

VIRTUAL ALL STAFF TOWN HALLS



October 18, 2023



Thunder Bay Regional
Health Sciences
Centre

Thunder Bay Regional
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Virtual All Staff Town Hall

2:00 p.m. – 2:45 p.m.

Agenda for October 18

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Patient Story** – *M. Lesperance*
- ▶ **Respiratory Illness Season Update** – *J. Ross*
- ▶ **Leadership Development** – *J. Verdenik*
- ▶ **Cyber Security: Awareness and Best Practices** – *J. Pugliese*
- ▶ **Family CARE Grants** – *S. Miniaci*
- ▶ **Your Questions Answered** – *M. Bernardo*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*

Patient Story



Dr. Miranda Lesperance, Vice President, Indigenous Collaboration, Equity & Inclusion



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Respiratory Illness Season Update

John Ross, *Director of Patient Flow and Partnerships*



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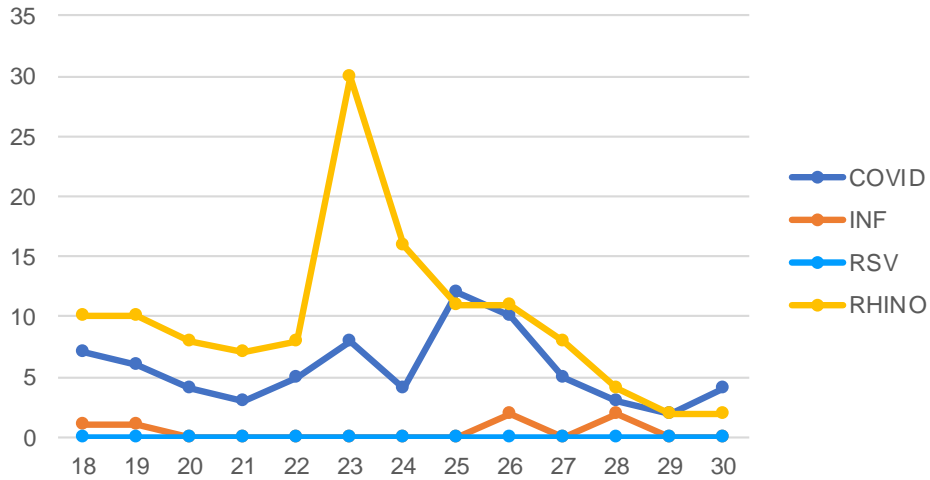
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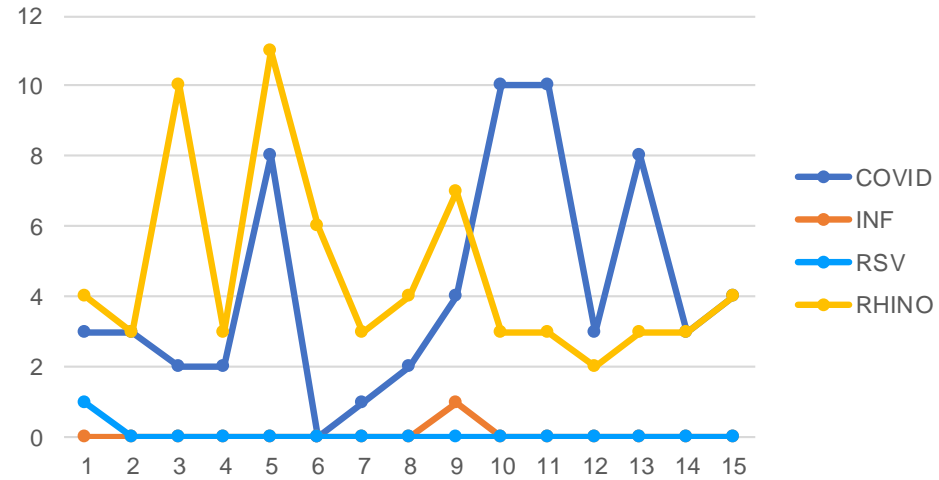
Respiratory Illness Season Update

► Current Status – September & October Trends

September



October



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Respiratory Illness Season Update

Current Status Cont.

- ▶ 3 Units on outbreak very recently (3B, 2A continues, 1A as of October 15th).

