organs remain healthy before going to a recipient, explains Ines De Campos, director of Critical Care, Trauma and Respiratory Therapy Services at Victoria Hospital.



## **LHSC oncologists leading on the national stage**

Dr. Stephen Welch, medical oncologist at the London Regional Cancer Program (LRCP), has been named as President Elect for the Canadian Association of Medical Oncologists, and Dr. George Rodrigues, radiation oncologist at LRCP, has been named as President Elect for the Canadian Association of Radiation Oncology.

These organizations act as the voice for medical and radiation oncology to support the professional development of members, promote public education and awareness and collaborate with other health care disciplines at the provincial and national level.



## **Canadian Society of Transplantation 2023 Research Excellence Award**

Dr. Lakshman Gunaratnam received the Canadian Society of Transplantation 2023 Research Excellence Award and is one of the champions of excellent kidney research.

Dr. Gunaratnam is known for his work as an Associate Professor and Clinician-Scientist at the University of Western Ontario and Medical Co-Director of the kidney transplant program at LHSC. He is also a council member of the research department at The Kidney Foundation of Canada.

The award recognizes his outstanding achievements in the field of transplantation that have had a profound impact and promise even more in the years to come.

## 2023 POGO Recognition Awards

Dr. Elizabeth Cairney and Dr. Jennifer Seelisch are recipients of the [Pediatric Oncology Group of Ontario \(POGO\)](#) 2023 POGO Recognition Awards.

Dr. Elizabeth Cairney of Children’s Hospital was recognized with the POGO Champion Award and Dr. Jennifer Seelisch of Children’s Hospital received the POGO Early Career Professional Award.

Established in 1999, the awards acknowledge significant contributions of Ontarians to the field of childhood cancer care in Ontario and beyond. Award recipients demonstrate POGO’s core values of partnership, collaboration and excellence.



## CCHL’s National Awards Program accepting nominations

The Canadian College of Health Leaders (CCHL) is now accepting nominations for the 2024 edition of its [National Awards Program](#).

Established more than 20 years ago, the awards showcase excellence in Canadian medicine and honour individuals, teams and entire organizations for their leadership, innovation and contributions to the country’s health industry.

The deadline to submit nominations for individual awards is Nov. 30, 2023 while the deadline for teams and organization-wide awards is Feb. 1, 2024. More information about each of the awards is available on the [CCHL’s website](#).