

Thunder Bay Regional Health Sciences Centre

VIRTUAL
TOWN HALL



Welcome to the Town Hall



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2

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Introduction



(L-R) Kevin Holland, MPP for Thunder Bay – Atikokan; Dr. Stephen Adams, Chair, TBRHSF Board; Dr. Rhonda Crocker Ellacott, President and CEO, TBRHSC and CEO, TBRHRI; and Christine Bates, First Vice Chair, TBRHSC.



Members of the Paediatric Emergency Transport Team at Thunder Bay Regional Health Sciences Centre.



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Agenda for February 19, 2025

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Reflections From the Front Lines** – *J. Wintermans*
- ▶ **Staff Spotlight** – *B. Jacobson*
- ▶ **Accreditation Global Workforce Survey** – *T. Dao and A. Carr*
- ▶ **Employee Recognition Week** – *A. Carr*
- ▶ **Cardiovascular Surgery Program** – *J. Garofalo and R. Sears*
- ▶ **NWOHR Program: Meditech Expanse** – *D.M. Perry*
- ▶ **Your Questions Answered** – *J. Wintermans*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*



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Reflections From the Front Lines



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Staff Spotlight:

*Dr. Alexandra Bastiany, Interventional Cardiologist
at TBRHSC – Recipient of the King Charles III
Coronation Medal*

Dr. Bradley Jacobson, Chief of Staff



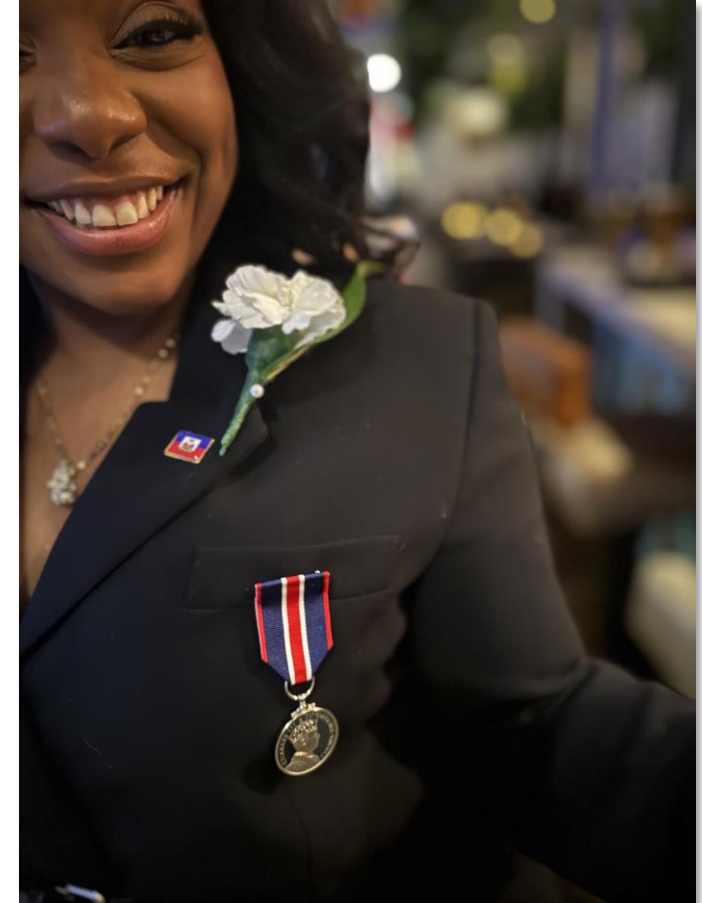
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Accreditation Global Workforce Survey

Tram Dao, Manager, Quality and Risk Management

Amy Carr, Director, Human Resources and Organizational Development



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What is Accreditation?

