

VIRTUAL ALL STAFF TOWN HALLS



June 20, 2023



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Agenda – Virtual All Staff Town Hall

10:00 a.m. – 10:45 a.m.

Agenda for June 20

- **Welcome** – *J. Wintermans*
- **Introduction** – *Dr. R. Crocker Ellacott*
- **Staff Experience Video** – *Dr. R. Crocker Ellacott*
- **SP2026 Year 1 Progress Report** – *Dr. R. Crocker Ellacott*
- **Year 1 Successes**
 - Equity, Diversity, and Inclusion – *Dr. M. Lesperance & J. Larabee*
 - Patient Experience – *F. Rizzuto, B. Nicholas, & S. Schiffer*
 - Staff Experience – *B. Opaksi, M. Reinikka, J. Verdenik, A. Carr & C. Johnson*
 - Research, Innovation, and Learning – *Dr. C. Mushquash, D. Horne & Dr. R. Crocker Ellacott*
 - Sustainable Future – *C. Edwards*
- **Future: Years 2 - 5 & Your Feedback** – *J. Logozzo*
- **Announcement of iCare Strategy Award** – *Dr. R. Crocker Ellacott*
- **Closing Remarks** – *Dr. R. Crocker Ellacott*

SP2026: Staff Experience Video



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SP2026 Year 1 Progress Report

Dr. Rhonda Crocker Ellacott, President and CEO



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Initiative Status Summary – at Q4

Strategic Direction	Status
Equity Diversity & Inclusion	On Track – 2 initiatives underway
Patient Experience	On Track – 4 initiatives underway
Staff Experience	On Track – 3 initiatives underway
Research, Innovation & Learning	On Track – 1 initiative underway
Sustainable Future	On Track – 3 initiatives underway



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Strategic Indicators – Q4 Highlights

At or better than target	Slightly below target	Considerably below target
• # patients who self-identify as Indigenous has increased dramatically and already exceeds 2026 target. • Select categories for inpatient harm incidents better than target. • % of patients aligned with regional programs/services better than target and improving.	• None.	• % operating gross margin on target



Equity, Diversity, & Inclusion

EDI Training & Voluntary Indigenous Self Identification

Dr. Miranda Lesperance, VP, Indigenous Collaboration, Equity, & Inclusion

Jillian Larabee, Indigenous Care Coordinator



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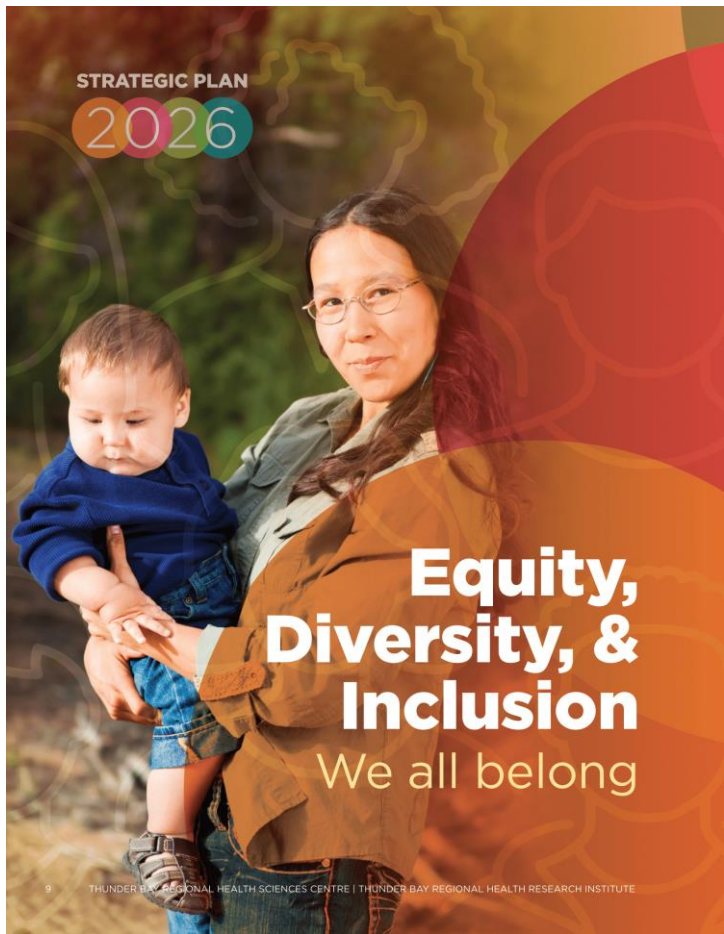
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Project Overview



WHAT WE WILL DO

Embed Equity, Diversity, and Inclusion in everything we do.

