

Thunder Bay Regional Health Sciences Centre



Welcome to the Town Hall



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2

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Introduction



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Agenda for March 19, 2025

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Reflections from the Front Lines** – *J. Wintermans*
- ▶ **Staff Spotlight: iCare Impact Award Winners** – *J. Verdenik*
- ▶ **Q3 Strategic Plan 2026 Update** – *J. Logozzo*
- ▶ **Cardiovascular Surgery Program (Construction Update)** – *R. Sears*
- ▶ **Meditech Expanse Update** – *M. Boote*
- ▶ **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:

iCare Impact Award Winners

Jeannine Verdenik, Vice President, People & Culture



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**Strategy in Action Award Winner:
Roaming Education for Staff (R.E.F.S.)**



**Vision Award Winner: Substance Use
and Addictions Strategy**



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**Equity, Diversity, & Inclusion Award
Winner: Switchboard Department**



**Patient Experience Award Winner:
Debra Everts**



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**Staff Experience Award Winner:
Katherine Tuomi**



**Research, Innovation, & Learning
Award Winner: Andrea Raynak**



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Sustainable Future Award Winner: Information Technology Department



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Q3 Strategic Plan 2026 Update

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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Overall Progress & Status Report to 2024/25 Q3

SP2026 Direction / Enabler	Initiative Status					
	Total	On Track	Slightly Behind	Significantly Behind	Not Started	Complete
Equity Diversity & Inclusion	7	4				3
Patient Experience	5	4				1
Staff Experience	7	6				1
Research, Innovation & Learning	3	1	2			
Sustainable Future	4	3	1			
Total	26	18	3	0	0	5



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2024/25 Q3: Highlights of our progress and successes...

Equity, Diversity, & Inclusion

We all belong

- Determined key methods for **administering training**, continuously evaluating and exploring other potential methods of training; gaining feedback from staff throughout Hospital.
- Completed **EDI Specialist vendor review**. Awaiting selection of the successful proponent.
- Presented **EDI Toolkit** concept to the **EDI Steering Committee**, gaining buy-in support and established EDI Toolkit Committee.
- Conducted focus groups with key internal and external partners to gain deeper insights into current state and needs for **Indigenous Recruitment and Education** needs.

Patient Experience

Empathy, compassion, and respect in every encounter

- Completed Volgistics (**online volunteer management software**) implementation; PFA applications being received and processed through the database in record time.
- Completed three focus groups to explore **bedside co-design implementation**, including identifying potential barriers and staff-reported successes.
- Showcased success of **Falls Prevention Campaign** ("When meals are on the way, make room for the tray - everyone has a role to play") via **Good Afternoon Innovation**.
- Effectively utilized macro co-design framework to conduct **Interprofessional collaboration focus groups**; tool is now ready for operationalization.
- Hosted **Quality Huddle Excellence Awards** with over 100+ staff in attendance from 30+ departments (recognized 11 teams for their contributions to safety, staff experience, teamwork, and collaboration).



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2024/25 Q3: Highlights of our progress and successes...

Staff Experience

This is where we want to work, grow and thrive

- Identified working groups, leads and subject matter experts to support implementation of **change ideas for workplace violence** incidents.
- Launched **Just Culture initiative**; identified project scope, and preliminary activities.
- Developed and opened **Third-Floor Staff Lounge**, a quiet comfortable space for staff to relax, recharge, and connect with colleagues.
- **Management Essential Training, Rotman Healthcare Leadership Program, Humber Mastering Communication Literacy** well underway, with large number of leaders and aspiring leaders participating.
- **Interprofessional Collaboration Steering Committee** co-designed engagement sessions on best practices with leadership, patient family advisors, staff and professional staff.
- 51 leaders attended December **Leadership Community session** on employee recognition beyond corporate programs.

Research, Innovation & Learning

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

- Tied to **Learning Culture** initiative, exploring opportunities to learn about and apply research in collaboration with Clinical Nurse Specialist (CNS) group.
- In conjunction with Learning Culture Initiative, Research is working with the CNS group and connecting them with fee for service staff (for CNS to advance skills and abilities).



