

VIRTUAL ALL STAFF TOWN HALLS



February 21, 2024



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Virtual All Staff Town Hall

2:00 p.m. – 2:45 p.m.

Agenda for February 21, 2024

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Patient Story** – *P. Myllymaa*
- ▶ **Respiratory Illness Season Update** – *J. Ross*
- ▶ **Quarterly Strategic Performance Results: 2023/24 Q3** – *J. Logozzo*
- ▶ **Employee Recognition Week** – *J. Verdenik*
- ▶ **2023 Employee Engagement Survey Results** – *J. Verdenik*
- ▶ **UKG Pro Workforce Management** – *D. Armenti*
- ▶ **Your Questions Answered** – *J. Wintermans*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*

Introduction

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



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Patient Story



Peter Myllymaa, *Vice President, Operations, Clinical and Support Services, and Chief Financial Officer*



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2026

Respiratory Illness Season Update

John Ross, *Director of Patient Flow and Partnerships*



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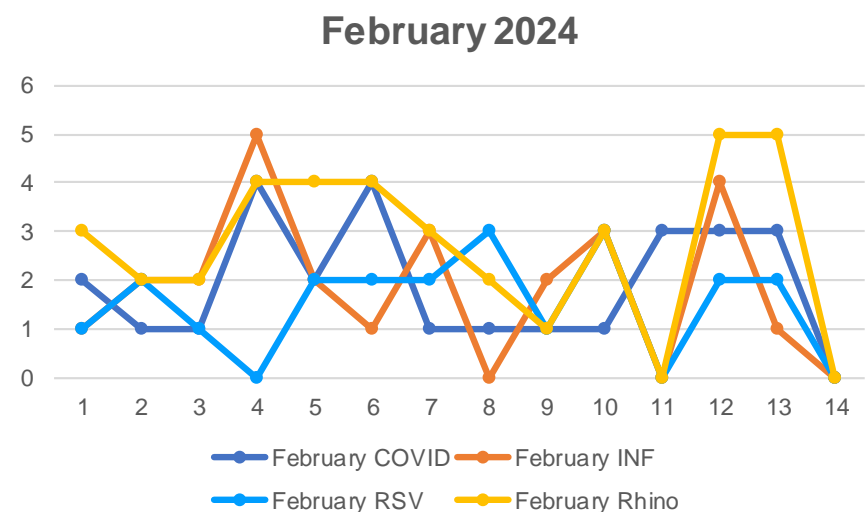
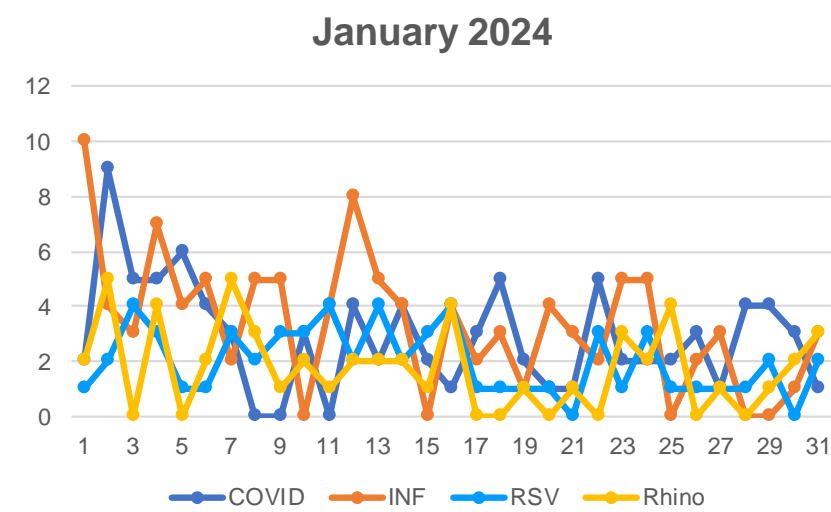
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Respiratory Illness Season Update

► **Current Status** – January 2024 and February 2024 Trends



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Respiratory Illness Season Update

Current Status Continued...

- ▶ **10** COVID-19 outbreaks since September.
- ▶ Emergency Department visits (January): **7,689**
- ▶ **One** RSV outbreak on 2A
- ▶ Community outbreaks have decreased significantly.
- ▶ **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 physically distance.



