

Shout Outs & Celebrations!

St. Thomas Elgin General Hospital Achieves Accreditation!



St. Thomas Elgin General Hospital (STEGH) has achieved Accreditation with Exemplary Standing – the highest rating a health care organization in Canada can receive.

Last month, STEGH hosted a team of peer surveyors from Accreditation Canada – an independent organization that sets standards for quality and safety in health care. The Accreditation process included an extensive evaluation across the entire hospital, as well as interviews with patients and health care partners to evaluate the quality and effectiveness of the organization and its programs and services.

“At STEGH, Accreditation is part of our continuous quality improvement program,” says Robert Biron, President and CEO. “Being quality focused and enhancing the patient experience is well established into our culture throughout the hospital.”

Over the four-day period, STEGH was assessed on over 2,400 standards and scored an overall rating of 99.9 per cent. The hospital also met all 33 required organizational practices that focus on patient safety.



The Accreditation Canada seal not only indicates with certainty that staff are committed to meeting standards to deliver safe, high quality care, but also recognizes STEGH as among the best hospitals in Canada in delivering patient centered care. The STEGH Board of Directors is equally proud of the Accreditation achievement. “This award is a credit to the hard work, dedication and commitment of everyone at STEGH,” says Cathy Crane, Board Chair. “Residents of St. Thomas and Elgin County are very fortunate to have a hospital in our community that provides such high quality care and services. I am honoured to be part of such an incredible organization.” STEGH’s next Accreditation will take place in 2023.

Congrats to the Ontario Regional Education Group (OREG)



OREG has been chosen to receive the 2019 Gerry Cormier Communicative Access Award in recognition of their outstanding contribution to reducing barriers to full life participation for those living with aphasia. Launched in 2010, the Gerry Cormier Communicative Access Award was renamed in 2014 to celebrate the enormous contributions of the late Gerry Cormier, a man with aphasia who agreed to be featured in our educational materials. Created in the early 1990s, the Gerry Videos are still a key component of our aphasia training today. Visit <https://www.aphasia.ca/> for more information on the Aphasia Institute

Grand Rounds at Bluewater Health

Bluewater Health was delighted to welcome Dr. Andrew Samis from Quinte Health Care in Belleville, Ontario. Dr. Samis is a Staff Intensivist, General Surgeon and Physician Stroke Champion. He was instrumental in establishing a telestroke program at Quinte Health Care in 2010 and pioneered the “pit stop” model approach in Emergency Departments for Code Stroke.

Dr. Samis gave a presentation at Grand Rounds and also spoke with our Emergency Department Physicians and staff. Bluewater Health has implemented many aspects of the “pit stop” model, including pre-notification and pre-registration of the patient by EMS and the patient being kept on the EMS stretcher for direct transfer to the CT scanner. Dr. Samis shared many ideas from their QI work at Quinte Health Care to show where life changing seconds can be saved within the hyper-acute process, leading to better door-to-needle times and improved patient outcomes.



“My Care Plan” at Hotel Dieu Grace Healthcare



About a year ago, a staff member from Hotel Dieu Grace submitted an opportunity for improvement to the Unit Based Council. She wanted to create a “report card” for patients and their families to keep them up to date on their progress, include them in their plan of care and participate in goal setting. Staff members formed a small subcommittee in an effort to revise the current practice of our weekly multidisciplinary rounds. The vision was to create a structure and a process for collaboration and communication of client centered care among

interdisciplinary team members within a rehabilitative environment. The goal was to facilitate shared decision making to achieve a cohesive care plan in order to track progression of achievable functional outcomes within a reasonable timeframe with client and family engagement. The team diligently worked on drafts and received feedback from patients and family members. It was brought to the Patient and Family Advisory Council and the final tool entitled “My Care Plan” was created.

Therapy team members establish goals together with patients and families and information is brought back weekly to rounds discussions. The tool is updated in an easy-to-read format and information is brought back to the bedside and shared with the patient and family on a weekly basis. HDGH is proud

to say that real-time patient surveys reflect that 85% of our patients felt as though they were included as much as they wanted to be in decisions about their treatment and goal setting. This work will continue to evolve in order to refine and perfect the process in hopes that it will be shared and utilized across the organization in the near future.