ER Visits

- ▶ August: **8,199** visits
- ▶ September: **7,989** visits
- ▶ October (to date): **4,145** visits

Precautions

- ▶ Level 3 masks are required by all staff, volunteers, visitors, & PCPs; While in the Emergency Department, in all patient rooms, and while on 1A (both clinical areas and patient rooms).

Leadership Development

Jeannine Verdenik, *Vice President, People & Culture*



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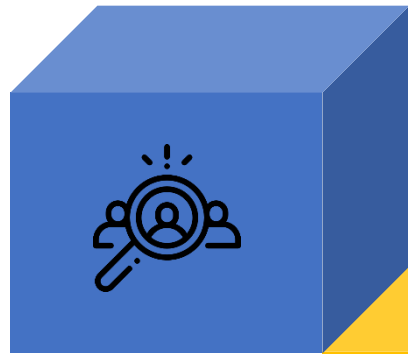
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Building Sustainable Leadership

Strategic Recruitment

Hiring and promoting the right people.



Orientation and Onboarding

Ensuring processes are in place to set leaders up for success.



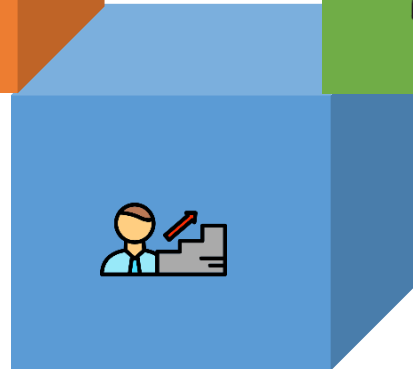
Feedback and Evaluation Processes

Ensuring role clarity and accountability through ongoing feedback at all levels.



Professional Development

Equipping leaders with the right tools at the right time.



Succession Planning

Ensuring opportunities for career advancement.



Leadership Community

Creating purposeful opportunities for leaders to connect, share, and collaborate.



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Characteristics of Effective Leaders

Adapted from: The Leadership Challenge ~Wiley Brand

Model Exemplary Behaviour

- ▶ Set an example by behaving in ways that are consistent with shared values.

Inspire Others towards a Shared Vision

- ▶ Enlist others in a common vision by appealing to their values, interests, hopes and dreams.

Challenge the Status Quo

- ▶ Search out challenging opportunities to change, grow, innovate and improve.
- ▶ Experiment, take risks and learn from mistakes.
- ▶ Come to the table with solutions to challenges.

Empower Others to Succeed

- ▶ Foster collaboration by promoting cooperative goals and building trust.
- ▶ Strengthen people by giving power away, providing choice, developing competence, assigning critical tasks, and offering visible support.

Foster the Well Being of Others

- ▶ Celebrate individual and team successes regularly.



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Streams of Leadership

01 **Transitional Stream**
For aspiring leaders

02 **Developmental Stream**
For new leaders with less than 5 years of experience

03 **Mid-Level Stream**
For leaders at the manager or director level with 5 or more years of experience

04 **Senior Stream**
For leaders with 10 or more years of experience at or above the Director level

05 **Executive Stream**
For executives and those striving to move into executive positions