- ▶ Accreditation is an ongoing process of assessing health care and social service organizations against standards of excellence to identify what is being done well and what needs to be improved.
- ▶ It allows organizations to understand how to make better use of their resources, increase efficiency, enhance quality and safety, and reduce risk.
- ▶ TBRHSC was Accredited with *Exemplary Standing* during the May 2022 cycle.



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Accreditation – Roles & Responsibilities

Role of Leaders	Role of Staff	Role of QRM
Completion of self-assessment	Complete the new Global Workforce Survey (GWS) to help identify gaps and areas for improvement	Support the organization through the Accreditation journey (corporate lead)
Developing/implementing/evaluating action plans	Help identify processes and potential solutions to address gaps	Provide education/access to Onboard Qi where teams will complete self-assessments
Review and be familiar with relevant Standards	Review and be familiar with departmental and organizational policies/procedures and where to locate them	Provide updates to relevant teams as they become available (Standards, ROPs, etc.)
Submit evidence 6 months prior to the on-site survey	Be prepared to engage with the surveyors during on-site survey	Help provide education, support, and resources prior to and during the on-site visit (ROP refreshers, informational videos, tracer activities, mock survey, etc.)
Help prepare teams prior to the on-site survey		



Accreditation Activities – Timeline

Estimated Date	Activity
End October 2024	- Self-Assessment Roll Out
January 2025	- Self-Assessment Completion
February 2025	- Start 'Unmet' Criteria Review & Action Plan Development - Start Gathering Evidence for 'Met' Criteria
March / April 2025	- Re-establish Accreditation Steering Committee
June 2025	- Disseminate Global Workforce Survey (<i>new</i>) & Governing Body Assessment
Fall 2025	- Simulation Survey
Fall 2025 / Early 2026	- ROP Blitzes (<i>2 roll outs</i>)
End December 2025	- Evidence Submission for Attestation
End March 2026	- Action Plan Completion
May 2026	ON-SITE SURVEY



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HSO Global Workforce Survey - Overview



The HSO Global Workforce Survey provides comprehensive insights into work life quality and safety culture in a **single survey instrument**.



The HSO Global Workforce Survey is among the most **comprehensive survey instrument** that measures topics related to work life and safety culture.



The HSO Global Workforce Survey is **research-backed and co-designed**.



Flexible and customizable.



Robust reporting provides organizations with reporting capabilities to meet the needs of all audiences

➤ **Total of 65 questions**

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1



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Employee Recognition Week

Amy Carr, Director, Human Resources and Organizational Development



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Participate in this year's Employee Recognition Week

February 28 - March 7, 2025

Friday, February 28

1000 - 1130

Therapeutic Touch

Room 2007, Volunteer Services

1100 - 1500

Ice Cream Hosted by SLC*

Bottom of the Grand Staircase

1300-1600

Mini Massages

Auditorium A

Tuesday, March 4

0900 - 1200

Mini Massages

Room 1444, Meeting Room

1200 - 1500

Reflexology

Room 1444, Meeting Room

1330 - 1730

Treats Hosted by SLC*

Bottom of the Grand Staircase

1330 - 1430

Therapy Dog Drop in Visit

Auditorium B

Wednesday, March 5

0600 - 0900

Pop Up Appreciation

Entryways

1500 - 1800

Ice Cream Hosted by SLC*

Bottom of the Grand Staircase

1800 - 2100

Mini Massages

Auditorium A

Thursday, March 6

1200 - 1215

Meditation for Coworkers

Room 2178, ICP Main

1230 - 1245

Meditation for Coworkers

Room 2178, ICP Main

1400 - 1700

Mini Massages

Room 1444, Meeting Room

1830 - 2030

Pop Up Appreciation

Entryways

Friday, March 7

0700 - 1100

Coffee Hosted by SLC*

Bottom of the Grand Staircase

1000

Big Prize Draw

1100 - 1230

Soft Tissue Therapy

Room 1444, Meeting Room

1400 - 1700

Auricular Acupuncture to Regulate the Nervous System

Auditorium B

Saturday, March 1

0600 - 0900

Pop Up Appreciation

Entryways

Sunday, March 2

1300 - 1700

Ice Cream Hosted by SLC*

Bottom of the Grand Staircase

Monday, March 3

0800 - 1100

Mini Massages

Auditorium B

1130 - 1300

Soft Tissue Therapy

Room 1444, Meeting Room

1400 - 1700

Reflexology

Room 1444, Meeting Room

1700 - 2000

Treats Hosted by SLC*

Bottom of the Grand Staircase

Daily Trivia

Available all day from February 28 - March 6, 2025.

