

VIRTUAL ALL STAFF TOWN HALLS



November 22, 2023



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Virtual All Staff Town Hall

2:00 p.m. – 2:45 p.m.

Agenda for November 22

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Patient Story** – *J. Ross*
- ▶ **Respiratory Illness Season Update** – *J. Ross*
- ▶ **UKG Dimensions Update** – *D.M. Perry*
- ▶ **Strategic Plan Results: 2023/24 Q2** – *J. Logozzo*
- ▶ **Employee and Professional Staff Engagement Survey** – *J. Verdenik*
- ▶ **Holiday Cheer Week** – *J. Verdenik*
- ▶ **Your Questions Answered** – *J. Wintermans*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*



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iCare Impact Awards

The iCare Impact Awards is a peer-to-peer recognition program that celebrates efforts which improve the patient and/or staff experience at our Hospital and Health Research Institute.

- ▶ Individuals and/groups that have made a positive impact and meet the following criteria are eligible for nomination
- ▶ Lead or contributed to an initiative that has had an impact on the achievement of one or more strategic objectives; and/or
- ▶ Demonstrated a commitment to our values; and
- ▶ Met general eligibility criteria by supporting the mission, vision, values and philosophy of care, and consistently behaving in accordance with the code of conduct
- ▶ Maximum of 250 words.

Awards Categories:

- ▶ ***Equity, Diversity, and Inclusion Award***
- ▶ ***Patient Experience Award***
- ▶ ***Staff Experience Award***
- ▶ ***Research, Innovation, and Learning Award***
- ▶ ***Sustainable Future Award***



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Patient Story



John Ross, *Director of Patient Flow and Partnerships*



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Respiratory Illness Season Update

John Ross, *Director of Patient Flow and Partnerships*



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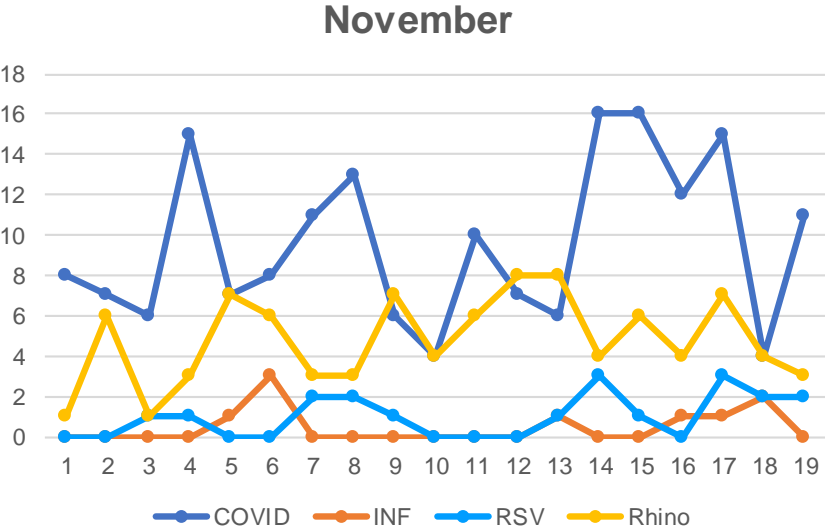
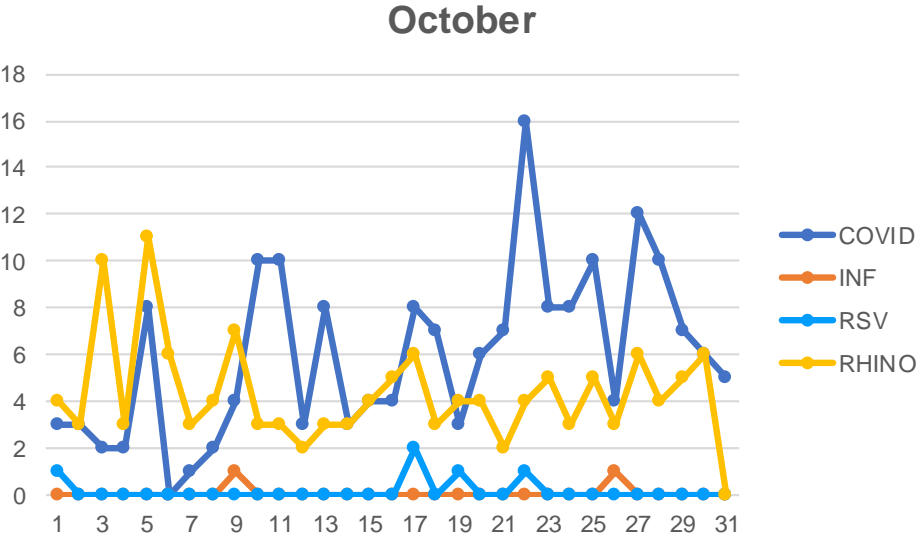
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Respiratory Illness Season Update

► **Current Status** – October & November Trends



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Respiratory Illness Season Update

- ▶ **Current Status Cont.**
- ▶ 7 COVID-19 outbreaks since September (2A ongoing).
- ▶ ED Visits: In September we had 7,989 visits, and in October we had 8,000 visits.
- ▶ **Precautions:** Level 3 masks are required by all staff, volunteers, and ECPs; while in all care areas, in both inpatient and outpatient areas, and while unable to distance.