HOW WE WILL DO IT

- Assess policies and procedures, using an equity lens.
- Create an Equity, Diversity, & Inclusion Steering Committee.
- Recruit Indigenous staff.
- Identify opportunities for education and development of Indigenous individuals.

WHAT WE WILL DO

Provide a culturally safe experience for all patients and staff.

HOW WE WILL DO IT

- Provide cultural safety and equity, diversity, and inclusion training for all staff.
- Conduct a walk-through of the Hospital's physical environment with an equity lens.
- Implement the principles of the Truth & Reconciliation Call to Action.

HOW WE WILL MEASURE IT

- Increase staff engagement in cultural safety and equity, diversity, and inclusion training.
- Increase positive patient experience survey results related to their experience, views, and beliefs being acknowledged as part of care.



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Highlights and Successes

- ▶ Wake the Giant Indigenous Culture and Inclusivity Training is an online learning experience, available on the LMS Dual Code system, that supports businesses and organizations in creating more inclusive spaces, free of racism, where Indigenous Peoples are welcome. TBRHSC and SJCG were the very first organizations to commit to the training, making us leaders in the city and region.



“Working with TBRHSC and SJCG could be very monumental in terms of client services and patient services that could be available to people and their families, in particular ensuring that marginalized people feel they have a voice when they’re coming into access healthcare services.” – Dobi-Dawn Frenette, Director of Education, Northern Nishnawbe Education Council



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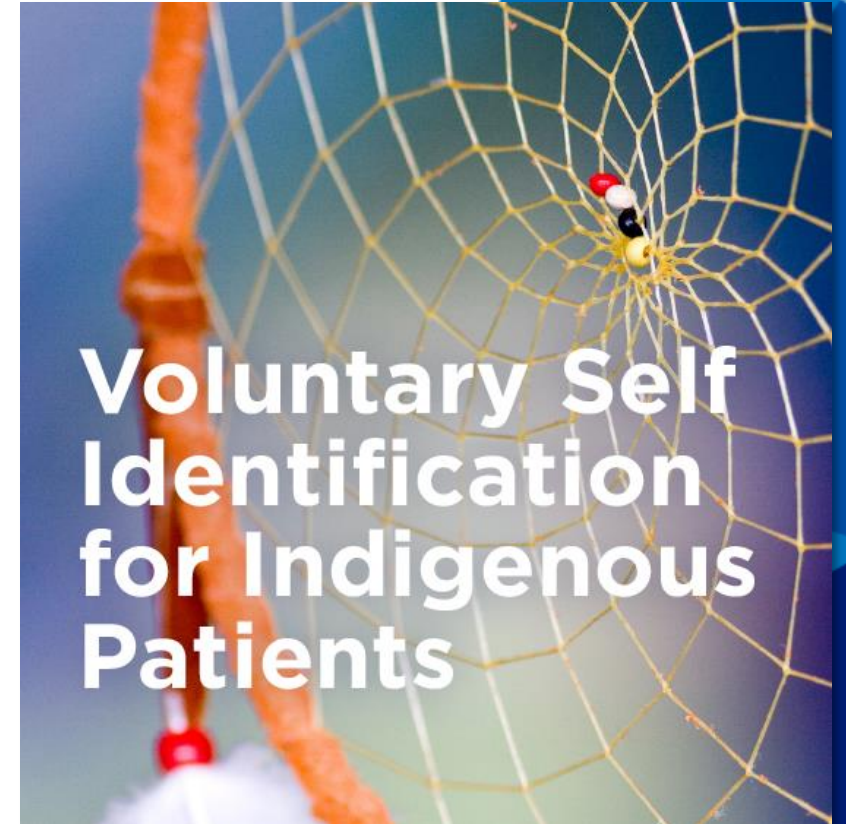
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Highlights and Successes

- ▶ Indigenous Self-Identification project: patients are asked upon point of registration/admission if they would like to voluntarily self-identify as Indigenous. There is also an option to identify to staff in the units, or directly on the website (<https://isi.tbrhsc.net/>).
- ▶ Allows the patient quicker access to Indigenous Care Coordinators (ICCs), other Indigenous health services within the Hospital, government services, discharge planning, and care within their communities.
- ▶ The target number for Indigenous self-identification that was set for 2026 has already been surpassed (n=10,500), and our numbers are constantly increasing. We hope to expand the scope of the project and adjust the target numbers for 2026.
- ▶ Patient story from ICC.



What's next

- ▶ Representatives from Wake the Giant will be on-site this afternoon, providing an opportunity to win tickets to their annual music festival.
- ▶ EDI Steering Committee: call-out for members by the end of June 2023, Steering Committee to be established in July 2023.
- ▶ EDI Policy and Procedure Review: Dr. Janet Smylie, Well Living House, TBRHSC, and Lakehead University graduate student collaboration for a 16-week project beginning end of June 2023.