Please visit <https://trivia.tbrhsc.net> to participate!

- ▶ National Employee Appreciation Day (March 7)
- ▶ In-Person Events
- ▶ Pop-up Appreciation Events
- ▶ SLC Hosted Events

ERW Trivia 2025

February 28 to March 6, 2025

How well do you know the workplace? Let's test your knowledge and win exciting prizes

EMPLOYEE RECOGNITION WEEK BIG PRIZE

All employees are automatically entered into the Big Prize draw to win

\$1,500

Prepaid Mastercard



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Spread Appreciation during this year's Employee Recognition Week

February 28-March 7, 2025

- ▶ iCare Impact Award winners
- ▶ Recognition O'Grams
- ▶ Thumbs Up
- ▶ E-Cards



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Cardiovascular Surgery Program

Justin Garofalo, Vice President, Facilities, Capital Planning, Support Services, and Chief Financial Officer

Ryan Sears, Director, Capital and Facility Services



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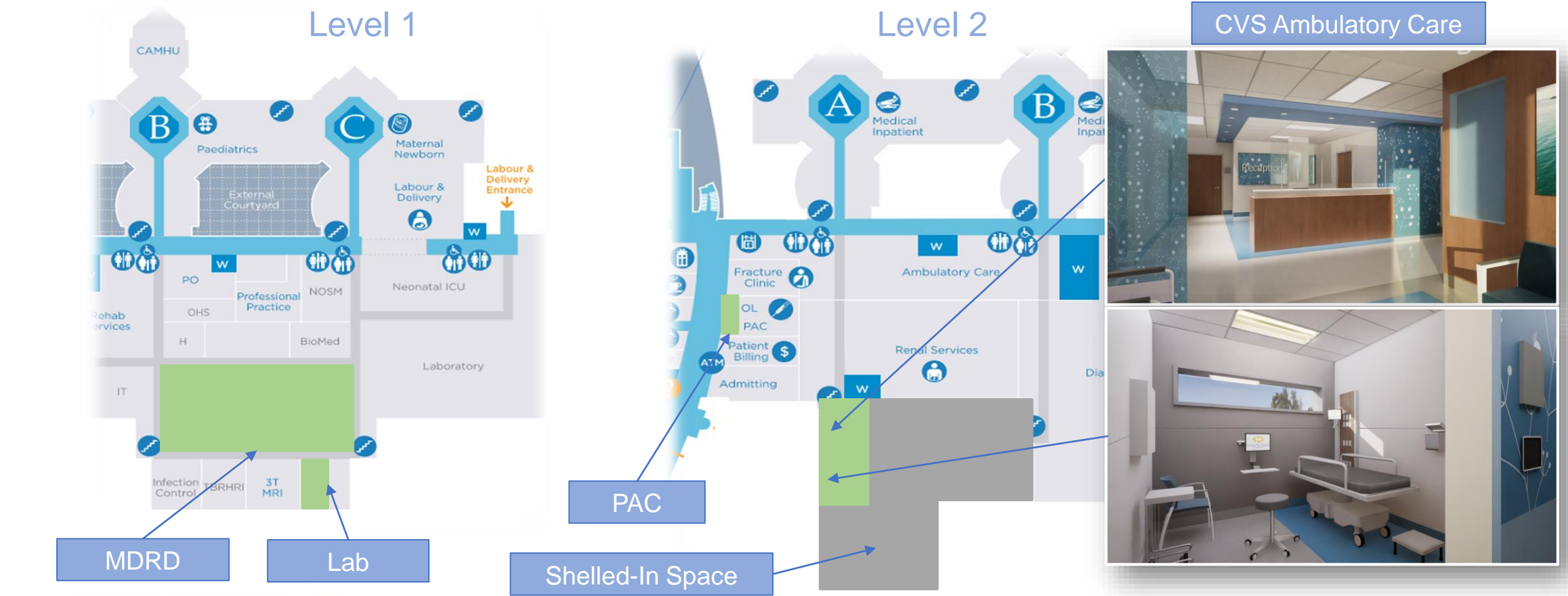
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Project Overview



