

# InnovationEX

EXPOSITION & EXCHANGE

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**H+**  
**HUMBER RIVER  
HOSPITAL**

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# Humber River Hospital Command Centre



## Breakthrough Intelligence

Exhibit #8



increased  
**8%**

reduced  
**45%**

reduced  
**52%**

reduced  
**38%**

reduced  
**33%**

**Daily ED Visits**

↑29 average patient visits per day

**Inpatient Bed Clean Wait Time**

↓20 mins from request to start clean of an inpatient bed clean

**Acute Conservable Bed Days – Medicine**

Equals 23 beds open, no additional cost

**Inpatient Ultrasound Turnaround Time**

↓10 hours from request to complete

**ED Time to Inpatient Bed**

↓3 hours on average per patient

# Humber River Hospital



## iPlan

### Day to Day Operations



### Corporate Quality Improvement



### System Level Decision-Making



In collaboration with:



Exhibit #17



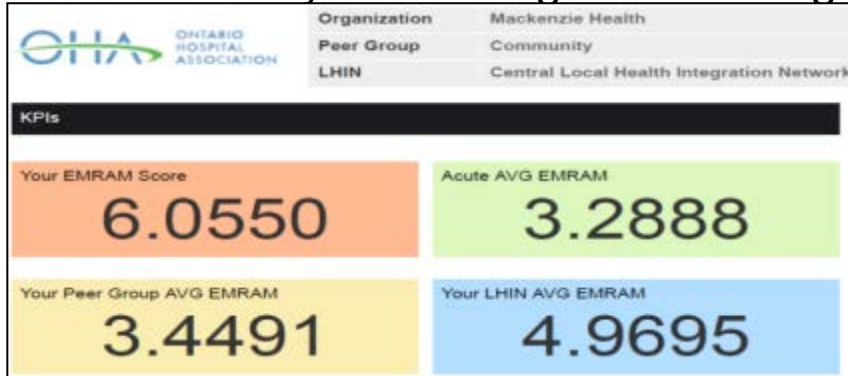


Mackenzie  
Health

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## HIMSS Stage 6 EMR Journey

- Engage, involve and collaborate with end users from the beginning
- Strong collaboration between operational leadership, SME's and the project team
- Truly a transformation project for the entire organization
- Continuously monitoring HIMSS Stage 6 stats and communicating to end users



<b>Barcode Medication Administration (BCMA)</b>		<b>Computerized Order Management (CPOM)</b>
Patient Scanning	Medication Scanning	
97%	95%	98%

## 360° Video Experience Mackenzie Vaughan Hospital



The graphic features the Mackenzie Health logo in the top left. The main headline reads "Creating a world-class health experience, one room at a time" in blue, with a sub-headline below it: "A glimpse into the future – see how key patient rooms are being designed for the new Mackenzie Vaughan Hospital" in orange. To the right is a VR headset. Below the text are three small images showing different hospital rooms: a patient room, a hospital bed, and a procedure room. At the bottom, the text "360° Video Experience" is written in large orange letters, followed by the URL "mackenziehealth.ca/MVH" and a row of social media icons for Twitter, LinkedIn, YouTube, Facebook, Google+, Pinterest, and Instagram.

Mackenzie Health

**Creating a world-class health experience, one room at a time**

A glimpse into the future – see how key patient rooms are being designed for the new Mackenzie Vaughan Hospital

**360° Video Experience**

[mackenziehealth.ca/MVH](http://mackenziehealth.ca/MVH)

Twitter LinkedIn YouTube Facebook Google+ Pinterest Instagram

## Clinical Extern Program

### Recruitment and Retention Strategy:

Full-time summer employment program for  
Registered Nursing students

### A Strategic Triple Win

- **Win!** Mackenzie Health Staff develop clinical leadership skills
- **Win!** Clinical Externs develop clinical skills and confidence
- **Win!** Aligns with recruitment strategy for Mackenzie Vaughan Hospital