Strategic Projects	Accountable VP	2022/23				2023/24				2024/25				2025/26				2026/27		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
EDI Steering Committee Development	M. Lesperance																			
Truth & Reconciliation Call to Action Principles	M. Lesperance																			
EDI Policy & Procedure Review	M. Lesperance																			
Cultural Safety Training	M. Lesperance																			
EDI Physical Environment Review	M. Lesperance																			
EDI Experience Sharing to Build Understanding & Respect	M. Lesperance																			
Indigenous Recruitment & Education	M. Lesperance																			



Patient Experience

Evolution of Co-Designed Care

Frank Rizzuto, Patient Family Advisor

Bonnie Nicholas, Manager PFCC, Patient Experience, Engagement & Advocacy

Shannon Schiffer, Incoming Manager PFCC



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Evolution of Co-Designed Care

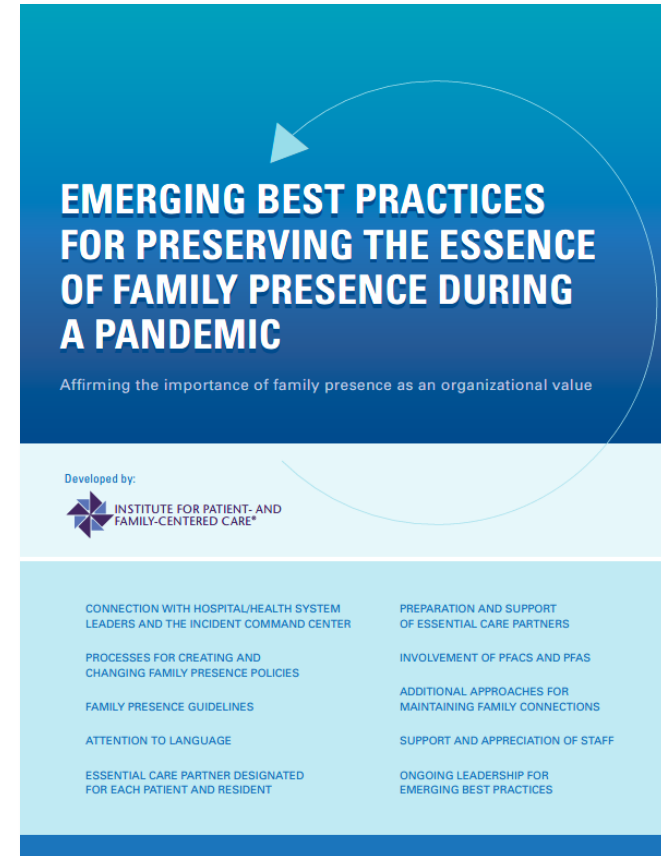
- ▶ Lead the evolution of patient and family centred care embedding the principles of co-design, where each person is treated with compassion, respect and empathy.



Highlights and Successes

- Recognized by the Institute for Patient & Family Centered Care as a leader:

Emerging Best Practices for Preserving the Essence of Family Presence During a Pandemic.



Staff Experience

ED Workplace Violence & Staff Advisory Committee

Bryan Opaski, RN and ED Task Force Member

Maddy Reinikka, Employee Engagement Consultant

Jeannine Verdenik, VP, People and Culture

Amy Carr, Director, Human Resources

Chad Johnson, Director, Trauma Program and
Emergency and Critical Services

Workplace Violence Prevention



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Staff Advisory Committee



Ann Forget
Pharmacy
Clerk 3



Samantha Dziver
Mat/Newborn Labour
and Delivery
Ward Clerk



Jane Varley
Academic Affairs
Advisor



Madeline Reinikka
Human Resources
Consultant



Dana Lamminmaki
Information Systems
Health Information Specialist



Ashley Henderson
Housekeeping
Lead Hand



Kimberly Cully
3A
Personal Support Worker



Mary Ironside
2A
Registered Practical Nurse



Tanya Niederer
Human Resources
(TBRHRI)
Coordinator



Rabail Siddiqui
Clinical Research
Services (TBRHRI)
Orthopaedic Research
Development Officer



Amanda Gerow
Strategy and Performance
PI Consultant



Caitlind Davidson
Prevention and Screening
Health Promotion &
Communications Planner



