Virtual All Staff Town Hall
2:00 p.m. – 2:45 p.m.

Agenda for January 17

- **Introduction** – *R. Crocker Ellacott*
- **Patient Story** – *A. Halvorsen*
- **Digital Health Strategic Roadmap** – *C. Fedell*
- **Respiratory Illness Season Update** – *A. Purves*
- **Emergency Codes** – *C. Edwards, M. Richard*
- **Employee Engagement Survey Update** – *J. Verdenik*
- **Your Questions Answered** – *J. Wintermans*
- **Closing Remarks** – *R. Crocker Ellacott*

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Introduction

Dr. Rhonda Crocker Ellacott, *President and CEO, TBRHSC and CEO, TBRHRI*

Patient Story

Amy Halvorsen, *Manager of Paediatrics & Paediatric Outpatient*

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Digital Health Strategic Roadmap

Cindy Fedell, *Regional Chief Information Officer, Northwestern Ontario Hospitals, Regional CIO and Informatics*

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Our Digital Health Vision is…

"…to be a leading health system - enabled by innovative digital transformation - where partners work together to achieve the best outcomes and care experience for the people of North Western Ontario"

▶ **At the centre** of our Vision, a person, patient, client.

▶ **Each person is surrounded by a person-centric record**, one where clinicians work seamlessly in a single record, regardless of where they work or how they are funded *(the graphic's multi-coloured circle slices)*.

▶ **Many other tools** will both link into and leverage the single health record *(the graphic's blue bubbles)*.

▶ **As technology changes** and we continue to innovate, our Vision provides for those tools also to link into our record *(the graphic's hollow outer bubbles)*.

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Our Vision will be achieved in phases

Transforming care innovatively…

PHASE 1

…with the North Western Ontario Health Record (NWOHR)

PHASE 2

…through advanced analytics & research

while continuing to build the NWOHR

PHASE 3

…with new digital health

while continuing to build the NWOHR & advancing analytics & research

North Western Ontario Health Record

The NWOHR is a 'single', person-centric record spanning the continuum of care in North Western Ontario

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Transforming care innovatively…

PHASE 1
…with the North West Ontario Health Record

PHASE 2
…through advanced analytics & research

PHASE 3
…with *new digital health*

Key Foci

▶ Automating as much as possible of the care continuum

▶ Improving decision-supports for clinicians

▶ Improving management with dashboards

▶ Beginning to rebalance digital equity and support wellness

Supporting Foci

▶ Laying the foundations for teaching, advanced analytics and research

▶ Continuing to build system-wide privacy and security

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What does this mean for you and what comes next

- We will be taking the next year to prepare for the deployment.

- Making some further infrastructure improvements for cyber security.

- Doing some pharmacy standardization.

- Hiring some additional resources.

- Getting organized with and supporting our partners in the North East in completing their Expanse go-lives.

- We will keep you posted as we get closer to kick off.

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Respiratory Illness Season Update

Anne Purves, *Patient Flow Operations Coordinator*

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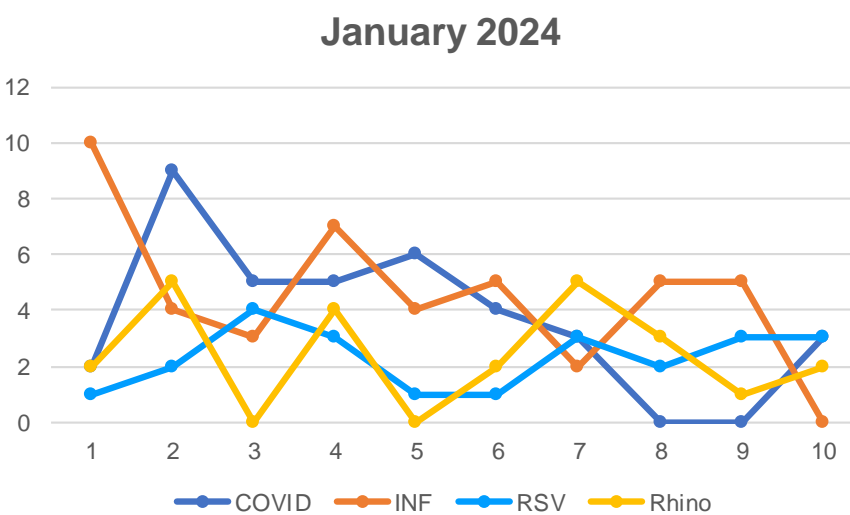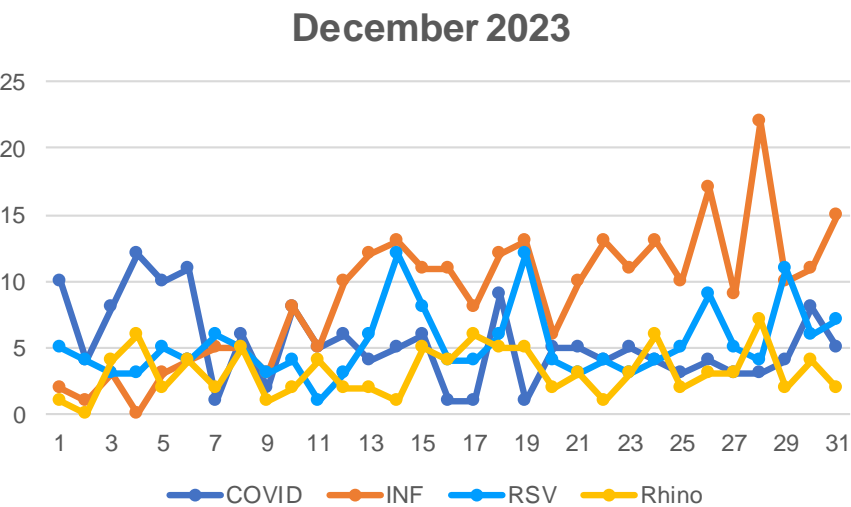
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Respiratory Illness Season Update