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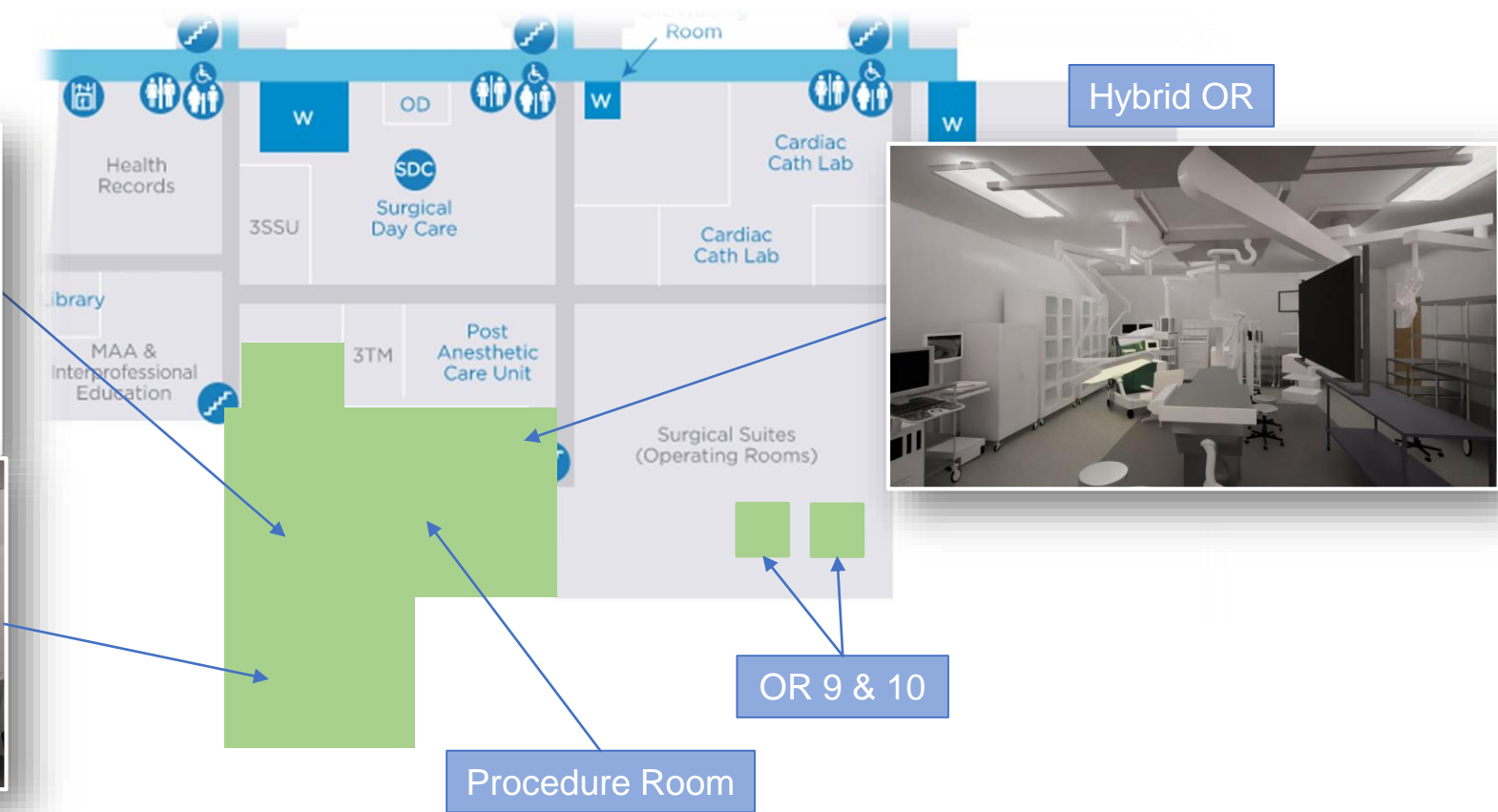


