

VIRTUAL ALL STAFF TOWN HALLS



March 20, 2024



Thunder Bay Regional
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Virtual All Staff Town Hall

2:00 p.m. – 2:45 p.m.

Agenda for March 20, 2024

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Patient Story** – *D. Jeanpierre*
- ▶ **Employee Recognition Week Recap and Engagement Survey Follow-up** – *J. Verdenik*
- ▶ **Respiratory Illness Season Update** – *J. Ross*
- ▶ **Hospital Volunteers and Patient Family Advisors** – *D. Jeanpierre, S. Schiffer*
- ▶ **SP2026: Workplace Violence Prevention** – *A. Carr*
- ▶ **Transition from GroupWise to Outlook** – *J. Pugliese*
- ▶ **UKG Pro Workforce Management Update** – *D. Armenti, D.M. Perry, R.G. Buchan, M. Iorianni*
- ▶ **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



Donna Jeanpierre, Manager, Volunteer Services



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Employee Recognition Week Recap and Engagement Survey Follow-up

Jeannine Verdenik, *Vice President, People & Culture*



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Employee Recognition Week Recap

- ▶ **1,079** participants in Daily Trivia
- ▶ **1,000** coffee cards given out
- ▶ **534** Recognition O'Grams sent
- ▶ **59** Prize Draws
- ▶ **12** Thumbs Up! Submitted
- ▶ **7** Recognition e-cards sent

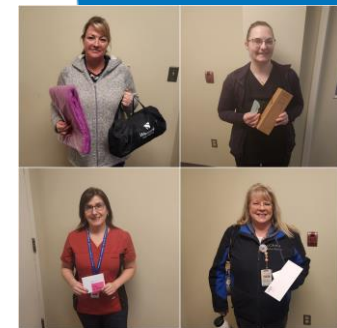


We need your feedback!

- ▶ What resonates with you? What does not?
- ▶ What are your idea/suggestions to improve ERW?
- ▶ How would you like to be appreciated?

The survey will be on the Daily Informed in the coming weeks.

Please take a few minutes to provide your valuable insight.



Engagement Survey Update

- ▶ Leaders have been provided with dashboard access to review their departmental results.
- ▶ Presentations regarding themes have been made to:
 - ▶ Directors and Chiefs at the Quarterly Strategic Review
 - ▶ Staff Advisory Committee
 - ▶ Hospital and Research Institute Board of Directors
 - ▶ Union Leaders
 - ▶ Managers Meeting presentation scheduled for March 21
- ▶ Next steps will be to collate feedback from presentations and develop strategies to address themes.
- ▶ Thank you for your feedback and more information will follow!

