



Supervisor, Corporate Nursing Executive (CNE) and Chair, Medical Advisory Committee (MAC) Report

May 2026

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Strategic and Operational Priorities

April Community Update Meeting

On April 15, 2026, London Health Sciences Centre (LHSC) hosted its monthly Community Update Meeting. The meeting included updates on various topics including Patient Food Services, research and quality improvement, Southwest Ontario Regional Base Hospital Program, and LHSC's Addiction Medicine Consult Service (AMCS) program. A recording of the April meeting, along with previous Community Update Meetings, is available on the [LHSC website](#).

LHSC reaches electronic clinical documentation milestone

The electronic clinical documentation initiative is now in its final phase of rollout across LHSC. Most recently, dialysis clinics at University Hospital and Victoria Hospital successfully went live with clinical documentation, and the Westmount Dialysis Clinic is scheduled to go live early in May. With this final phase, electronic documentation will be active across the majority of clinics at University Hospital, Victoria Hospital, and Children's Hospital, marking a significant milestone for the organization. This achievement reflects the dedication, collaboration, and commitment of teams across all LHSC sites.

Organizational Updates

MyCarePortal sees strong patient uptake and engagement

From January to April 2026, LHSC's Virtual Care program hosted in-person enrollment events for MyCarePortal across London hospital sites, supporting more than 600 patients in activating their accounts and engaging over 1,200 patients with information about the portal. Since

launching in September 2025, more than 7,000 patients have activated their MyCarePortal accounts. Virtual enrollment is further improving access for patients who are unable to activate their accounts in person.

Celebrating People-Centred Care Week with Great Moments

LHSC [marked People-Centred Care Week from April 27 to May 1](#) by sharing stories about three members of Team LHSC who provided exceptional emotional support, kindness, and reassurance during difficult health experiences. The story highlighted a series of Great Moments submitted by patients and families, each reflecting meaningful interactions that positively shaped their care experiences at LHSC. Since its launch in late 2024, the Great Moments program has recognized more than 3,000 staff members across the organization, reinforcing LHSC's commitment to embedding appreciation, connection, and people-centred values into everyday care while highlighting the profound impact of small acts of empathy on patient experience.

LHSC celebrates record-breaking number of babies born in 2025

LHSC [recorded a second consecutive record-breaking year for births in 2025](#), delivering 6,636 babies, a nearly three per cent increase over its 2024 record. This total included 144 sets of twins and three sets of triplets, with an average of 18 births per day and peaks of up to 30, making July the busiest month and Thursdays the busiest day. As one of Canada's largest single-site birthing centres, LHSC serves both local families and high-risk patients from across the province, supported by more than 400 specialized staff across multiple units. This milestone reflects the coordination, expertise, and commitment of care teams dedicated to providing safe, high-quality, patient-centred care.

LHSC achieves first environmental sustainability target

By surpassing its goal to reduce printing by 10 per cent and cut annual paper use by more than 3.9 million sheets, LHSC has [achieved its first organization-wide environmental sustainability target](#). This success reflects collaboration across multiple departments, including Pharmacy, Health Information Management, and the Emergency Departments at Victoria Hospital and Children's Hospital. Led by the LHSC Green Team and Information Technology Services, the work delivered significant environmental and operational benefits, including saving hundreds of trees, reducing carbon emissions and water use, cutting waste, and lowering costs by more than \$100,000. Efforts such as adopting digital-first workflows, reducing unnecessary printing,

and engaging staff across the organization show how coordinated changes can create meaningful impact and strengthen LHSC's commitment to sustainability.

Organ and tissue donation efforts recognized by Ontario Health

LHSC has been recognized by Ontario Health's Trillium Gift of Life Network with the Hospital Achievement Award for Provincial Conversion Rate. This award honours hospitals that exceed targets for converting potential organ donors into actual donors. From 2024 to 2025, LHSC supported 35 organ donors, resulting in 98 transplanted organs and 83 lives saved, alongside 108 tissue donors who improved many more lives. With a conversion rate of 76 per cent, this marks the eighth time LHSC has received the award, reflecting strong collaboration across teams and a commitment to honouring donor wishes while underscoring the ongoing need for more registered donors. [Read about this story on the LHSC website.](#)

