

**PRESIDENT AND CEO
REPORT TO THE BOARD AND COMMUNITY
SEPTEMBER 2020**

“This is not the end; this is not even the beginning of the end; this is just perhaps the end of the beginning.”

“We shall not fail or falter. We shall not weaken or tire. Neither the sudden shock of battle nor the long-drawn trials of vigilance and exertion will wear us down. Give us the tools and we will finish the job.”

Winston Churchill

DELIVER EXCELLENT CARE EXPERIENCES AND OUTCOMES

VIRTUAL DIALECTICAL BEHAVIOURAL THERAPY GROUP PILOT

Health Disciplines clinicians including Psychology, Social Work and Occupational Therapy demonstrated innovation in the face of the pandemic when they launched a pilot for a virtual therapy group. Dialectical Behavioural Therapy (DBT), an evidence-based treatment traditionally offered in person in Ambulatory Mental Health, had been disrupted due to the ramp down of services during the pandemic.

This particular pilot project was implemented for six patients which ran from June 23 to July 28, 2020. Data was collected regarding pre and post group measurement of participants' comfort with and ability to engage therapeutically via the virtual platform. Staff and participants viewed the pilot group as a success and it has now been approved to move forward as a new treatment modality in Ambulatory Mental Health.

ACCESS AND FLOW – COMPUTERIZED TOMOGRAPHY SERVICES

A computerized tomography (CT) scan combines a series of X-ray images taken from different angles around your body and uses computer processing to create cross-sectional images (slices) of the bones, blood vessels and soft tissues inside your body.

The third and final Victoria Hospital H CT was installed and implemented for clinical services. Completion of new patient template and staff rotation has been recently implemented in September. The new template allows for expansion of lung biopsy and CT guided biopsies which will help to address long wait times.

The University Hospital CTs are in the final design phase which includes the relocation of one unit which will allow for consistency in CT services during renovations and an improved outpatient flow.

CLINICAL PROJECT INFORMATION OPTIMIZATION (CPIO)

London Health Sciences Centre and St. Josephs Health Care submitted an abstract about the CPIO Project entitled *Using Technology to Improve Patient Safety and Quality of Care, while*

Increasing Operating Room and Financial Efficiency to the 44th International Hospital Federation (IHF) World Hospital Congress.

The abstract was accepted by the Scientific Committee for the IHF World Hospital Congress. The abstract will be displayed in the exhibition area for the duration of the congress which is scheduled to be held November 8 to 11, 2020 in Barcelona.

EMERGENCY SERVICES

The volumes at both Emergency Departments (EDs) have continued to steadily climb since May of 2020. Both EDs have started to experience delays with the transfer of admitted patients to assigned units. The leadership teams, in conjunction with physician partners, continue to explore and trial ways in which to support specialized patient populations, smooth their flow and improve patient experience through their journey.

PATIENT ACCESS

London Health Sciences Centre (LHSC) average occupancy from August 1 through 25 at University Hospital (UH) was 93.2% and 88.1% at Victoria Hospital (VH). LHSC One Numbers averaged 55 calls per day.

Discussions for capacity planning for wave 2 of the COVID-19 pandemic were initiated in August with administrative and physician leaders of clinical programs. Key operational planning assumptions were provided in regards to aligning scheduled services and COVID-19 volumes, as well as for balancing and smoothing ambulatory services.

A review of the utilization and capacity in the ambulatory clinic space at LHSC was completed in early August. As a result of the review, the following recommendations were made to optimize the use of ambulatory care space within LHSC:

- Centralize the management of the electronic clinic scheduling system
- Optimize the use of the registration and scheduling functionality in Cerner (including standardization of scheduling practices)
- Smooth the existing clinic grids by day of week and time of day to accommodate a combination of virtual and in-person visits
- Align clinic grid assignments to meet patient volumes and manage waitlists
- Consolidate clinics with similar functions (e.g. E1 Orthopaedic Clinic with B2 Orthopaedic Clinic at Victoria Hospital)

LHSC IN THE NEWS

MEDIA MONITORING REPORT: AUGUST 11, 2020 – SEPTEMBER 10, 2020

SUMMARY

- **11** stories were posted on the public website
- **389** media stories referenced LHSC and our partners (**349** positive, **2** negative and **38** neutral)
- **15** media inquiries were managed

HIGHLIGHTS

1. LHSC dramatically increased COVID-19 testing capabilities

The Pathology and Laboratory Medicine (PaLM) team at LHSC reached a milestone in August in COVID-19 testing volumes. At the beginning of the pandemic response, the team was processing 50 tests per day, but now they process around 3,000 per day with plans on continuing to expand their testing capacity. This was reported locally in CTV News ([online](#) and [TV broadcast](#) News at 6 – clip starts at 6:33), [The London Free Press](#), [Blackburn News](#), and [Global News](#).

2. Researchers at Lawson Health Research Institute and Western University unravel two mysteries about COVID-19

A research team at Lawson and Western published two back-to-back studies regarding COVID-19. The first study identified six molecules that can be used as biomarkers to predict how severe a patient will experience the COVID-19 illness. The second study revealed what may be causing blood clots in some COVID-19 patients and potential treatments for the blood clots. This research was reported locally and regionally ([CTV News](#), [Global News](#), [The Community Press](#), [Goderich Signal-Star](#)), and internationally in publications such as [Science Daily](#), [WorldHealth.net](#), and [Mirage News](#).

3. Drive-up model now available for throat swabs for cystic fibrosis patients at Children's Hospital

Reported by CTV News ([online](#) and [TV broadcast](#) News at 6 – clip starts at 21:23), [CBC](#), [The London Free Press](#), [Blackburn News](#), and [Global News](#), cystic fibrosis (CF) patients can now receive their regular throat swabs to look for bacterial growth in the lungs by driving up to a designated curbside area and safely receive the swab procedure. Those that need the swab get an email with directions on where to park and everyone in the car over the age of two must wear a mask. This was done out of concern that patients may delay getting this test over COVID-19 related anxieties, and this was a way to keep families from needing to come into the hospital to help alleviate those fears.

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