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2024/25 Q2: Highlights of our progress and successes...



• Digital Health

- On track to kick off Meditech Expanse preparatory activities in April 2025.
- Digital Health Innovation Program Board investigating a number of initiatives, in particular AI ambient transcribing.

• Partnerships & System Integration

- Continued work with Confederation College in preparation for Pharmacy Technician program, including preparedness for clinical placement strategy within the region.
- Northwestern Ontario hospital leaders met with representatives of Ministry of Long-term Care and the Ministry of Health to escalate the urgent need for increased Long-term Care capacity.

• Clinical Services Plan

- Phase 1 engagement underway on Hospital's acute and academic mandate completed.
- Master Plan / Master Program development initiative launched in December 2024, which will provide a 20-year plan for Hospital programs and services, staffing, space, and equipment.

• Sustainability & Accountability Framework

- Engaged and began work with an external firm to help develop leadership commitment document.
- Leadership Culture Diagnostic survey sent to leaders to collect their feedback.



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Strategic Indicator Results for 2024/25 Q3

- ☒ Exceeding target for the number of patients that self-identify as Indigenous.
- ☒ Exceeding target for the number of staff that have participated in “Repairing the Sacred Circle” an Indigenous Cultural Awareness and Education Primer.
- ☐ Improving and already achieved high compliance but behind target (target being re-assessed) for the number of staff who completed “Wake the Giant”, an Indigenous cultural safety training program.
- ☒ Exceeding target for overall positive experience ratings for Inpatient & Emergency Department patients.
- ☐ Results fluctuating month to month, and currently worse than target to reduce repeat visits to the Emergency Department for targeted complex medical conditions – Congestive Heart Failure.

- ☒ Exceeding target for reduction of patient harm.
- ☐ Currently no data is available for positive overall staff experience.
- ☒ Exceeding target for number of investigator-initiated research studies informed by Northwestern Ontario population needs.
- ☒ Exceeding target for number of participants enrolled in a clinical trial in 2024/25.
- ☒ Improved and now better than stretch target for percent operating gross margin.
- ☒ Exceeding target for the proportion of patients aligned with regional programs/services.



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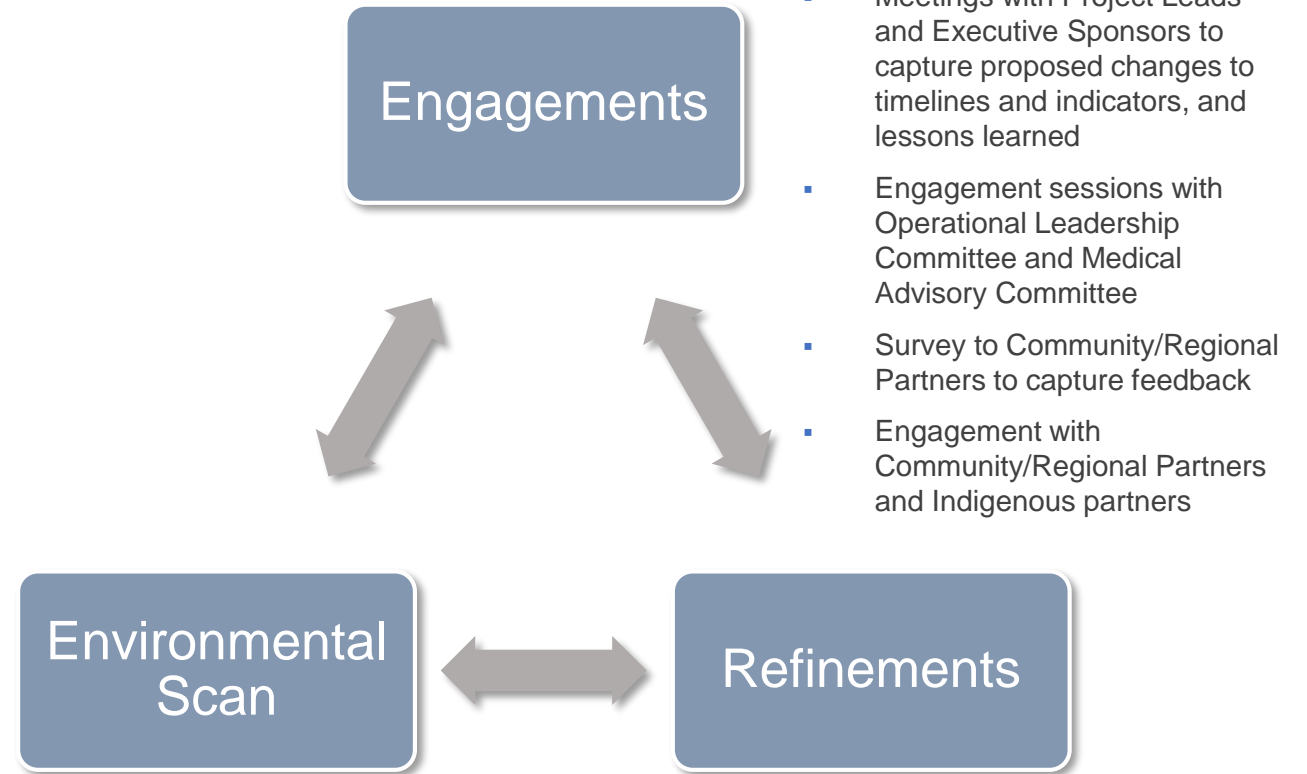
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Annual Accountability Process – Year 3: Next Steps