Quarterly Strategic Performance Results: 2023/24 Q3

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



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Strategic Plan 2026

Overall Progress & Status Report to 2023/24 Q3

Strategic Direction	Initiative Status					
	<i>Total</i>	<i>On Track</i>	<i>Somewhat Behind</i>	<i>Significantly Behind</i>	<i>Not Started</i>	<i>Complete</i>
Equity Diversity & Inclusion	7	4			3	
Patient Experience	5	5			0	
Staff Experience	7	5			2	
Research, Innovation & Learning	3	3			0	
Sustainable Future	4	3	1		0	
Total	26	20	1	0	5	0



Strategic Indicators – 2023/24 Q3 Highlights

Indicator	Status	Notes
# patients who self-identify as Indigenous	17,517	Already exceeds 2026 target.
% positive (top box) scores on “experience, views & beliefs acknowledged” – IP & ED combined	50.6%	Results 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	47.7%	Results fluctuating. Due to survey methodology changes, targets removed, to be confirmed once response rates and results are more consistent & Ontario peer data is available.
% repeat ED visits for patients with targeted complex medical conditions		CHF and COPD have been chosen as areas of focus. Data tracking underway. Results reporting expected in 2023/24 Q4.
% improvement in inpatient harm for select categories	98.4%	Harm incidents trending below target. Some monthly fluctuation, mainly due to variation in urinary tract infections.
% overall positive staff responses on experience survey		Staff & professional staff surveyed in Oct – Nov 2023. Results being reviewed, with reporting expected in 2023/24 Q4 and improvement plans to follow.
# opened investigator-initiated research studies informed by NWO population needs	0	Reporting methodology under development.
% positive (top box) scores on being made aware of research opportunities – IP & ED combined	31.3%	Results fluctuating. Collecting baseline data so no targets yet.
% operating gross margin	(7.95%)	Below target, mainly due to salaries (incl Bill 124 impacts), med/surg and other supplies.
% of patients aligned with regional programs/services	51.8%	Results consistently better than target.



Annual Accountability Process

- **February – Engagement (internal and external)**
 - ▶ Gather feedback; refine plan for Year 3-5
- **June – TBRHSC & TBRHRI Board meetings**
 - ▶ Present final Year 2 report and Year 2-5 directions
- **June – Annual Community Partner Session**



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Employee Recognition Week (March 1-8, 2024)

Jeannine Verdenik, *Vice President, People & Culture*



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Employee Recognition Week (March 1-8, 2024)

- ▶ Based on feedback from the Staff Advisory Committee and the Employee & Professional Staff Engagement Survey we have made some changes to this year's Employee Recognition Week (ERW), taking place **March 1-8, 2024**.
- ▶ Kick-off on National Employee Appreciation Day – March 1.
 - ▶ BIG Prize Draw and Ice Cream Day.
- ▶ Daily trivia and prize draws.
- ▶ Recognition-o-grams.
 - ▶ Will be available to send to colleagues the week before ERW and will be delivered during ERW.



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Employee Recognition Week (March 1-8, 2024)

- ▶ Pop-up Treats
- ▶ SLC hosted events
 - ▶ Ice Cream Days
 - ▶ Muffins/pastries
 - ▶ Coffee
- ▶ Mini massages, chiropractic massages and therapeutic touch sessions
- ▶ Thank you e-Cards
 - ▶ Send one to a co-worker!
- ▶ Affinity Program



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2023 Employee Engagement Survey

Jeannine Verdenik, *Vice President, People & Culture*



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Themes to Celebrate



Work-Life Balance

Majority responded positively that their leader supports efforts to maintain a balance between work and professional life

Departmental Teamwork

Majority feel well connected with their peers

Respect

Majority report feeling respected by their immediate leader and their peers

Diversity

Majority indicated that team members can succeed to their full potential regardless of their identification with any protected ground

Themes to Address



Workload/ Staffing

- Working short
- Scheduling
- Staffing ratios

What We Are Doing:

- Filling vacancies
- Implementing new scheduling system
- Leveraging funding to create new positions

Engagement and Information Sharing

- Flow of information from SLC to front line
- Provision of an ongoing feedback loop

What We Are Doing:

- SLC update meetings with direct reports
- Posting SLC minutes
- Operational/Strategic Plan update meetings, twice a month
- Quarterly Strategic Review Meetings

Accountability

- Perception some are not held accountable for performance

What We Are Doing:

- Confidentially dealing with issues
- Working with leaders to ensure consistency

UKG Pro Workforce Management

Dino Armenti, *Director, Financial Services and Co-Project Sponsor, UKG Implementation Core Team*



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Easy to use

Jump right in with an easy to use secure cloud based platform.