Professional Staff Stream
Tailored approach from Transitional to Executive



Cyber Security: Awareness and Best Practices

Jennifer Pugliese, *Director, Information Technology*



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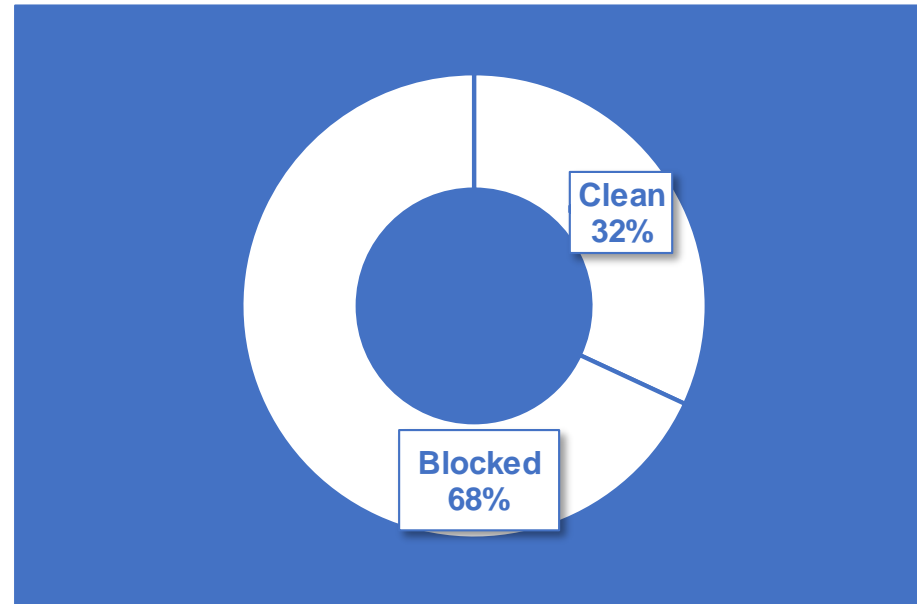
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What IT Does to Protect Us Here at Work

- ▶ We scanned 93.4 Million downloaded files last month.
- ▶ Quarantined 300+ of those files.
- ▶ Incoming email last month.
 - ▶ Over half a million emails were blocked that contained spam, viruses, malware.



Our tools detected **5.18 BILLION** threats last month.

What You Can Do to Protect Everyone at Work & Home

Protect Your Passwords

- ▶ First line of defense against unauthorized access.
- ▶ Never share your password with anyone! That includes your manager, people you know and trust including IT staff.
- ▶ Create a secure password using a passphrase.

Cyber Hygiene - Habits to Adopt:

- ▶ Disable locations services.
- ▶ Lock your device when you step away or put it down.
- ▶ Participate in safe browsing- pay attention of the URL.
- ▶ Be cautious — Do not provide personal information until you are certain they are who they say they are.

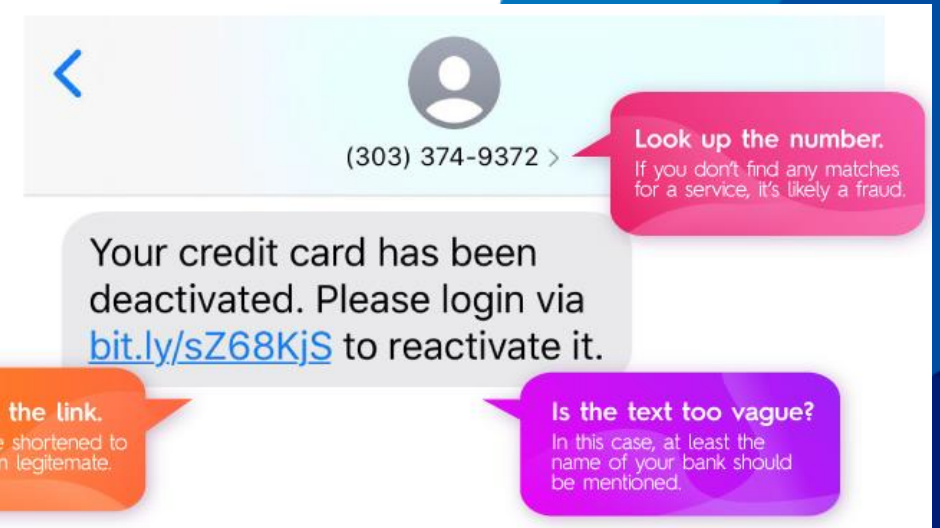
Smishing (SMS Phishing)

What is it?

- ▶ A scam!
- ▶ Usually in the form of a text message.
- ▶ Delivered in iMessage, Facebook Messenger, WhatsApp or any other messaging platforms.
- ▶ Link containing malware or a spoofed website — to look legit (E.g. bank, government).

How to protect yourself:

1. **Don't Click** or respond to suspicious texts.
2. **Pause, stop and consider the context.**
3. **Investigate**, do a web search of the phone number and message.
4. **Delete the message and block.**



Privacy/Snooping

What is PHI?

- ▶ Any information about a patient.
- ▶ Doesn't need to be clinical info — could be contextual information like referencing a car accident.
- ▶ Includes physical records, electronic records, photos or spoken information.