Media and Storytelling

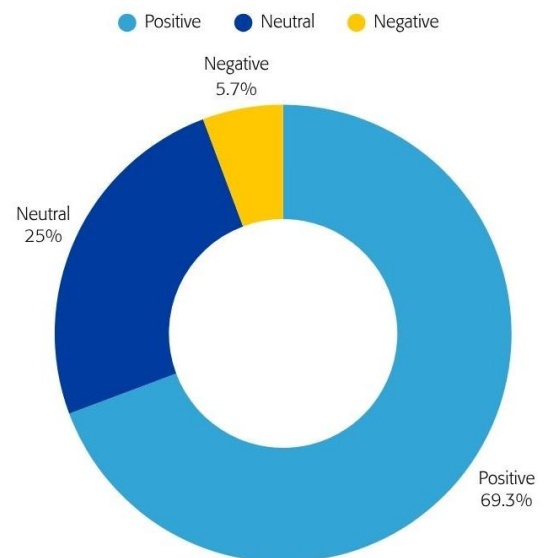
Media coverage and metrics

Total news media mentions (media exposure): 333

- Positive – 69.3%
- Neutral – 25%
- Negative – 5.7%

Total Audience Reach (number of people who saw LHSC mentioned in the news): Approximately 4 million

Earned media average (how much LHSC would have to spend on ad placement to achieve this type of coverage): Approximately \$5.7 million



Top stories by reach:

- 27.3 million reached:
CBC London: [Residents displaced by public housing building apartment fire could return this week | CBC News](#)
- 27.3 million reached:
CBC London: [More than 200 nursing jobs to be eliminated as part of London Health Sciences Centre restructuring | CBC News](#)
- 27.3 million reached:
CBC London: [From patient to volunteer: Cancer survivor now helps others navigate care | CBC News](#)
- 8.1 million reached:
CTV London: [Record number of babies born at LHSC in 2025](#)

Coverage Analysis:

In April, the Communications and Public Engagement team supported three proactive stories, including one celebrating LHSC's record number of babies born in 2025 and another marking Volunteer Week by highlighting Kathy McGuire, who now gives back at the cancer centre that supported her through diagnosis and treatment 20 years ago. The team also facilitated the April Community Update Meeting, which resulted in additional coverage related to new models of care.

Throughout the month, the team responded to 18 reactive media inquiries, including requests for comment related to changes to models of care, the Simcoe Street fire and the subsequent Code Orange LHSC issued in response to the potential surge of patients arriving to the hospital at that time.

Social media report

The Communications and Public Engagement team posted 25 pieces of content across LHSC's social media platforms in April, featuring staff and volunteer stories as well as hospital initiatives and celebrations.

Total social media followers (across all platforms): 96,914 (+823 new followers, +.86%)

*number of stakeholders/members of the public that see and have the potential to engage with LHSC's stories on a regular basis.

Total social media impressions: 815,535

*number of times posts across all LHSC social media platforms appeared on someone's screen.

Total social media engagements: 27,174

*number of people who liked, commented, or shared LHSC's content/stories on social media.

Top social media posts by engagement included:

1. A video celebrating a record number of babies born at LHSC in 2025 | [Facebook](#), [Instagram](#), [LinkedIn](#)
2. A feature story celebrating Dr. Rebekah Jacques on receiving a national Green Lab Award | [LinkedIn](#), [Facebook](#), [Instagram](#)
3. A video highlighting Dr. Gary Brahm's path to LHSC | [Instagram](#), [Facebook](#), [LinkedIn](#)
4. Photos celebrating the Patient Food Services team for serving one million meals in 2025 | [Facebook](#), [LinkedIn](#)

Social media analysis

In April, LHSC's social media content highlighted several organizational achievements and team milestones, including a record-breaking number of babies born in 2025, a national Green Lab Award, and recognition of the Patient Food Services team for serving more than one million meals.

The top-performing post was a video featuring photos and clips submitted by more than 300 social media followers who welcomed babies at LHSC in 2025. Celebrating the hospital's record number of births, the video generated more than 70,000 views across LHSC's channels and prompted many contributors to share messages of appreciation for the care they received from Team LHSC.

Another high-performing story featured Dr. Rebekah Jacques, a forensic pathologist at LHSC, who received a national Green Lab Award from the Canadian Association of Pathologists. The story highlighted her leadership in projects within LHSC's Pathology Autopsy service that are reducing waste and lowering carbon emissions, and it resonated strongly with audiences around Earth Day on April 22.

Audiences also responded positively to content recognizing the more than 130 professionals on the Patient Food Services team for serving over one million meals in 2025. Strong engagement was also seen on a Volunteer Week video featuring Dr. Gary Brahm, who reflected on his journey from volunteering at LHSC to becoming a radiologist and spoke to the important role volunteers play in delivering compassionate care.