Respiratory Illness Season Update

John Ross, *Director of Patient Flow and Partnerships*



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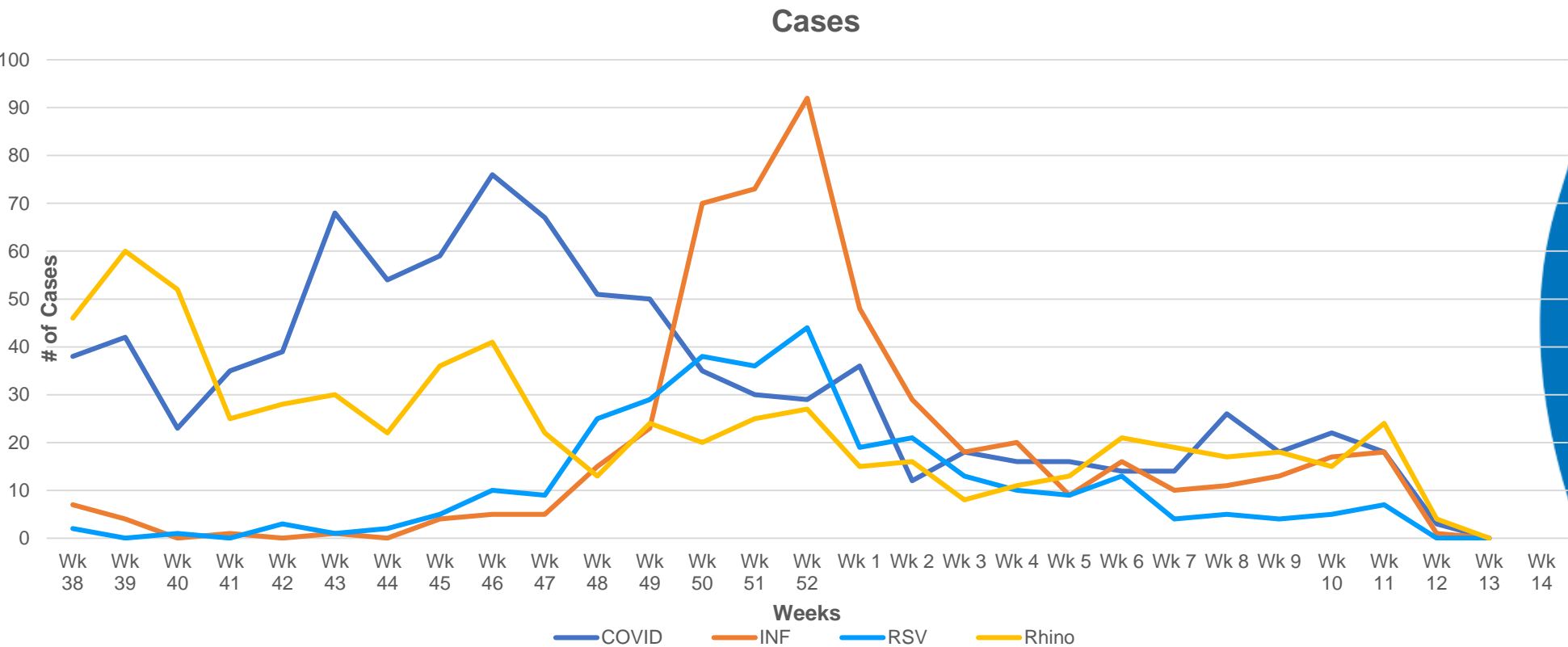
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Respiratory Illness Season Update

► **Current Status** – September 2023 to March 2024 Trends



Respiratory Illness Season Update

Current Status Cont.

- ▶ 11 COVID-19 outbreaks since September 2023.
- ▶ 1 RSV outbreak on 2A.
- ▶ 7,646 Emergency Department visits in February.
- ▶ Community outbreaks have decreased significantly.
- ▶ This years influenza Like Illness (ILIs) season was expected to have a significant impact to hospitals across Canada. TBRHSC had one surge on the Pediatric unit related to ILI and an increased capacity, and the ICU had one period where they were experiencing a significant number of patients requiring ventilation (16) R/T ILIs and a high census. However because of early preparations such as masking mandates, staffing and bed adjustments and lessons learned through the COVID pandemic using surge protocols, the impact to the organization was minimal.
- ▶ **Precautions:** Level 3 masking is required by all staff, volunteers, and ECPs while in all care areas, in both inpatient and outpatient areas, and while unable to distance.

COVID-19 Assessment Centre Closure

- ▶ The COVID-19 Assessment Centre's last day of operation will be **March 31, 2024**.
- ▶ COVID-19 testing and treatments will be ordered through Primary Care.
- ▶ Thank you to all staff, professional staff and community partners who contributed to the successful operation of the COVID-19 Assessment Centre during the pandemic and until now. Your commitment, dedication, and flexibility have not gone unnoticed.



Hospital Volunteers and Patient Family Advisors

Donna Jeanpierre, *Manager, Volunteer Services*

Shannon Schiffer, *Manager of Patient and Family Centred Care, Patient Experience, Engagement and Advocacy*



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National Volunteer Week

April 14-20, 2024

Every moment matters.



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Hospital Volunteers

- ▶ Everyday volunteers at our Hospital contribute in meaningful ways to enhancing the patient experience and helping to realize our mission and strategic objectives.
- ▶ 191 Volunteers.
- ▶ In 22 hospital departments including Genetics, Human Resources, Laundry.
- ▶ 34 different volunteer positions.
- ▶ Ages 16 to 90+
- ▶ 52 volunteers have 10+ years of service.
- ▶ 14 volunteers have 20+ years of service; 2 have 30+ and 2 have 40+ years!

Patient Family Advisors

Patient and Family Centred Care

“nothing about me...without me!”



