

Summary: September 8, 2021

View the session: <https://cast.tbrhsc.net/townhall/archived/>

Reflections Through Rounding

- Senior leaders circulated together with HR to bring treats and swag from the Kindness Cart around the hospital
- Intent is to “Connect” in thanks while identifying opportunities organizationally related to healthy workplace
- Feedback from rounding will be themed and assist in the development of action plans supporting “ Staff Experience “ priority in the strategic plan
- Other opportunities to action items sooner will be addressed sooner, where possible
- Early feedback has identified staffing and scheduling as common issues
- Your feedback helps to shape the Strategic Plan. You can provide your feedback when Kindness Cart visits your department or by emailing Human Resources (humanresources@tbh.net).

Emergency Fan-Out Drill

- Date: Wednesday, September 15 @ 6pm
- This drill is to test our contact system should there be an emergency requiring an all-staff response.
- Your department should have an updated contact list that is available to staff.
- Communication tools like phone calls, group text, Webex teams, and WhatsApp may be used to reach fan-out contacts.
- The drill will be initiated by an overhead announcement from Switchboard, instructing all open departments to activate their fan-out lists.
- Departments not in operation at the time will be contacted via the after-hours fan out structure.
- Any communication must clearly state that **"THIS IS AN EXERCISE ONLY"**. Should a real incident or crisis take place, the exercise will cease. **"NO DUFF"** will be used to indicate a real emergency.
- The fan-out will include paging for professional staff and professional staff learners.

Staffing Project Update

- This project will focus on staffing scheduling, nursing resource team (NRT) and our organizational staffing structures.
- Goals:
 - Identify opportunities for improved efficiencies

- Enhance the experience for frontline staff and managers, leading to improved patient experience
- Ensure organizational readiness to secure and leverage improved automated staffing solutions

Staffing Project Update: Staff Scheduling

- Progress Update:
 - Engaged stakeholders to hear their concerns and suggestions which included workload demands, accountability, communication, and scheduling technology/automation.
 - Documented Staffing Office processes to ensure a thorough understanding.
 - Identified preliminary improvement ideas and recommendations.

Staffing Project Update: Nursing Resource Team (NRT)

- Progress Update:
 - Engaged with stakeholders to hear concerns and suggestions.
 - Documented processes to ensure a thorough understanding of NRT utilization, new grad hiring/onboarding and unit care aide process.
 - Full review of current NRT mandate to identify gaps in scope and purpose.
 - Identifying and confirming staffing budgets.

Staffing Project Timeline

- Next Steps:
 - Validate feedback and improvement of ideas (June – September 2021).
 - Advisory team meetings to prioritize improvement ideas and identify greatest impacts (June – September 2021).
 - Test and review of trial short term changes (October/November 2021).
 - Long term changes as a result of project recommendations (late 2021/early 2022).

What change management framework is being used for this project?

- Improvement coordinators are helping to engage stakeholders to develop policy change, and implement recommendations as well as track the outcomes of these changes.

COVID-19 Status Update as of September 8, 2021

Presumptive Cases in Hospital	Total Positive Cases in Hospital	Positive Cases in ICU	Active COVID-19 Cases in the TBDHU district	Our Hospital's Internal Response Level
1	1	0	15	Green (Recover and Prevent)

COVID-19 Vaccination Policy

- All Hospital and professional staff are required to comply with the COVID-19 vaccination policy by declaring one of the following options:
 - Providing proof of full vaccination against COVID-19; or
 - Providing written proof that sets out a documented medical reason for not being fully vaccinated against COVID-19; or
 - Completing an educational session about the benefits of vaccination prior to declining the vaccination for any reason other than a medical reason.
- Forms and links for the declaration are available on the intranet main page (<http://informed.tbrhsc.net>).
- The deadline for completing the declaration is Friday, September 10, 2021 at midnight.
- COVID-19 Antigen Testing
 - Workers who do not provide proof of full vaccination by the deadline will be required to submit to regular antigen testing and demonstrate a negative result, as directed by the Hospital.
 - More information regarding antigen testing will follow in the coming days.

Strategic Planning 2021- 2026

- We are moving forward with our 5 strategic areas of priority:
 1. Patient Experience
 2. Research, Education and Innovation
 3. Staff Experience
 4. Advancing Technology
 5. Anti-racism, Diversity, Equity, Inclusion
- The next step is to refine these areas further and identify the actions, deliverables and indicators.

Future of Remote Work

- 10% of our workforce was able to work from home during the pandemic.
- Staff and leaders provided feedback about their experience via survey (80% response rate). Over 90% reported a positive experience.

- The remote work team consisting of HR, Capital Planning and Informatics will be meeting with departments that have the potential for ongoing remote work to assess space and technology opportunities and costs.
- Recommendations will go to SLC this Fall.
- No immediate requirement for staff working remotely to return to the workplace unless operationally required or requested by the staff member.

Why has TBRHSC not implemented a mandatory vaccination policy similar to other Ontario hospitals where non-compliance leads to termination/unpaid leave to protect other patients, staff, learners, and the community?

- Our vaccination policy complies with current provincial directives and there are safeguards in place (e.g., antigen testing).

Can staff discontinue filling out the COVID-19 screening (app or paper) each shift now that we have a vaccination policy in place?

- We are required by the province to continue to screen all staff for symptoms.
- Screening ensures compliance with vaccination and testing policies and maintains safety for staff, patients, and visitors.

Will there be any changes to the travel policy?

- The travel policy remains the same. Refer to June 18 memo 'Changes to Travel Restrictions' (<https://comms.tbrhsc.net/wp-content/uploads/2021/06/Memo-Changes-to-Travel-Restriction-Guidelines-June-18-2021.pdf>).
- The travel policy will be reassessed once we have responses to the COVID-19 vaccination declaration and know how many staff are vaccinated.

Is there any work planned for addressing human resource shortage in allied health and other disciplines in our hospital in addition to nursing?

- Nursing and NRT are priority areas.
- Organizational staff structures and recruitment for the organization as a whole will be addressed and there will be recommendations that come from this process.