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## Better Breathing at Home

- Technology enabled, clinician supported, self-management tool
  - 123 patients
  - 6 months
- Reduced hospital costs
- Increased patient knowledge and awareness
- Sustainable treatment option to combat the increasing prevalence of chronic illness in our population



## Streamlining The Shift Fill Process With ShiftLink

- It can take a lot of time to fill vacant shifts
- With ShiftLink, supervisors can notify qualified staff of a shift opportunity in seconds and staff can quickly and easily respond
- Resulted in a **475% increase in productivity** for Scheduling Clerks
- Estimated annual **time savings of 7,750 hr\***
- Estimated annual **cost savings >\$200,000\***



\*With 1,000 users

**Exhibit #14**



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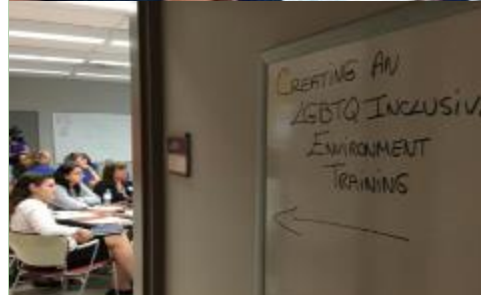
## The Right Fit: Engaging Patients in Recruitment



- Engages patients in recruiting point-of-care staff
- Results in richer information for making hiring decisions
- Playing the role of a patient in a simulation exercise
  - Gives patients a voice
  - Enables the testing of a candidate's clinical skills and their ability to build a trusting relationship with a patient

## Creating and Fostering an LGBTQ Inclusive Environment

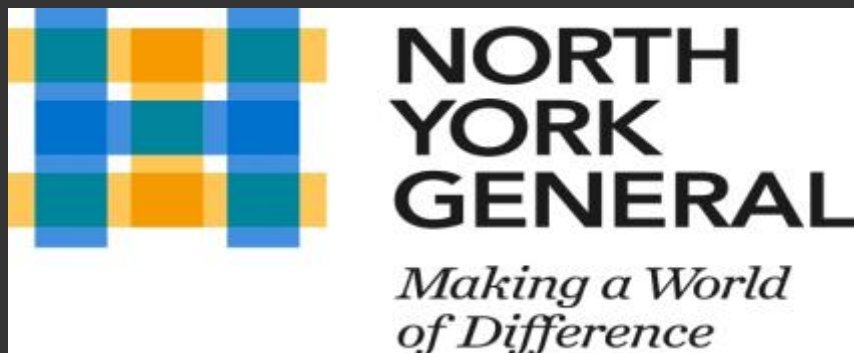
- A unique partnership between MGH and The 519 Church Street Community Centre (The 519), an organization dedicated to advocacy for the inclusion of LGBTQ communities, one of the first within Ontario healthcare
- Our involvement ensures the hospital provides an inclusive and supportive environment for members of the LGBTQ community



## Checking in Daily for Patient Safety

- Daily morning huddle attended by organizational leaders
  - **15 minutes**
  - **7 days a week**
- Strengthens situational awareness of potential issues
- Increases accountability resulting in shortened response times to safety concerns





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## A New Approach to Falls Prevention Programs



### The Collaborators

*Healthcare providers, patients,  
families and caregivers*

Strengths:

- Evidenced-based
- Collaborative



### The Entrepreneurs

*Private Enterprise – Colleaga and  
Connexall*

Strengths:

- Scalability
- Marketability



### The Regulators



*Quality improvement, Patient Safety  
and Risk*

Strengths:

- Systems thinking
- Standardization

### The Inventors



*Researchers – University of Toronto  
and MaRS Discovery District*

Strengths

- Divergent thinking
- Experimentation

## Empowering Seniors to Keep Well



### Wellness Moment

#### Social Interaction

Adult individuals who are frequently involved in social activities are less likely to have physical or cognitive issues as they age.

Try joining local organizations for entertainment, lifelong learning, hobbies and interest groups. There are also many choices for indoor/outdoor walking and fitness programs.