“No Policy, No Process, No Practice without PFA involvement”



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Patient Family Advisors (PFAs)

- ▶ Are patients, family members or caregivers that partner with us to help improve the quality of care.
- ▶ Represent the voice of the patient.
- ▶ Are intentionally integrated into everything we do and actively participate:
 - ▶ As partners in policy and program development.
 - ▶ With Strategic initiatives.
 - ▶ At all levels of our organization - from the bedside to the boardroom.
- ▶ Have participated in 800+ councils, committees and working groups.
- ▶ Currently 50 active PFAs.



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SP2026: Workplace Violence Prevention

Amy Carr, Director, Human Resources



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Strategies & Accomplishments

- ▶ Public Antiviolence Campaign.
- ▶ Extension of additional security guard in the ED.
- ▶ Mental Health enhancements including access to a part-time peer support worker in ED.
- ▶ Security Staff training complete.
- ▶ 2023-24 QIP monitoring has shown an overall reduction in reported violent incidents in the ED.
- ▶ Police presence in the department from 1700-0500 hrs.
- ▶ Creation of de-escalation room.
- ▶ Recruitment of Indigenous Patient Navigator with experience working with Mental Health and Addictions.
- ▶ Improvement in 2022-23 QIP Indicator Staff Experience Survey question "My organization takes effective action to prevent violence in the workplace".

Phase 2 Projects Update

	Healthy Workplace	Supportive Staffing Model Review	Public Communication & Education
Project Description	To develop a wellness and education plan that meets the needs of Emergency Department staff	To review current staffing model and develop supportive staffing recommendations that align with staff and patient needs	To develop an education, debriefing and wellness plan that meets the needs of the Emergency Department
Project Successes	Positive feedback from organizational implementation of Canadian Mental Health Association (CMHA) “Wellness Moments” program	Supportive roles within the department analyzed and recommendations finalized	“Know your ED team” videos posted to social media Triage informational pamphlet available in the ED
Next Steps and Target Date	Implement wellness training tailored to the department facilitated by CMHA. Complete and evaluate training trial February 2024 .	Submit funding request for supportive roles to Ministry of Health Target data is dependent on response from MOH.	Explore television options that allow for customization of content in the department by April 2024 .



Next Steps

- ▶ Continue with and complete workplace violence prevention projects focused within the Emergency Department.
- ▶ Transition work from Emergency Department violence prevention project to the organization.



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Transition from GroupWise to Outlook

Jennifer Pugliese, *Director, Information Technology*



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What Are We Doing?

- ▶ Transitioning from GroupWise to Outlook
 - ▶ Market leader/ de facto corporate email solution
 - ▶ Enhanced features / Security Compliance
- ▶ Transitioning between April – June 2024



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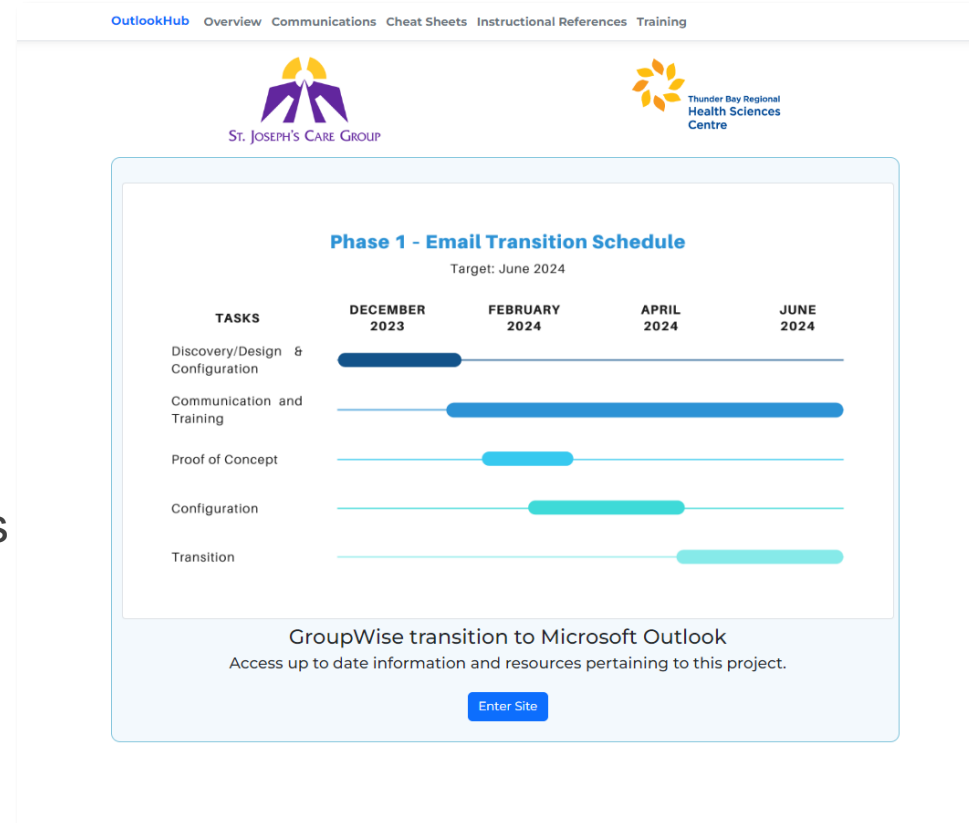
Resources