Content from London Health Sciences Centre Research Institute (LHSCRI) also continued to see positive engagement and growth. As of the end of April, there were 4,887 followers across all platforms, with more than 21,000 impressions generated during the month.

Oral Chemotherapy Pharmacists: Supporting patients with complex medication regimens

Recently, LHSC [highlighted the role of Oral Chemotherapy Pharmacists](#) at the Verspeeten Family Cancer Centre. The story highlights how Pharmacists Catherine Bond-Mills and Katie Thede support patients navigating complex cancer treatment regimens. They provide one-on-one guidance, create personalized medication calendars, coordinate timing with bloodwork and IV treatments, and ensure adherence and safety. Introduced in 2025, the role helps reduce the overwhelming feelings associated with multiple medications and schedules, while improving patient understanding, continuity of care, and treatment outcomes.

LHSC pathologist recognized with Green Lab Award

Dr. Rebekah Jacques, a forensic pathologist at LHSC, has received a national [Green Lab Award from the Canadian Association of Pathologists](#) for leading innovative sustainability efforts within the pathology autopsy service. Her work focused on reducing environmental impact in a resource-intensive area of health care by reusing expired gloves, piloting formalin recycling, conducting waste audits to cut biomedical waste, and reducing unnecessary use of plastic tissue cassettes. Together, these projects have lowered waste and carbon emissions while maintaining safety standards, demonstrating how practical, team-driven changes can advance more sustainable health care practices.

Celebrating one of London's busiest kitchens

Last month, LHSC's Patient Food Services [celebrated a major milestone of serving more than one million meals in 2025](#). The team delivers roughly 945 meal trays per service, prepares over 100,000 infant feedings for neonatal patients, and supports patients across all units with more than 180 specialized and culturally inclusive diets. Their work emphasizes both patient experience and sustainability. Overall, the milestone reflects the scale, precision, and care behind hospital nutrition services, and the important role this team plays in supporting healing and comfort for patients at LHSC.

Finding community and connection through volunteerism

A recent LHSC story explored how volunteering at the hospital can create connection, purpose, and a sense of belonging. Through the experiences of Carroll Spence, a third-generation volunteer, and Ken Deane, the story highlights how people find meaningful ways to give back and stay connected to their community. By offering companionship, guidance, and everyday support to patients, families, and staff, volunteers help improve the patient experience and bring comfort and normalcy to hospital stays. Their stories also highlight how volunteering can be personally rewarding by building relationships and reinforcing volunteers' important role on the care team. [Read this story on the LHSC website.](#)

LHSCRI Research Associate recognized with a Provincial Champion Award

Trillium Gift of Life Network has recognized Crystal Engelage, a Research Associate at London Health Sciences Centre Research Institute (LHSCRI) with a 2025 Provincial Donation Champion Award for her contributions to advancing organ transplant research. As a project manager supporting innovative work such as abdominal normothermic perfusion, Engelage's efforts are helping expand the availability and effectiveness of life-saving transplants. The recognition underscores the critical role of research and collaboration in strengthening organ donation systems, improving patient outcomes, and ultimately saving more lives across Ontario. [Read this story on the LHSCRI website.](#)

Navigating complex care in paediatric nephrology

LHSC recently [highlighted Sarah Lafond's path](#) to becoming a Paediatric Nephrology Nurse Case Manager and the complex care involved in supporting children with chronic kidney disease and those undergoing kidney transplantation. In her role, Lafond provides consistent, long-term support for patients and families as they navigate the disease, treatment decisions, dialysis, and transplant care. She also coordinates care across multiple teams to improve continuity and help families avoid unnecessary emergency visits. The story emphasizes the emotional and clinical impact of kidney transplantation in children, the resilience of patients and families, and the importance of organ donation in enabling life-changing outcomes.

Celebrating Doctors' Day: When great care leads to Great Moments

On May 1, LHSC joined health-care organizations across the province in recognizing Doctors' Day to show appreciation for the work of more than 1,500 doctors at LHSC who deliver exceptional care, advance research, mentor future clinicians, and strengthen the health-care system each day. To celebrate, LHSC [highlighted the work of Dr. Amy Lu](#), a paediatric hematologist/oncologist. Dr. Lu was recognized through LHSC's Great Moments program after

being nominated by a patient family for her compassionate, partnership-based approach to care.

Community partnership an important component to effective mental health support at LHSC

Community partnerships are a foundational component of LHSC's approach to mental health and addictions care, strengthening continuity of support beyond the hospital setting. A recent LHSC story [highlighted the work of the Adult Mental Health and Addictions program](#), and how they integrate community agencies, peer support services, and social service partners into care planning. This approach ensures that patients experience coordinated transitions and sustained follow-up within the community. The model also incorporates patient and family advisors to help shape service design and delivery, reinforcing a recovery-oriented, person-centred approach. By addressing broader determinants of health such as housing and social supports in collaboration with external partners, LHSC is improving system integration, reducing gaps in care, and enhancing long-term outcomes for patients.