### Wellness Moment

#### Arthritis: Fitness

##### Keep Moving

It seems contradictory to encourage regular, consistent and vigorous exercise when someone is in pain, but that is in fact the recommendation of doctors for people who have arthritis.

Stretching is also recommended before any exercise.



# #12



SOUTHLAKE  
REGIONAL HEALTH CENTRE

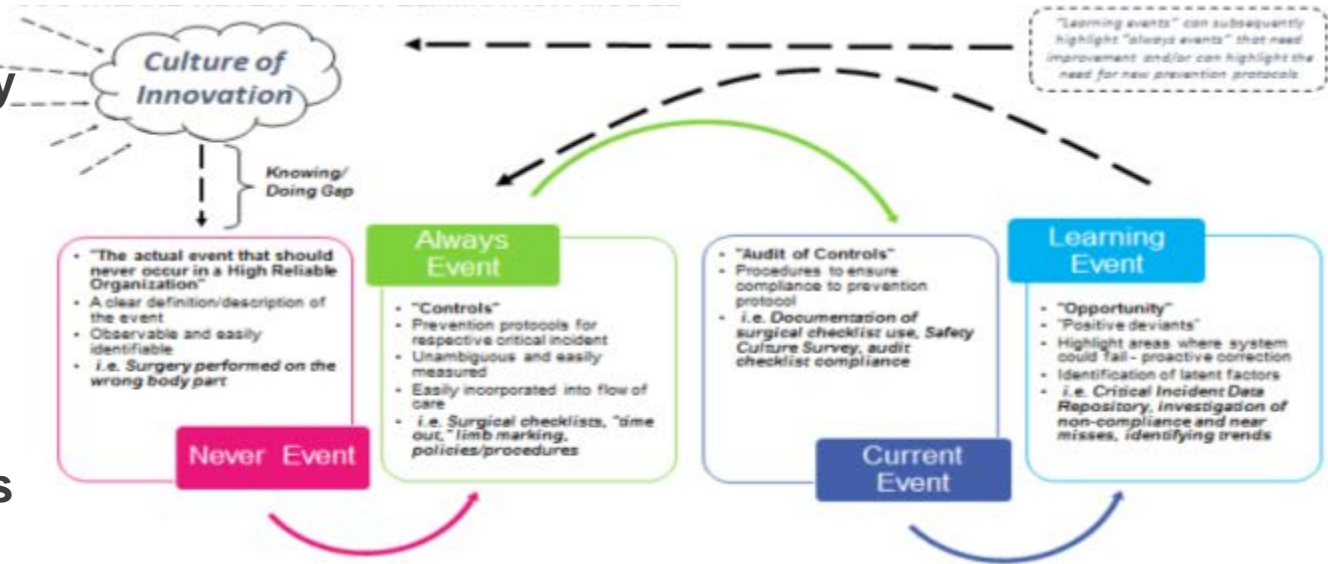
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## Never Event Elimination Strategy

- Applying the elimination strategy to Pressure Injury Never Events
- Transferable to all other CPSI Never Events
- Tool to standardize and share learnings between organizations

### Exhibit #6





- SterileCare's KiteLock™ disinfectant is used as a catheter lock solution in central lines (PICCs, Ports, CVCs)
- Reduce risk of line occlusions
- Reduce risk of bacterial colonization
- Reduce or eradicate biofilm – the root of 85% of infections
- Not an antibiotic therefore does not develop resistance
- SterileCare and Southlake Regional Health Centre partnered on a financial viability study of the solution



MedChart is a secure cloud-based patient portal which empowers patients with their official health records at their fingertips.

Using our automated release of information process, patients can seamlessly obtain medical records online from their healthcare providers and have constant access to them via our revolutionary online patient portal.

**Exhibit #16**

ST  
JOSEPH'S  
HEALTH CENTRE TORONTO

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# Family Birthing Centre

Safety and Improvement Board

**Exhibit #5**



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# ImagineIF

Exhibit #18

Congratulations for  
Transforming Healthcare!



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