

Summary: September 14, 2022

View the session: <https://www.youtube.com/watch?v=ViftSVkGJsA>

Aligning Strategies to Support Stabilization

- The Ministry of Health, in partnership with the Ministry of Long-Term Care and Ontario Health, has taken a number of actions to address the following five strategic goals to support health system stabilization for the fall:
 - Preserving Hospital Capacity – continued operation of the COVID-19 Assessment Centre, making sure we have COVID-19 therapies available for those who require it and maintaining capacity for COVID-19 patients
 - Providing the Right Care in the Right Place – Reintroduction of “first available bed policy” waiting to hear soon what implementation of Bill 7 will look like; ensures people that are waiting for alternate levels of care, would not wait in hospital
 - Reducing Surgical Waitlist – have a 27 per cent increase in patients waiting for surgery (approximately 1000 additional patients on list); additional funding coming for reducing surgical waitlists which is contingent on having appropriate HHR (e.g. anesthesiologist, nurses, OR time) to be able to ramp up care
 - Easing Pressure on EDs – very high numbers of admits and increase daily volumes of patients; add to that complexity of care, increase incidents of chronic disease; offload delays through Superior North EMS as they are experiencing HHR shortages as well; they have increased volume to ED by about 100%
 - Further Expanding Ontario’s Health Workforce – shortages being felt across all health care organizations; government is trying to help organizations from recruitment and retention perspective, and stabilize HHR to stay looking for government support

COVID-19 Status Update

- Provincial five point plan to stabilize
 - Plan to stay open enable us to continue our COVID-19 response efforts as we move forward to stabilizing our operations and supporting any of the increased need that we may see over the fall/winter.
 - Certain measures and guidance i.e. ensuring PPE and critical supplies remain in place to support the health care sector and other components i.e. funding for initiatives that support pandemic response will remain in place until March 2023
- COVID-19 and Respiratory Illness
 - Over the winter, we expect to see increase in COVID-19 and other respiratory illness and our approach is to fold or adjust our response activities into our operations and consider how we can be sustainable in combating these respiratory illnesses. This will be done based on updated guidance for acute care sector, aligned to support our capacity and community needs weighted against the amount of virus we see

- Updated Guidance
 - Updated guidance for areas of the health care sector which include updated recommendations on screening and other protective measures. We will continue to see more guidance over the coming months and we will adjust and adapt as required
- Vaccines
 - Throughout the last few months we have seen increased options and availability of product i.e. anti-viral and expanded use of monovalent vaccines. Release of bivalent vaccine this past week for vulnerable populations i.e. over age of seventy, residents of LTC, immunocompromised people, Indigenous people over 18 years old health care workers
 - We are assessing our capacity to implement the flu shot with the COVID-19 booster internally
 - Both public health units in the region are ramping up their clinics to ensure they can manage any surge capacity needed for the bivalent or previously released vaccines.

COVID-19 Status Update: TBRHSC

As of September 14, 2022 at 10am

Total Positive Cases in the Hospital	30	Current COVID-19 Outbreaks in the Hospital	1 (3A Surgical Inpatient Unit)
Positive Cases in the ICU	1	Our Hospital's Internal Pandemic Response Level	Orange
Active Lab Confirmed Cases of COVID-19 in the TBDHU district	237		

- High occupancy numbers and ALC numbers mostly due to increased number of outbreaks in high risk settings in the community (there are 19 outbreaks currently) which impedes on our ability to move patients out of the facility
- Our Hospital's internal COVID-19 Pandemic Response Level remains at Orange (Restrict); looking to move into Response Level Yellow over the next few weeks
- One unit in COVID-19 outbreak – 3A Surgical Inpatient Unit
- Assessment Centre and Testing Centre continue to operate and provide assessments, testing and anti-viral treatments and supporting regional pathways for treatments
- PPE audits continue and eye protection is still required when in clinical areas and still need to screen upon entry
- Reminder that only essential and high priority contractors and essential vendors are permitted onsite