Leanne Baird
Simulation
Sim Technologist



Rajesh Talpade
Internal Medicine Clinic
Nurse Practitioner



Emily Buchan
2C
Registered Nurse



Shelley DiGiuseppe
Volunteer Services
Volunteer



Lyl Stavropoulos
Clinical Lab
Coordinator



Donna Jeanpierre
Volunteer Services
Manager



Dr. Rhonda Crocker Ellacott
President and CEO at
TBRHSC and CEO at TBRHRI



Jeannine Verdenik
Vice President, People
& Culture



Giulia Daniele
Mental Health
Assessment Team
Registered Nurse



Billie Hannah-Froehlich
Laboratory
Medical Laboratory Technologist



Aaron Giba
Respiratory
Registered Respiratory
Therapist



Laurenne Stuart
Renal
Social Worker



Steve Potec
Maintenance
Electrician



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Research, Innovation & Learning

Dr. Christopher Mushquash, VP, Research & Chief Scientist

Daniel Horne, Manager, Clinical Research Services

Dr. Rhonda Crocker Ellacott, President & CEO



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Project Overview



WHAT WE WILL DO
Assess and prioritize our research efforts.

HOW WE WILL DO IT

- Prioritize research and assess current research initiatives.
- Enable opportunities for knowledge translation.

WHAT WE WILL DO
Enhance staff capacity and capability for research success.

HOW WE WILL DO IT

- Recruit researchers to address staffing gaps.
- Retain current staff and mentor new researchers.
- Establish an evaluation framework.

WHAT WE WILL DO
Create an environment supportive of research, innovation, and learning.

HOW WE WILL DO IT

- Encourage staff to lead and participate in research, innovation, and learning.
- Support continuous education and professional development.

HOW WE WILL MEASURE IT

- Increase patients enrolled or involved in research studies.
- Increase number of research publications, grants, and external funding.
- Increase number of learners.



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Highlights and Successes

- ▶ Studies
- ▶ ROMEO Research Portal
- ▶ Indigenous Collaboration, Equity & Inclusion



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Awards: Celebrating Our Success



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Sustainable Future

Regional Paediatric Response Program (RPR)

Crystal Edwards, Director, Women & Children's and Adult & Forensic Mental Health Programs



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Project Overview

- ▶ Highlights & Successes
- ▶ What's Next



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Strategic Plan 2026

Future: Years 2 - 5 & Your Feedback

Jessica Logozzo, VP, Strategy and Regional Transformation



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Strategic Plan 2026 — 5 Year Plan

	2022/23				2023/24				2024/25				2025/26				2026/27		
Strategic Directions / Enablers & Projects	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Equity, Diversity & Inclusion (EDI)																			
EDI Steering Committee Development																			
Truth & Reconciliation Call to Action Principles																			
EDI Policy & Procedure Review																			
Cultural Safety Training																			
EDI Physical Environment Review																			
EDI Experience Sharing to Build Understanding & Respect																			
Indigenous Recruitment & Education																			
Patient Experience																			
Seamless Transitions																			
Substance Use and Addictions Strategy																			
Evolution of PFCC																			
Focus on Quality																			
Coordination & Support of Frequent Users																			
Staff Experience																			
Staffing, Vacancy Reporting & Recruitment																			
Leadership Development																			
Value Based Recruitment																			
Healthy Workplace Strategy																			
Organizational Workplace Violence Prevention																			
Interprofessional Collaborative Model of Practice																			
Just Culture																			
Research, Innovation & Learning																			
Research Prioritization & Operationalization																			
Researcher Staffing & Recruitment																			
Learning Culture & Professional Development																			
Sustainability																			
Digital Health																			
Partnerships																			
Clinical Services Plan																			
Sustainability & Accountability																			

★ = re-scope

Summary

- Directions and initiatives remain relevant – no changes.
- Some minor refinements to timelines and scope (enhanced focus on staff experience and EDI).
- Operational prioritization processes implemented to support ongoing focus.
- Communication and engagement plan to be enhanced – ‘early and often’.

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iCare Strategy Award

Dr. Rhonda Crocker Ellacott, President & CEO



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iCare Strategy Award

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MISSION:

We provide quality care to patients and families, supported and advanced by research, innovation, and education that is responsive to the needs of the population of Northwestern Ontario.

VISION:

Exceptional care for every patient, every time.

VALUES:

**Diversity
Compassion
Excellence
Innovation
Accountability**

PHILOSOPHY: **Patients at the centre of everything we do.**



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Questions?



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Closing Remarks



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Staff Appreciation BBQ



Tuesday, June 20, 2023

11:00 a.m. - 2:00 p.m.



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You're invited to join us for food, free giveaways and camaraderie as we celebrate the work that has been accomplished in the first year of our Strategic Plan 2026.

Staff who complete the Wake the Giant Training module will receive a 15% promotional code towards the purchase of **Wake the Giant Music Fest** tickets and qualify for a chance to win free tickets at the Staff Appreciation BBQ.

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