External Landscape

Ontario Hospital Association releases 2026-2027 Operating Plan

The Ontario Hospital Association (OHA) has released its [2026–2027 Operating Plan: Adaptability to Action](#), outlining how it will support hospitals through the year ahead. This year's plan focuses on enabling hospitals to move from adaptability to action in the face of ongoing challenges, and positioning hospitals to lead system change despite ongoing financial pressures. Key areas of the plan include supporting financial and operational stability and advocating for greater certainty in planning, reinforcing local governance and accountability, and advancing data integration, digital transformation, and applied research. Other areas of focus include continuing leadership in Indigenous health, rights-based approaches, and culturally informed care, and strengthening evidence-based advocacy and system-wide collaboration.

2025-2026 respiratory virus activity and ongoing infection risk

Public Health Ontario has released key findings from the [Ontario Respiratory Virus Tool](#)'s 2025–2026 surveillance period. Data showed an early, intense flu season driven mainly by Influenza A, with peak activity in December and higher positivity rates among school-aged children. Although influenza-related hospitalizations and outbreaks increased during the peak, the shorter season kept overall totals similar or lower than the previous year. Continued virus activity into April may still put pressure on LHSC Emergency Departments and inpatient units, especially for paediatric and other vulnerable populations. Ongoing attention to infection prevention and control, surge planning, and respiratory illness monitoring remains important to reduce patient safety risks, protect staff, and manage capacity.

The Canadian Institute for Health Information publishes report on priority indicators

In April 2026, the Canadian Institute for Health Information (CIHI) published [Priority indicators to understand public health systems in Canada: Foundations for tomorrow](#). Developed with the Public Health Agency of Canada (PHAC), the report introduces shared public health indicators that offer a more complete view of Canada's health systems. These indicators are intended to support decision-making by governments and health system leaders and help identify health inequities and service gaps affecting specific populations. The work supports the federal, provincial, and territorial Action Plan on Digital Health and Health Data by improving the collection and sharing of public health data to strengthen preparedness for public health events. The report signals a shift toward more standardized, public health-focused accountability and data use across Canada. For LHSC, this could mean greater expectations for data contributions and possible new reporting requirements, while also creating an opportunity to strengthen equity-informed performance measurement.

Ontario reaches agreement with Association of Ontario Midwives

The Ontario government has reached a [new three-year agreement with the Association of Ontario Midwives](#) to support families and strengthen midwifery care across the province. The agreement includes new funding to support fair pay for midwives and help keep practices operating safely and effectively. The funding will help cover daily clinic operations, reduce administrative work, and support the purchase of needed equipment and furniture. The agreement also improves access to culturally safe care by supporting Indigenous-led midwifery services in First Nations, urban, and rural communities. Overall, these investments help maintain access to high-quality, patient-centred care and support healthy starts for families across Ontario and in our region.

Province prioritizes residency for Ontario students who studied abroad

Ontario has [announced plans to strengthen the physician workforce](#) by giving priority for medical residency positions to Ontario students who studied medicine abroad. The proposed change would help these students return to Ontario, complete their training, and begin practicing. This approach is intended to help more Ontario-connected graduates stay in the province long term. Under the proposal, a dedicated stream of residency spots would be set aside for international medical graduates with strong ties to Ontario, including those who attended high school or university in the province or lived here before applying to medical school. This announcement is part of broader efforts to improve access to care across Ontario. The province has already added hundreds of residency positions and continues to expand medical education and training opportunities. Together, these steps are intended to build a stronger health-care system and improve access to primary care and other medical services for families across the province.

Improving access to primary care across Ontario

The Ontario government has [introduced a new agreement](#) aimed at improving access to primary care, including family doctors and nurse practitioners. The agreement supports family doctors by increasing compensation, encouraging them to take on new patients, and helping them continue to practise in communities across the province. It also expands access by supporting more appointments outside regular daytime hours. Together, these changes are intended to make primary care more convenient and dependable for families. Doctors will be better supported to offer evening and weekend appointments, care for people with complex health needs, and provide more services in their offices, which may help reduce visits to emergency departments. The province has already connected hundreds of thousands of people to ongoing primary care and continues to work toward its goal of ensuring everyone in Ontario has access to a regular primary care provider by 2029.