Workplace Violence Prevention Committee Update

- Continuing Phase 1 Projects:
 - Mental Health Emergency Department Improvements
 - Security Training & Consistency
 - De-Escalation Room
 - Implementation of Search of Personal Belongings Policy
- Proposed Phase 2 Projects:
 - ED Staffing Model Review
 - Staff Supports: Wellness, Education, Training, Debriefing
 - Emergency Care Public Communication & Education
 - Safety & Quality
- Phase 2 projects have been endorsed and leads confirmed on September 13, 2022
- Next steps:
 - Leads develop project framework (goals, timelines, anticipated outcomes, potential resource requirement) (Early October)
 - SLC endorsement of phase 2 projects (Mid-October)
 - Working group development (membership, project plan, implementation) (November)
- Quality Improvement Plan – survey every quarter “My organization takes effective action to prevent violence in the workplace” as indicator; July survey showed 11.7 per cent positive response, hoping it will go up in September survey

Strategic Alignment

- Work to align people, resources and strategies to support Strategic Plan 2026
- Patient Care Manager and Administrative Managers – two start new roles in October
- Their work will include:
 - **Patient experience** – patient rounding, patient flow, quality improvements
 - **Staff experience** – staff rounding (daily), unit staff, safety huddles, monthly staff meetings

UKG Dimensions Scheduling Solutions

- Looked to change staffing system and found out through engagement what staff want,
- Target to begin the switch from current systems to UKG Dimensions is Spring 2023.
- Prior to the change you will be offered training on how you will track your time and view your schedule among other things.
- Everyone will have the ability to track their time using a personal device, hospital workstation, or on one of the self-serve terminals located in key locations.
- You will submit your time off requests and shift swaps through UKG Dimensions—no more paper or emails—and no more missed or misplaced requests!
- You will take an active role in tracking your own time.

Q&A

Q: When will training for the new UKG Dimensions begin?

A: Looking at the end of December, depending on how the testing period of the system goes.

Q: With the announcement of the bivalent vaccine available, any idea if the requirements for vaccination will change i.e. beyond having two shots?

A: Requirement now is two doses. Encouraged strongly to get any doses you are eligible for in order to provide the greatest amount of protection. No indication to moving the primary dose count to three (or three doses to be considered “fully vaccinated”) No guidelines indicating that we will need to change any of our policies at this point.

Q: Any indication we are going to a higher Response Level? If so, do we have an expected date?

A: Looking to decrease to Level Yellow next week instead of increasing to Level Red. Going from one level to the next takes into consideration what is happening in the community as well as what is happening within our facility. Today we have less than 10 patients with their primary diagnosis as COVID-19 and a high number of secondary infections. We will look within the next couple of weeks to assess our Response Level and decrease down to Level Yellow.

Q: Great to have a safe environment any work in and focus on mental health. Is there any progress in establishing a mental health assessment unit in the ED?

A: Doing a mental health assessment area, a safe space within the ED is a priority. We are currently working on that. Phase one – triage enhancement, safe space where EMS/police bring patients in through the ambulance bay. Looking at expanding PICU beds for the mental health area as well as creating another safe space within the ED. Doing any major changes in our physical environment requires approval from MOH through Capital Projects. We’ve had great support from Dr. Crocker Ellacott and Peter Myllymaa and his team on these projects.

Closing remarks

Thank you everyone, for taking the time out of your day to join us. I know that fall can be a busy time both at work and at home, and I appreciate you taking time out of your busy schedule to connect. We hope that you find these Town Halls useful, and if there is anything we can do to improve these meetings, or information you’d like to be included, please reach out to the Marcello Bernardo or the Communications Team, we’d appreciate your input and feedback. As this week is Housekeeping Appreciation Week, and Security Staff Appreciation week, and I want to recognize these two departments and their important roles that contribute immensely to the safe operation of the facility every single day. Again, thank you to all for making our Accreditation Celebration something to celebrate by obtaining the highest level. We hope you enjoyed the festivities. As always, I invite you to reach out to me if you have any questions or concerns regarding our hospital activities or my blog.