

**PRESIDENT AND CEO
REPORT TO THE BOARD AND COMMUNITY
OCTOBER 2019**

WORKING TOGETHER TO SERVE OTHERS

WESTERN NURSING SCREENING COLLABORATION

The South West Regional Cancer Program is partnering with the Arthur Labatt Family School of Nursing at Western University to create a co-curricular education program for nursing students. The program will encourage nursing students to engage in the education and promotion of Ontario's cancer screening programs – breast, cervical, and colorectal. Students will receive training and work with primary care partners in the South West region to contact patients who are due or overdue for screening. Students will receive co-curricular credits for participation in the program, gain valuable experience working in a primary care setting, and contribute to improving cancer screening rates across the region.

ORANGE SHIRT DAY

On September 30, the South West Regional Cancer Program promoted Orange Shirt Day. A day dedicated to honouring the healing journey of Indian Residential School Survivors and their families and to the coming together of First Nations, local governments, schools and communities in the spirit of reconciliation and hope for generations of children. Staff members across LHSC were invited to purchase an orange shirt or wear one of their own. The Indigenous Program team also hosted a booth in B Atrium (Victoria Campus) to promote events happening in the community and provide information about their team and services offered.

CARECHART@HOME IMPLEMENTATION

The highly anticipated CAREchart@home program launches on October 28. This after-hours symptom management telephone service is available to patients receiving care at London Regional Cancer Program and chemotherapy satellite units operated by partner hospitals under contract with LHSC in the South West. Access to after-hours support will help patients better manage their symptoms at home, reducing unnecessary emergency department visits. CAREchart@home will be available on weekdays from 5:00 pm until 8:30 am and available 24 hours on weekends and holidays. The Patient Telephone Triage Nursing service within the LRCP will continue to be available during business hours. A comprehensive communication and promotions plan is in place for leadership, providers, staff, regional sites, and patients. Required training for nursing staff at London Regional Cancer Program and regional sites will be administered throughout October.

OVARIAN CANCER PATIENT EDUCATION EVENT

On September 28, the South West Regional Cancer program hosted an Ovarian Cancer Education and Networking Day for patients. This event was held in partnership with Ovarian

Cancer Canada and the London Regional Cancer Program and was open to those living with ovarian cancer, survivors and their loved ones. A multidisciplinary team of health care providers from LHSC delivered informative presentations on content such as current Ovarian Cancer research, the importance of clinical trials, communicating with your health care team, and patient education and resources to 60 attendees with a Q&A session at the end of the day. The feedback submitted for the speakers and the content was overwhelmingly positive, and many of the attendees expressed their appreciation at the end of the day.

HEALTHCARE SYSTEM REGIONAL UPDATES

NEW COLLEGE OF PHYSICIANS AND SURGEONS OF ONTARIO (CPSO) CONTINUITY OF CARE POLICIES

On September 20th, after a six-month consultation period, the CPSO released four inter-related policies on continuity of care covering four areas including; care availability and coverage; managing test results ; managing transitions in care; and walk-in clinics. With regard to hospital care the Transition of Care Policy has expectations for physicians related to discharge summaries being completed within 48 hours of patient discharge. This policy supports LHSC's commitment in its Quality Improvement Plan around this expectation. CPSO implemented a formal transition period to allow physicians to align with any new expectations that were not previously set out in policy or where there was a substantial change in the expectation. This transition period ends on October 20, 2019. Further details on the new CPSO policies can be found at:

<https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Continuity-of-Care/Advice-to-the-Profession-Continuity-of-Care>

LHSC IN THE NEWS

MEDIA MONITORING REPORT: SEPTEMBER 11 – OCTOBER 10, 2019

SUMMARY

- **6** stories were posted on the public website
- **89** media stories referenced LHSC and our partners (**65** positive, **14** negative and **10** neutral)
- **23** media inquiries were managed

HIGHLIGHTS

1. LHSC announces bed closures as part of financial recovery strategy

LHSC announced 49 bed closures as part of a three-year financial recovery strategy that includes standardizing access and flow, investing in transitional models of care in partnership with the community and decreasing the overall length of stay. Initial coverage from [Blackburn News](#), [CTV News](#), [CBC London](#) and the [London Free Press](#) was negative, reporting only that an 11-bed surgical burn unit would close. Additional negative coverage resulted when media obtained the original all-staff communication

that acknowledged a staged approach to closing 49 beds in total, including from [CBC London and the London Free Press](#).

2. Ontario hospitals ready to make health team model work, CEOs say

In an op-ed originally published by the [Toronto Star](#), Dr. Paul Woods, Arden Krystal (President and CEO of Southlake Regional Health Centre), and Dr. Tom Stewart (President and CEO of St. Joseph's Health System and CEO of Niagara Health), wrote that they are optimistic that the Ontario Health Teams will be a key enabler to modernize Ontario's health system. [The Hamilton Spectator](#) and the [St. Catharines Standard](#) subsequently published the op-ed.

3. Ornge air ambulance stops landing at UH over safety concerns

Ornge Air Ambulance suspended service to LHSC's University Hospital, citing safety concerns over obstacle clearance in the vicinity of the helipad. Patients requiring emergency medical care at University Hospital are currently being taken by Ornge to London International Airport where they are driven by ambulance to the hospital. This story garnered neutral coverage from [Blackburn News](#), [CBC London](#), [Global News](#), and [The London Free Press](#).

Respectfully Submitted,

Paul Woods
President and CEO

Our Mission

LHSC is a leading academic health organization committed to collaborating with patients, families and system partners to:

- Deliver excellent care experiences and outcomes;
- Educate the health-care providers of tomorrow; and
- Advance new discoveries and innovations that optimize the health and wellbeing of those we serve