- February – May – Engagement, Environmental Scan and Refinement
- May 20 – Quarterly Strategic Performance Review – present results of feedback; discuss and endorse
- June – TBRHSC Board meeting
 - ▶ Present final Year 3 report and Year 4-5 updates.
 - ▶ Board approval.
- June – Annual Community Partner Session



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Cardiovascular Surgery Program (Construction Update)

Ryan Sears, Director, Capital and Facility Services



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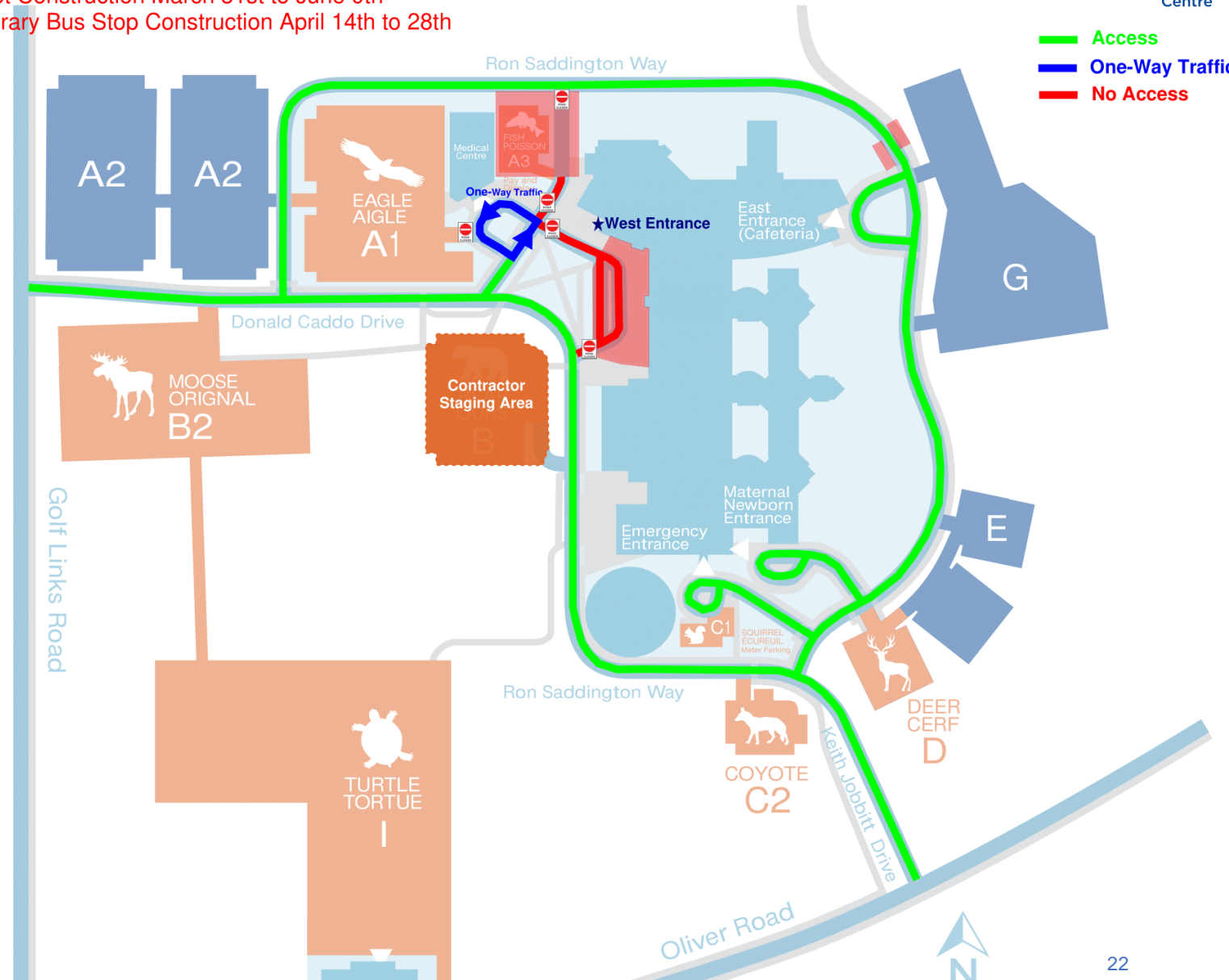
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- Area Closed for Construction - **Starting March 24th** (to March 30th)
- Main Entrance (Revolving Door) closed for duration of project work