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Project Overview

Level 3

14 CVS In-Patient Beds
6 CCU beds



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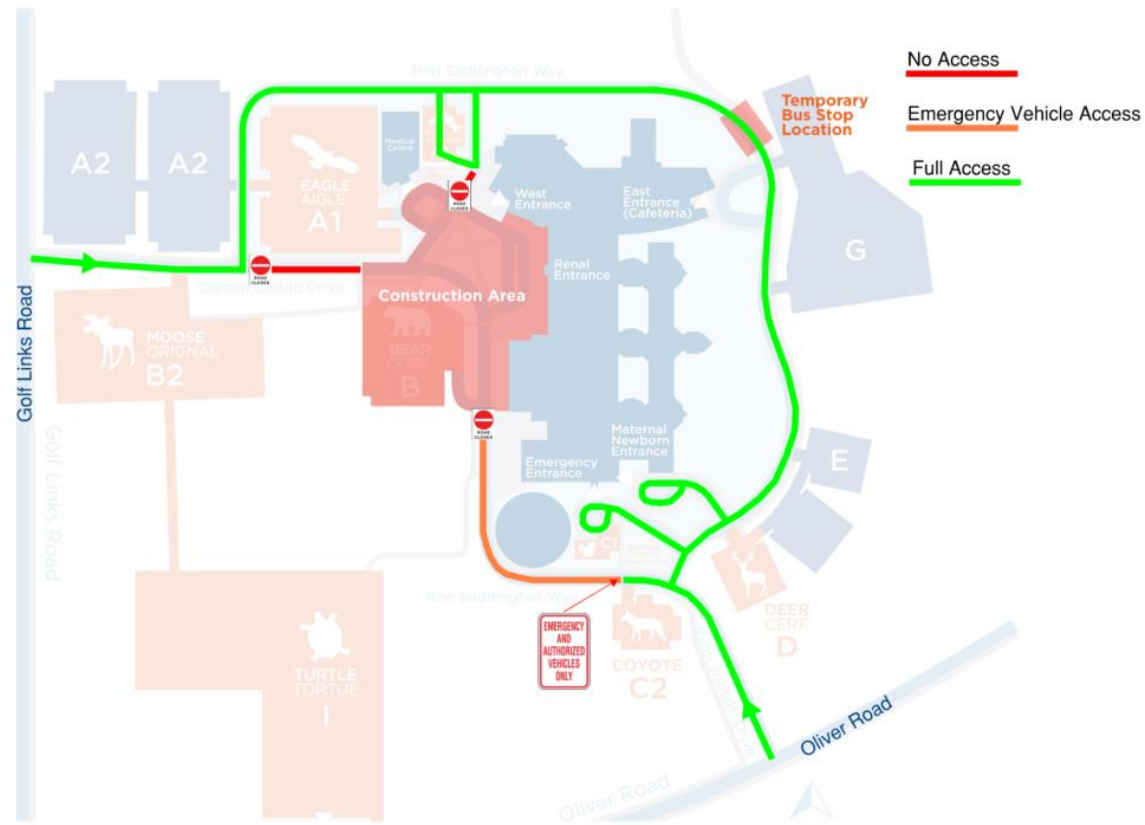
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Campus Access and Traffic Diversions



