



Winchester
District
Memorial
Hospital

ANNUAL REPORT OF THE CHIEF OF STAFF 2007-2008

Winchester District Memorial Hospital has long been an innovator and leader, showing dedication to the delivery of top quality healthcare closer to home. The past year has been no exception. We continue to be committed to the provision of excellent health care in a community setting, with a high level of personal attention and care.

A number of initiatives were commenced last year that have shown further development over the past 12 months. One only has to look out a window or drive past the hospital to see the striking changes occurring on our grounds. There is tremendous excitement associated with the progress of the hospital redevelopment. We expect to move our clinical operations to the newly constructed areas of the hospital in early 2009. With the excitement of this opportunity comes the realization of the amount of work to be done to ensure a smooth transition, but we are confident in our ability to continue to deliver excellent care during this transition period. The hospital staff, physicians, volunteers and community are to be congratulated on their patience and understanding during this construction period.

The clinical teams have been working steadily over the past year to continue to enhance care in their respective areas. The Surgical Care Team has developed and implemented a number of standardized order sets to streamline post-operative care of patients. The sentinel node biopsy program remains a benchmark for rural and small community hospitals to emulate. Our linkage with the Ottawa Hospital Cancer Centre remains strong and we continue to work to develop further opportunities in concert with them.

The Medicine Team has continued to develop clinical pathways to optimize the quality of care we deliver, with the Acute Coronary Syndrome pathway being the flagship. Many months of interdisciplinary collaboration were involved with the adaptation and optimization of this pathway to WDMH. Further pathway development is underway for other high risk and high volume conditions. We continue to offer personalized, high quality Complex Continuing Care to individuals in need of rehabilitation, or complex ongoing care.

Our Maternal Child team continues to be an excellent example of collaborative care, with active involvement and participation by nursing, midwifery, family physicians, pediatrics and obstetrics. Specialty clinics in pediatric diabetes and obesity have been added to address the significant need of our community in these areas. Since children are our future, it remains critically important to give them the best opportunity for healthy living that we can.

The Emergency Team has been active in a number of initiatives, including participation in a CHEO outreach program relating to best practices in asthma care, and a number of physicians have recently undertaken an Emergency Department Echo course, which expands our ability to conduct a more detailed physical exam in certain high risk situations.

In the past year, our Medical Staff complement has remained essentially stable, with departure of two family physicians from our staff. We are looking forward to the addition of a few new family physicians in coming months and continue to seek opportunities to bring other specialty care closer to home. As well, a Chronic Disease Nurse Specialist has joined the hospital in the past year, bringing expertise in the integration of the hospital acute care with the management of

chronic diseases such as COPD and diabetes. There is research evidence showing improved outcomes and quality of life with optimal management of chronic diseases and we look forward to further development of opportunities in this area.

We have remained active regionally, participating in a number of regional working groups including cancer care, cataract wait time reduction and the obstetrical review task force. Continued participation at these broader levels remains important to our ability to participate in regional initiatives and to further enhance the care we deliver to our patients. Continued hard work by WDMH has further enhanced our role as a regional technology leader with respect to PACS (digital image storage for radiology) and regional health communications. Our redevelopment has attracted interest from industry which will allow us to become one of the most technologically sophisticated hospitals in Ontario, if not North America.

A number of worrisome issues persist at the present time, including province-wide issues relating to hospital funding, of which we are no exception. Access to sub-specialty consultation can be challenging at times as can some specialized testing service access. Long-term care availability remains an issue, creating bottlenecks where patients are unable to transition to an optimal care level once their acute hospital stay is complete. The Board and Leadership at WDMH continue to work with our colleagues at other hospitals as well as the Champlain LHIN and elected officials to seek resolutions to these issues, but challenges remain.

WDMH participated in the detailed assessment process conducted by Accreditation Canada, and are pleased to have received 3 year accreditation, which is a testament to the high quality and safety of care we deliver. As well, patient surveys continue to reflect high levels of satisfaction in the care delivered by WDMH, with most scores being higher than both the Ontario Community Hospital average and the Ontario Hospital average overall. We remain committed to continued quality improvement and continue to use these quality surveys and outside assessments as opportunities to review our processes and seek new ways to enhance safety and quality of care, in addition to our ongoing rigorous internal vigilance.

Respectfully submitted,

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WDMH Chief of Staff