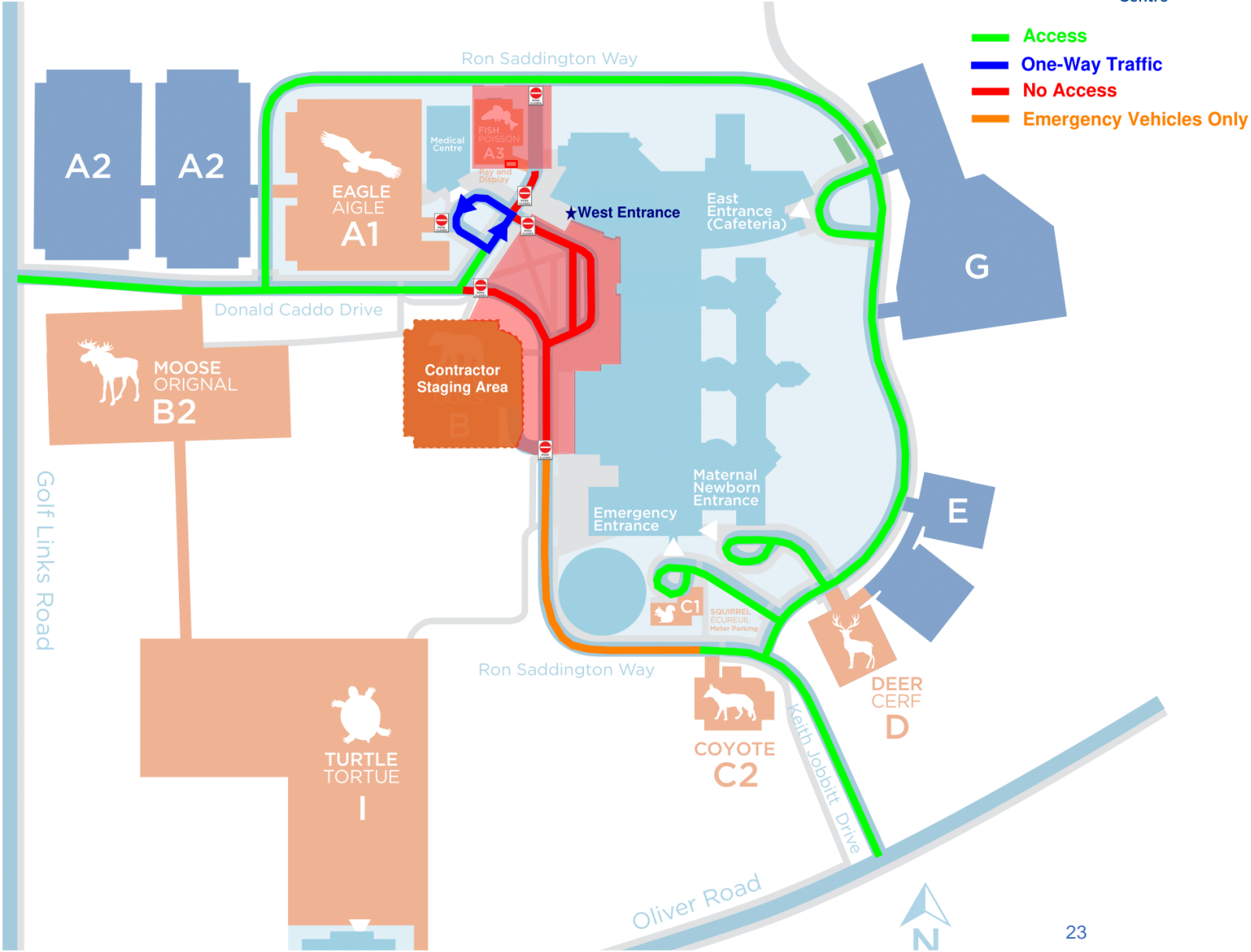
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- Area Closed for Construction - **Starting March 31st** (to April 28th)
 - Fish Lot Construction March 31st to June 9th
 - Temporary Bus Stop Construction April 14th to 28th