- ▶ <https://OutlookHub.tbh.net>
 - ▶ Central location for all project information
 - ▶ Pre & Post Migration Checklists
 - ▶ Communications
 - ▶ Training



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Training

OutlookHub Overview Communications Cheat Sheets Instructional References **Training**

Training

All training dates and locations can be found in the calendar below from March to June.

Basic Training is for users who send less than 30 emails per day. [View Basic Training PDF](#)

Intermediate Training is for users who send more than 30 emails per day.

Information Booths are available for users to get an overview of Outlook, ask any questions and have an opportunity to see Outlook in action!

NEED HELP?
Email The Help Desk
Help.Desk@tbh.net

Calendar (Information Technology Department TBH)
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Today ↑ ↓ March 2024 Month Print

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Feb 25	26	27	28	29	Mar 1	2
3	4	5	6	7	8	9
10	11	12 2 PM Virtual Basic T	13 12 PM Virtual Basic	14	15	16
17	18	19	20	21	22	23
24	25	26 12 PM Virtual Basic	27 11 AM SJ Hospital	28	29	30 12 PM Virtual Basic
31	Apr 1 11 AM TBRHSC - Cn	2 12 PM Virtual Basic	3 11 AM SJ Hospital	4 2 PM HRM - Lobby	5	6 11 AM TBRHSC - 3n

We understand that these changes may require some adjustment, and our support team will be available to assist you throughout the migration process. Regular updates and detailed instructions will be provided to ensure a smooth transition for all users.

For more information, contact the Help Desk at help.desk@tbh.net



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Instructional References

OutlookHub Overview Communications Cheat Sheets **Instructional References** Training


Instructional References

Select an instructional reference from the list below. All of them contain text based instructions on how to perform a task in Outlook. Some categories contain a video link that provides additional support. Click on the appropriate button to launch an instruction set or video.


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Email The Help Desk
Help.Desk@tbh.net




Learn More About Outlook
[View Microsoft Website](#)




Create and Send Email
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Create a Category
[Instructions](#) [Video](#)




Create a Signature
[Instructions](#) [Video](#)




How to set a Profile Picture
[Video](#)




Schedule an Appointment
[Instructions](#) [Video](#)



Set up Rules
[Instructions](#) [Video](#)




Share a Calendar
[Instructions](#)



Share an Inbox
[Instructions](#)

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UKG Pro Workforce Management

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

Dawna Maria Perry, *Senior Director, Nursing, Academics & Practice Excellence, and Co-Project UKG Implementation Core Team*

Rita Grenier Buchan, *Manager, Staffing Office*

Michael Iorianni, *Manager, Payroll and Accounting*



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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: Key Activities and Dates

- ▶ **February 15 - March 24, 2024:** User training, 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. Accuracy in both systems is crucial.
- ▶ **April 22, 2024:** Go-Live exclusively in UKG — no longer paralleling StaffRight and UKG simultaneously; the system is Live!



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What Changes on March 25



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Supports Available

All staff

- ▶ Intranet – *Department > Staffing > UKG Pro Workforce Management.*
- ▶ Roaming cart
- ▶ Demonstration.
- ▶ Info Bursts.
- ▶ Help Desk — Portal, email or phone for any technical or system issues, access or time clock issues.
- ▶ Reach out to a colleague.

Leaders

- ▶ Daily 90 minute virtual drop in sessions for leaders.



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*



**Health Research
Speaker Series
Dr. Travis Marion**



**Registered Dietitians: Lindsay
Sutherland and Jonelle Armitage**



**Canadian Resident
Matching Service -
Match Day 2024**