UKG Dimensions Update

Dawna Marie Perry, *Senior Director, Nursing, Academics & Practice Excellence and Co-Project Sponsor for UKG Implementation*



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StaffRight



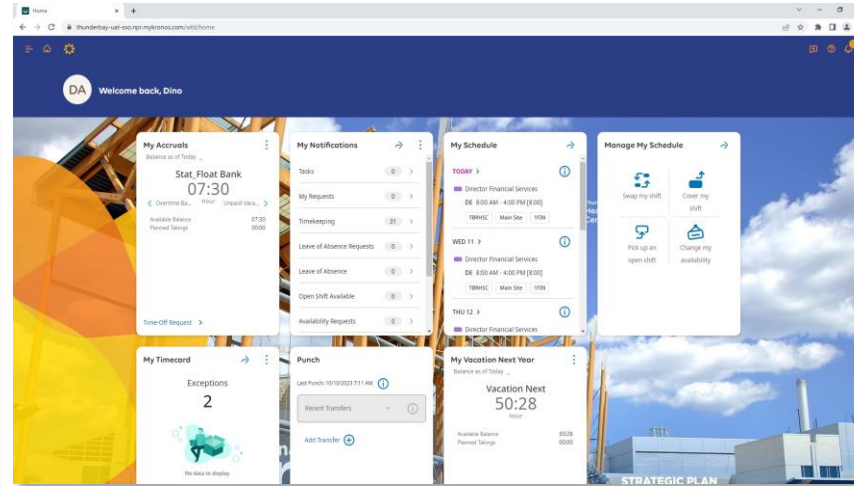
UKG

Employee Work Calendar

Employee Unit Facility Reports Functions Tables Messages Exit Help

ARMENTI, DINO 17755 Unit FINM Job Class DFIN

2023	Mon	Tue	Wed	Thu	Fri	Sat	Sun
9	STAT	DE	DE	DE	VACP		
10							
11							
12							
13							
14							
15							
16	DE	DE	DE	DE	VACP		
17							
18							
19							
20							
21							
22							
23	DE	DE	DE	DE	VACP		
24							
25							
26							
27							
28							
29							
30	DE	DE	DE	DE	VACP		
31							
1							
2							
3							
4							
5							



Andgo

Smart Call Add-On for
Staffing Office



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Proposed Timelines

First Punch – March 2024

September – January

Parallel Runs and Audits to confirm readiness prior to testing sign off.

January - March

Education commences for leaders with the majority of end user training to commence first week of January.

February - March

Cutover activity
Enter all rotation schedules.



March Go-Live
FIRST PUNCH

December - January

Communications Launch and information about Training opportunities.

February

Testing Sign off and UKG Cutover Activities.

← **Communication and Training** →



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Strategic Plan Results: 2023/24 Q2

Jessica Logozzo, *Vice President, Strategy and Regional Transformation*



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Cascading and Monitoring Our Plan

Ensuring Accountability, Alignment and Focus



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Strategic Plan 2026

Overall Progress & Status Report to 2023/24 Q2

Strategic Direction	Status
Equity Diversity & Inclusion	On Track – 4 initiatives underway
Patient Experience	On Track – 5 initiatives underway
Staff Experience	On Track – 5 initiatives underway
Research, Innovation & Learning	On Track – 3 initiatives underway
Sustainable Future	On Track – 4 initiatives underway



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2023/24 Q2: Highlights of our progress and successes...

Equity, Diversity, & Inclusion

We all belong

- EDI Steering Committee membership approved. Kick-off meeting early Oct 2023.
- Indigenous Self-identification reporting improving considerably. Already exceeding 2026 target.
- Cultural Safety, Equity, Diversity & Inclusion (“Wake the Giant”) – ~900 (24%) staff trained. 2024/25 training too focus on “Repairing the Sacred Circle: An Indigenous Health Primer”.
- Number of activities to honour Indigenous partners for National Truth & Reconciliation Day.

Patient Experience

Empathy, compassion, and respect in every encounter

- Co-design framework researched and being refined.
- Qualtrics patient experience survey system well established and response rates increasing.
- Unit level Quality Huddles continue, and expanded to include other clinical & support departments.
- Falls committee has been re-initiated.
- Initial focus for “frequent users” is on congestive heart failure patients. CHF clinic went live in Aug 2023, supported by Medical Transitions Clinic.
- Substance abuse and addictions model of care and education plan endorsed.

Staff Experience

This is where we want to work, grow and thrive

- “Know Your ED Team” video developed & circulating on various media channels.
- Employee Experience & Well-Being staff re-aligned with Human Resources portfolio.
- Health Human Resources working group re-established, with focus on workforce planning.
- Virtuo Position Management software trial completed and resource requirements assessed.
- Best practice review for values based recruitment completed.
- Leadership Development Framework developed and endorsed.