Flexible

View your work schedule from anywhere, anytime - at work or on your personal device.

Empowering

Gain more input into and control over your scheduling.

Meet UKG Pro Workforce Management.

It's About Time! – GO-LIVE is March 25, 2024!



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UKG Pro WFM: Go-Live Plan – Key Activities and Dates

- **February 15 - March 15, 2024:** User training and entering rotations into production.
- **March 18-24, 2024:** Ensure users are ready and schedules have been inputted into UKG for simulated go-live.
- **March 25 - April 21, 2024:** Simulated Go-Live - To ensure a smooth transition, we will be running both StaffRight and UKG Pro Workforce Management simultaneously for two pay periods.
- **April 22, 2024:** Go-Live exclusively in UKG - no longer paralleling Staffright and UKG simultaneously; the system is Live!





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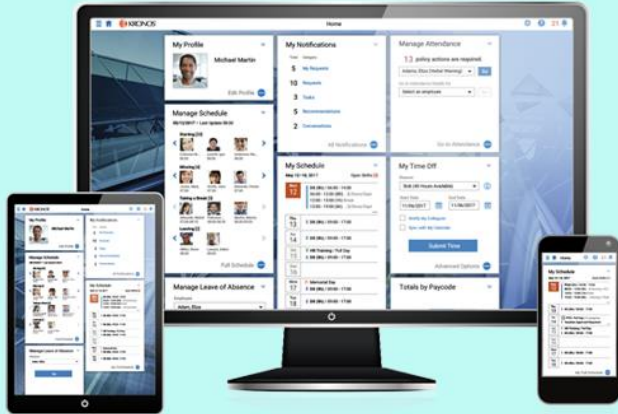
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UKG Pro WFM: Important information for staff to know

- In the next few weeks 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 view schedules using a personal device, hospital workstation, or on one of the UKG In-Touch terminals located in key locations.
- You will punch in and out each time you work and take an active role in tracking your own time.
- You will submit time off requests and shift swaps through UKG—no more paper or emails—and no more missed or misplaced requests!
- Leaders with direct reports as well as approved timekeepers will receive training for necessary skills for scheduling and timekeeping tasks in the new system.



What is next?



UKG Pro Workforce Management

Required Training for Our New Staff Scheduling System!

Meet UKG Pro Workforce Management.

It's About Time! – March 25, 2024!



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UKG Implementation Core Team

Please reach out to anyone of our team members at anytime:

- ▶ **Dino Armenti** – Co-Project Sponsor
- ▶ **Dawna Maria Perry** – Co-Project Sponsor
- ▶ **Rita Grenier Buchan** – Project Lead - Scheduling
- ▶ **Michael Iorianni** – Project Lead - Payroll
- ▶ **Carrol Wenzell** – Payroll Subject Matter Expert
- ▶ **Monique Trudeau, Sharen Howarth, Trisha Bingham** – HR Subject Matter Experts
- ▶ **Cora Rouillard** – Informatics Subject Matter Expert
- ▶ **Julio Gomes** – Integration Subject Matter Expert
- ▶ **Angela Kutok** – PI Consultant



Questions?



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Closing Remarks

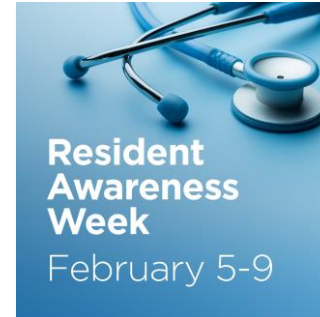
Dr. Rhonda Crocker Ellacott, *President and CEO, TBRHSC and CEO, TBRHRI*



Dr. David Savage



Dr. Brianne Wood



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