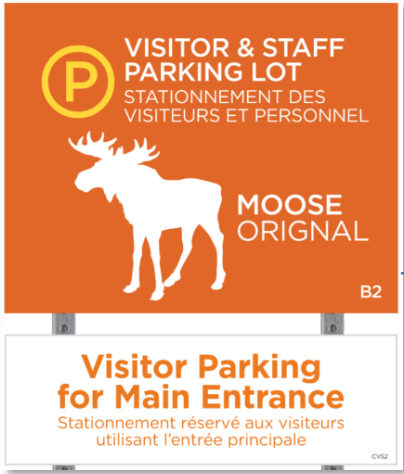
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Parking and Access Adjustments



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Wayfinding



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Temporary Relocation of Key Services

ECG and Phlebotomy Services



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Noise and Construction Activity Impact

- ▶ Generally, Monday to Friday during daytime hours.
- ▶ Some evening and weekend work.
- ▶ Areas near construction zones (Main Entrance, Renal, Diagnostic Imaging, Surgical Daycare, Operating Rooms) may experience vibrations and intermittent noise.



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Safety and Security Measures

- ▶ Follow posted safety signage.
- ▶ Be aware of temporary fencing and hoarding.
- ▶ Do not enter construction zones, unless you're authorized.
- ▶ Follow the appropriate safety protocols.
- ▶ Notify OH&S, Security, or the Project Team if you encounter any unsafe condition.
- ▶ **Remember, safety is everyone's responsibility!**



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Communications



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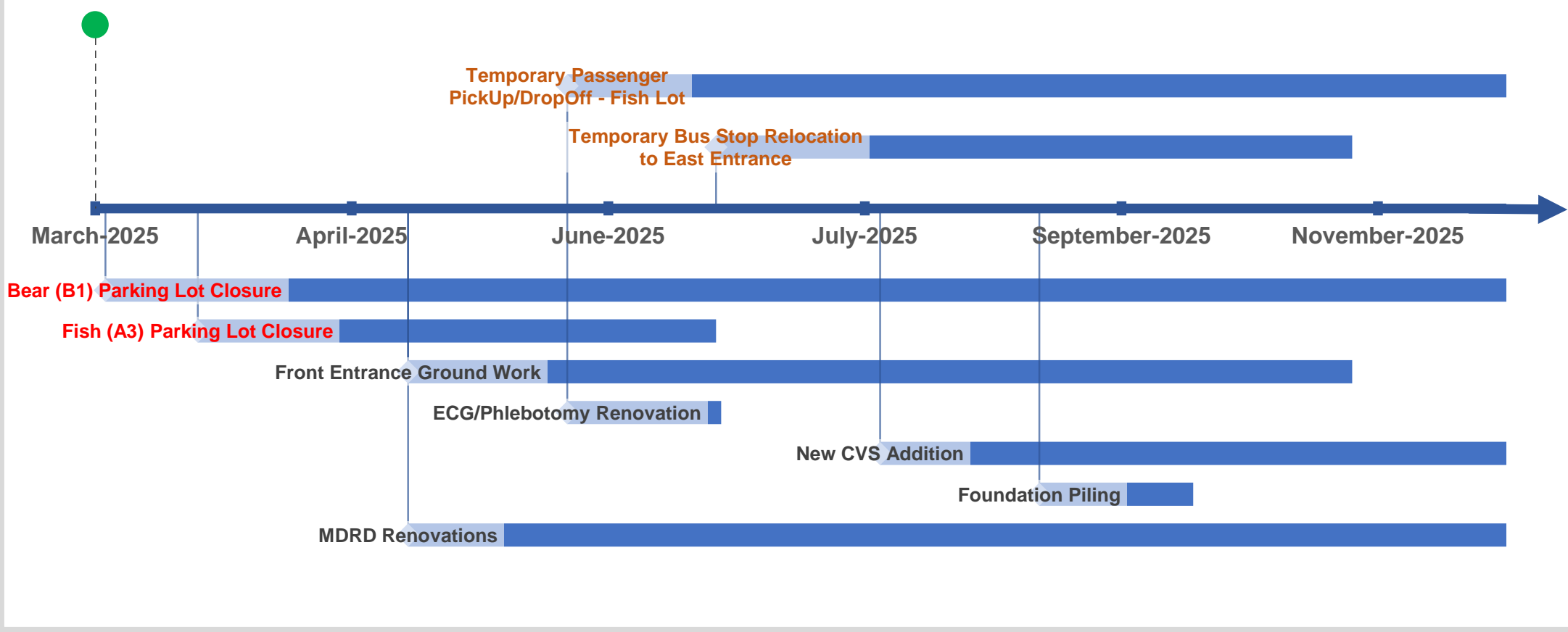