Snooping

- ▶ Accessing a record (in any form) where you are not actively caring for or do not need to know that information to do your job.
- ▶ Violation of privacy law.



Is it Worth it?

- ▶ Your reputation
- ▶ Your Career
- ▶ Fines/lawsuit
- ▶ Disciplinary action

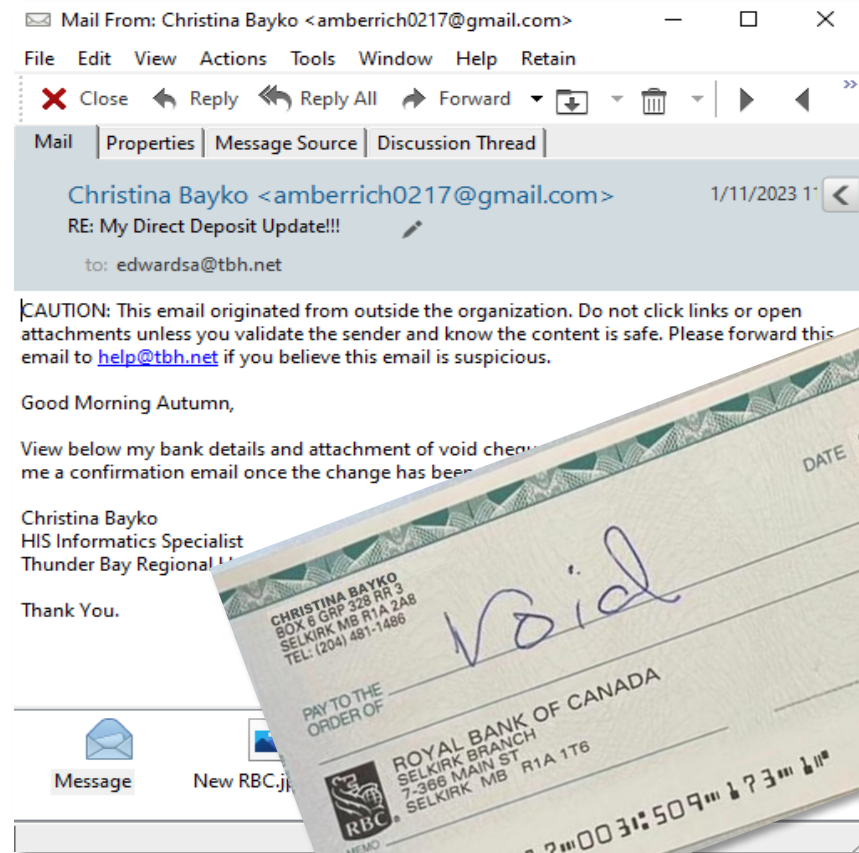
Social Engineering Threats

- ▶ Threat disguised as a member of our organization or someone you know.
- ▶ Using an email address that is **almost** identical to the organizations email.

Ask yourself:

- ▶ Has the communication gone through correct channels and copy appropriate individuals?
- ▶ Has the communication come directly from a senior leader? Is this unusual?
- ▶ Is the communication from a third party urgently requesting you provide information through an online form or pay something immediately?
- ▶ Does the communication request you send files to a personal email?

Next Victim? No!



- ▶ Spam filter caught email and quarantined it.
- ▶ HR User released email thinking it was legit.
- ▶ HR intervened by then ensuring proper process was followed to complete request form.

Cyber Security Awareness Month

Stay safe & Stay Vigilant – it's a shared responsibility!

- ▶ Think before you click!
- ▶ Remember to use strong passwords.
- ▶ Protect your own personal information.
- ▶ Keep your personal devices up to date.
- ▶ Report suspicious activity to the Help Desk.



Family CARE Grants

Sarah Miniaci, *Executive Coordinator,*
Thunder Bay Regional Health Sciences Foundation



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- Application forms can be found at the bottom of the Foundation page on the iNtranet.
- Applications are due by **October 31st, 2023 at 4:00 p.m.**
- Please submit seven (7) hard copies and one (1) electronic copy of your application to Sarah Miniaci in the Foundation office (room 2232).

Any questions please contact Sarah Miniaci
at ext. 7276 or via email at sarah.miniaci@tbh.net

Questions?



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Closing Remarks



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