Research, Innovation & Learning

Driven by the needs of our patients, our staff and our communities

- Comparator sites to inform business model identified and consultations planned.
- Permission to Contact project underway.
- Engaged with Lakehead University to address Scientist vacancies.
- Tracking methodologies for indicators developed and in use.

2023/24 Q2: Highlights of our progress and successes...



Sustainable Future Ensuring our Healthy Future

- **Digital Health**
 - Approval of NWO Health Record Business Case nearing completion.
 - Held several sessions with primary care representatives to better understand needs and obstacles.
 - Workshop on “Transforming Care Innovatively – Through Advanced Analytics & Research” being planned to assist in confirming hospitals’ and systems’ needs, and how best to strategically advance them. Attendees identified and assessment questionnaire developed, with process supported by expert facilitator.
 - Successful panel talk and post-panel discussion held with local innovators, researchers and academics to outline potential ways and means to move forward together.
 - Inaugural meeting of NW Digital Health Innovation Program Board held to discuss working together with OBIO Early Adopter Network and local innovation for stroke care.
- **Clinical Services Plan**
 - Preliminary 2-5 year service demand and staffing requirements complete.
 - Planning for internal and external stakeholder consultation underway.
- **Sustainability & Accountability Framework**
 - Leads completed their sustainability & accountability frameworks, with follow-up and review planned for Nov 2023.



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Strategic Indicators – 2023/24 Q2 Highlights

Indicator	Status	Notes
# patients who self-identify as Indigenous		Already exceeds 2026 target.
% positive (top box) scores on “experience, views & beliefs acknowledged” – IP & ED combined		Results still fluctuating. Due to survey methodology changes, targets removed, to be confirmed once response rates and results are more consistent
% positive (top box) scores on overall experience – IP & ED combined		Results still fluctuating. Due to survey methodology changes, targets removed, to be confirmed once response rates and results are more consistent & Ontario peer data is available
% improvement in inpatient harm for select categories		Harm incidents trending better than target. Some monthly fluctuation, mainly due to variation in urinary tract infections.
% positive (top box) scores on being made aware of research opportunities – IP & ED combined		Results still fluctuating. Collecting baseline data so no targets yet.
% operating gross margin		Worse than target, mainly due to salaries, med/surg supplies, and drug expenses.
% of patients aligned with regional programs/services		Results consistently better than target.



Employee and Professional Staff Engagement Survey

Jeannine Verdenik, *Vice President, People & Culture*



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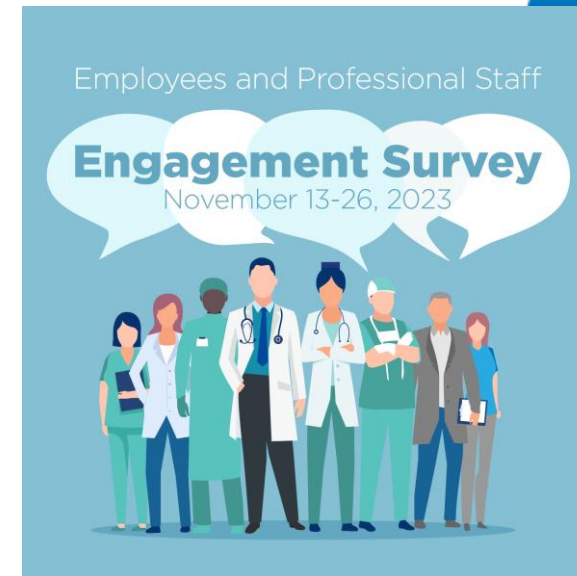
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Employee and Professional Staff Engagement Survey

- ▶ Survey is live! Scheduled to close on November 26
- ▶ Survey is confidential and all responses are anonymous to the Hospital.
- ▶ Input is critical to improve our workplace – please participate and encourage others to do the same.
- ▶ All active employees (FT, PT, Casual) and professional staff are eligible to participate – all should have received an email link from WSA – please call Human Resources if you didn't get a link.
- ▶ We are striving for a 75% participation rate – every voice counts!
- ▶ Prizes will be awarded for participation – The first early bird prize was drawn last week – more to be drawn this week.
- ▶ Drop in support session scheduled for November 23 – Auditorium A – computer access available, along with coffee, tea, and cookies.



Holiday Cheer Week

Jeannine Verdenik, *Vice President, People & Culture*



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Holiday Cheer Week (December 10-16)

- ▶ Holiday Market – December 11
- ▶ Virtual Holiday Tea
- ▶ Holiday Decorating Challenge
- ▶ “Dress in your Holiday Best Photo” Contest
- ▶ Virtual Trivia
- ▶ Donations to the Clothing Cupboard and Renal Food Bank Challenge
- ▶ Local performers to provide holiday cheer



Questions?



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Closing Remarks



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