26

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2025 CVS Project Timeline (est.)

Contractor Mobilization



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NWOHR Program: Meditech Expanse

*Dawna Maria Perry, Senior Director, Nursing, Academics and Practice Excellence
Nursing Practice*



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What's our “WHY?”

▶ Increased Patient Safety

- ▶ Enhanced clinical alerts
- ▶ Minimized medication errors

▶ Better System Data

- ▶ More digitized data
- ▶ More standardized data collection

▶ Enhanced User Experience

- ▶ Configurable options and widgets
- ▶ Searchable charts
- ▶ Expanded dictation capabilities

▶ Utilize Emerging Technologies

- ▶ AI scribing
- ▶ Auto-generated summaries
- ▶ Capacity planning



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Involvement

- ▶ Front line and clinical staff involvement is the #1 critical success factor.
- ▶ A variety of methods are planned to allow you to participate in Program activities.
- ▶ YOU are the expert in your area!



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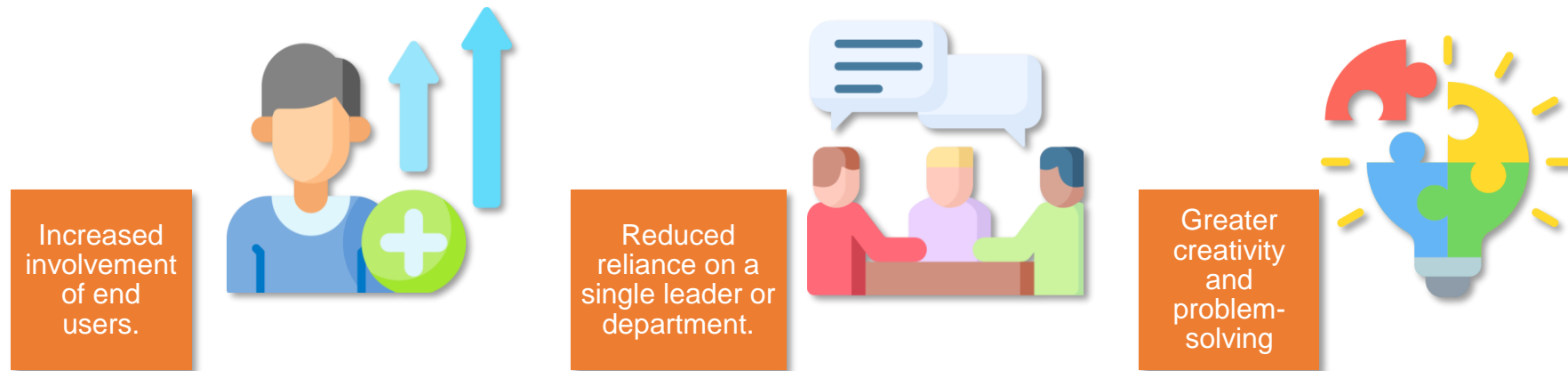


30

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What Does “*Everyone Is A Builder*” Mean?