▶ **Current Status** – December 2023 and January 2024 Trends

December 2023 / January 2024 respiratory illness trend charts showing COVID, INF, RSV, and Rhino counts.

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Respiratory Illness Season Update

Current Status Cont.

- 10 COVID-19 outbreaks since September.

- 8,463 visits to the Emergency Department in December.

- **Precautions:** Level 3 masks is required by all staff, volunteers, and ECPs while in all care areas, in both inpatient and outpatient areas, and while unable to maintain physical distance.

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Revised Emergency Codes

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

Mēsha Richard, *Emergency Preparedness Lead*

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Code Black: Revised policy launched November 2023

Key changes:

► Expanded "suspicious items" definition,

► eObservation to report department/unit search results,

Process reminders:

► Bomb Threat Information Cards (PRN 11) must be located by all Hospital phones.

► Authority to activate a Code Black rests with the Senior Leader on Call and Administrative Coordinator (after-hours).

► If you see something, say something! Report suspicious items to Switchboard "55".

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Code Amber: Revised policy launched December 2023

Key changes:

- Maximum of 10 minutes to complete a preliminary dept/unit search prior to activating a Hospital-wide Code Amber Search.

- eObservation to report department/unit search results.

Process reminders:

- Infant/child is not located following a preliminary search <u>or</u> you receive information that suggests an actual or potential abduction, activate Code Amber Search by calling Switchboard "55"

- Designated staff report to and monitor assigned exit points.

- Escort guardian(s) to the Information Desk for reunification.

- If the missing infant/child is seen, notify Switchboard and escort them to the Information Desk.

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Code Yellow: Revised policy launching soon!

Process reminders:

▶ Determine whether the missing patient would be considered "HIGH RISK." If uncertain, discuss with the Most Responsible Physician and/or Unit Manager, or Administrative Coordinator (after hours) for a shared decision.

▶ If the patient is not high risk or there is a reasonable explanation for their absence (e.g., not on Hospital property) do <u>not</u> initiate Code Yellow – Search.

▶ If a high risk patient does not return to their unit, primary healthcare worker calls Switchboard "55" to activate Code Yellow – Search.

▶ If the patient is found, notify Switchboard and assist with returning the patient if required.

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eObservation for Search Codes

Previous Process:

▶ Admitting contacts all areas for their search results for bomb threats, missing children, and missing patients.

New Process:

▶ Security will initiate an incident in eObservation to coincide with the code activation overhead announcement.

▶ Each department will be responsible for reporting their search results using eObservation within 10 minutes of an overhead announcement.

▶ If they are slow then Admitting will call to get them to confirm their search results. Note: Admitting and Security will see reporting results live!

REMINDER:
Step by step eObservation instructions have already been shared for Code Black and Code Amber! Please refer to these safety huddles for more information!

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eObservation for Search Codes

Steps:

1. Login to eObservation.

2. Select which search code **type** (Amber/Black) you want to report on.

3. Select the current active search code.

4. Select your dept/unit

5. Click on a button saying you've either **Found** or **Not Found**

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Employee Engagement Survey Update

Jeannine Verdenik, *Vice President, People & Culture*

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Participation Rate

2,084 Responses!

All Employees	63.4%
Full Time	73.7 %
Part Time	56.1 %
Casual	49.1 %
Temporary/Contract	60.9 %
Professional Staff	53.8 %

Breakdown by Employee Group	
Non-Union	74.5 %
COPE	80.2 %
ONA	60.8 %
OPSEU	73.6 %
OPSEU-M	86.7 %
PIPSC	88.0 %
SEIU	41.6 %

93,285 Data Points to Analyze = lots of work to do!

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Next Steps

▶ Data mining to determine and break out themes

▶ Reviewing and validating themes with departments

▶ Identifying opportunities / actions

▶ FOCUS – BIG 3 or most significant areas to create change

▶ Communicate and engage throughout organization

▶ Check in….Does this make sense…

▶ Pulse checks…

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Questions?

Closing Remarks

Dr. Rhonda Crocker Ellacott, *President and CEO, TBRHSC and CEO, TBRHRI*

National Ribbon Skirt Day

Health Research Speaker Series

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