- ▶ Influence is **not exclusive** to a select group of people.
- ▶ Encourages everyone in a group, organization, or community to **actively participate** in creating positive change.
- ▶ Each individual has a **role to play**, from small contributions to large initiatives, in shaping the outcomes around them.



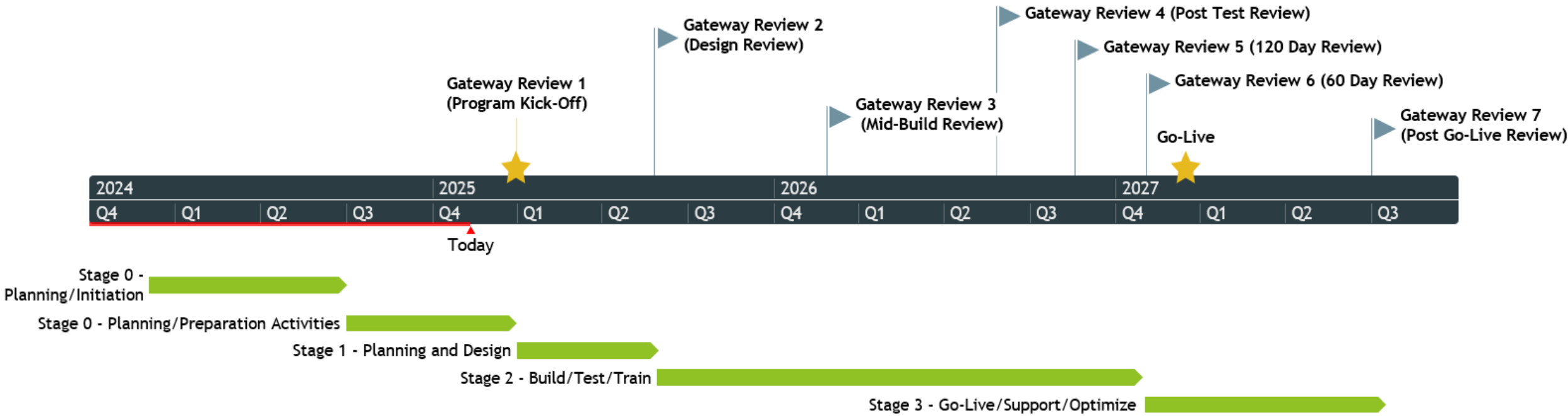
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Where we are at today - Schedule



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What's currently happening?

- ▶ Leader kick-off sessions for Executives, Directors, Managers & Supervisors across our partner organizations.
 - ▶ 8 sessions held
 - ▶ 341 leaders attended (all sites)
 - ▶ **115 from Thunder Bay Regional Health Sciences Centre**
- ▶ Change Specialists reaching out to leaders after sessions.



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What is coming next?



Final Leadership Session

- ▶ Virtual Event Feb 28th
- ▶ For any Directors, Managers, or Supervisors who missed earlier sessions

Program Official Kick-Off

- ▶ Onsite event being planned
- ▶ Roaming carts to bring information to staff

Professional Staff Kick-Off

- ▶ Virtual Event March 26th
- ▶ Guest Dr. Derek Garniss



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For more information:

- TBRHSC Project Co-Lead: DawnaMaria.Perry@tbh.net
- Program Change Lead: Sondra.Seibel@tbh.net
- Regional Director of Nursing Informatics: Martina.Boote@tbh.net
- Regional Chief Medical Information Officer: SViherjoki@dhrc.on.ca
- Regional Chief Information Officer: Cindy.Fedell@tbh.net



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Questions?



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Closing Remarks



Cardiology Technologist Day
(February 14)



Celebrating ECG Technicians
(Heart Month)



Celebrating Cardiovascular
Perfusionists (Heart Month)



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