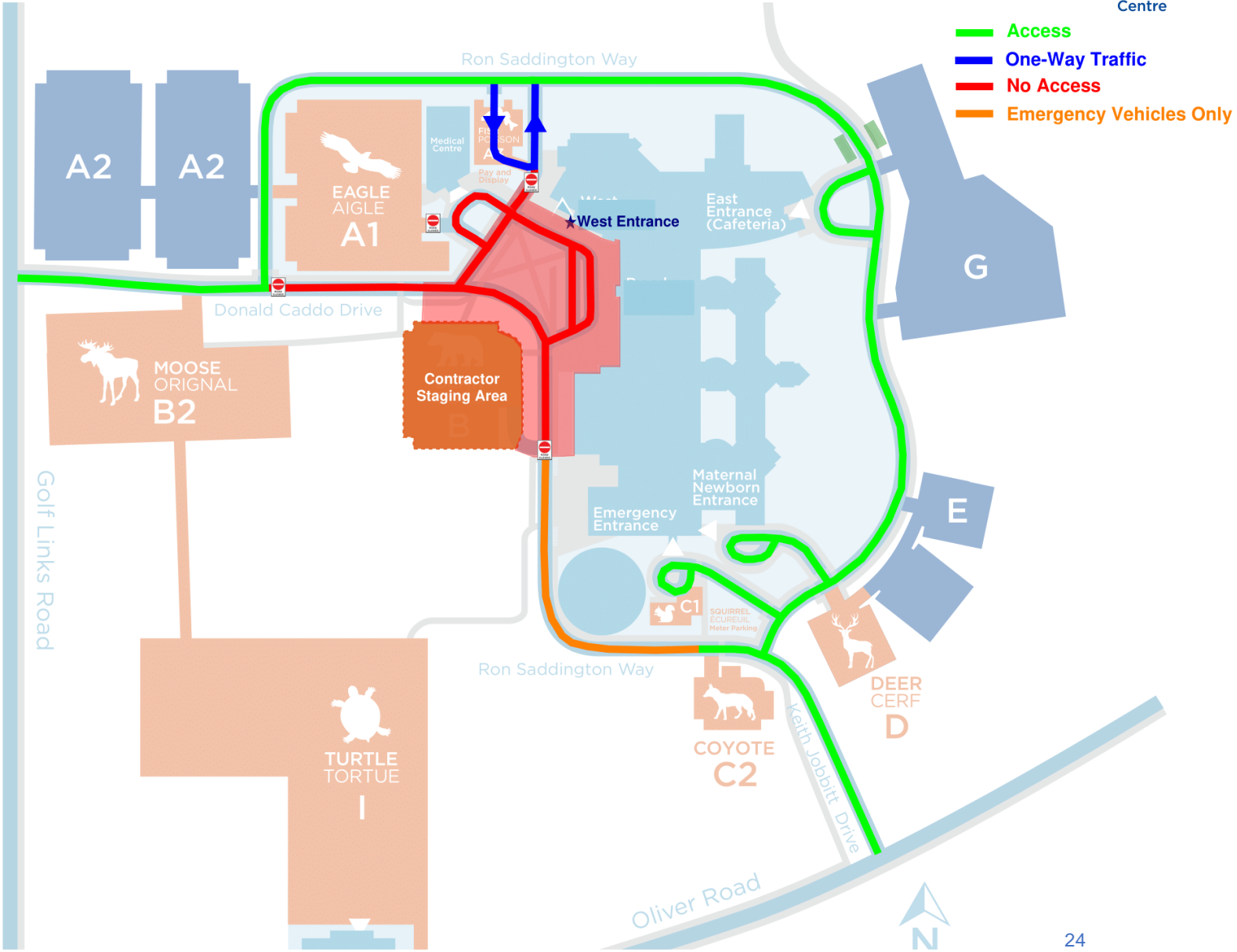


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■ Area Closed for Construction - **Starting April 29th** (to mid- to late-June)



■ Area Closed for Construction - **Starting mid- to late-June** for duration of project



NWOHR Program: Meditech Expanse

Martina Boote, Regional Director of Nursing Informatics, Northwestern Ontario Hospitals



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TBRHSC Change Specialists



What is a **Change Specialist** and how can they help?

- ▶ Change Management is about supporting **people** through change.
- ▶ **Change Specialists** are staff from our organization who have received special training to help their colleagues through this change.



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What does a **Change Specialist** do?

- ▶ Learns current state, needs, and challenges of each organization/department involved in the project.
- ▶ Collects feedback to improve plans and activities.
- ▶ Ensures collaborators have a clear understanding of outcomes and timelines.
- ▶ Plans and executes events, meetings, or communications for the Program.

Regional Change Specialists



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Getting Involved



- ▶ Involvement is our #1 Success Factor
- ▶ We need **engaged frontline staff** like you to help shape this initiative!
- ▶ Your participation will help shape the future of healthcare in Northwestern Ontario
- ▶ Interested? Reach out to your manager

Everyone is a Builder



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Become an Subject Matter Expert or Champion!

Subject Matter Expert

SME's play a **critical role** in designing, validating and implementing Meditech Expanse.

SME Responsibilities:

- ✓ Attend training and working groups.
- ✓ Provide your expertise.
- ✓ Help develop workflows and safety standards.
- ✓ Provide support to colleagues.

SME Requirements:

- ✓ Strong interest in digital healthcare solutions.
- ✓ Ability to analyze workflows.
- ✓ Having expertise in your area.
- ✓ Effective communication skills.

Champion

Champions volunteer to support Meditech Expanse. Typically, requires less time commitment than a SME.

Champion Responsibilities:

- ✓ Promote the program.
- ✓ Encourage involvement.
- ✓ Attend events and training.
- ✓ Provide guidance to colleagues.
- ✓ Offer feedback on workflows and the system.

Champion Requirements:

- ✓ Passion for healthcare innovation.
- ✓ Willingness to support your peers.
- ✓ Willingness to share your knowledge.
- ✓ Ability to commit to periodic events and training.



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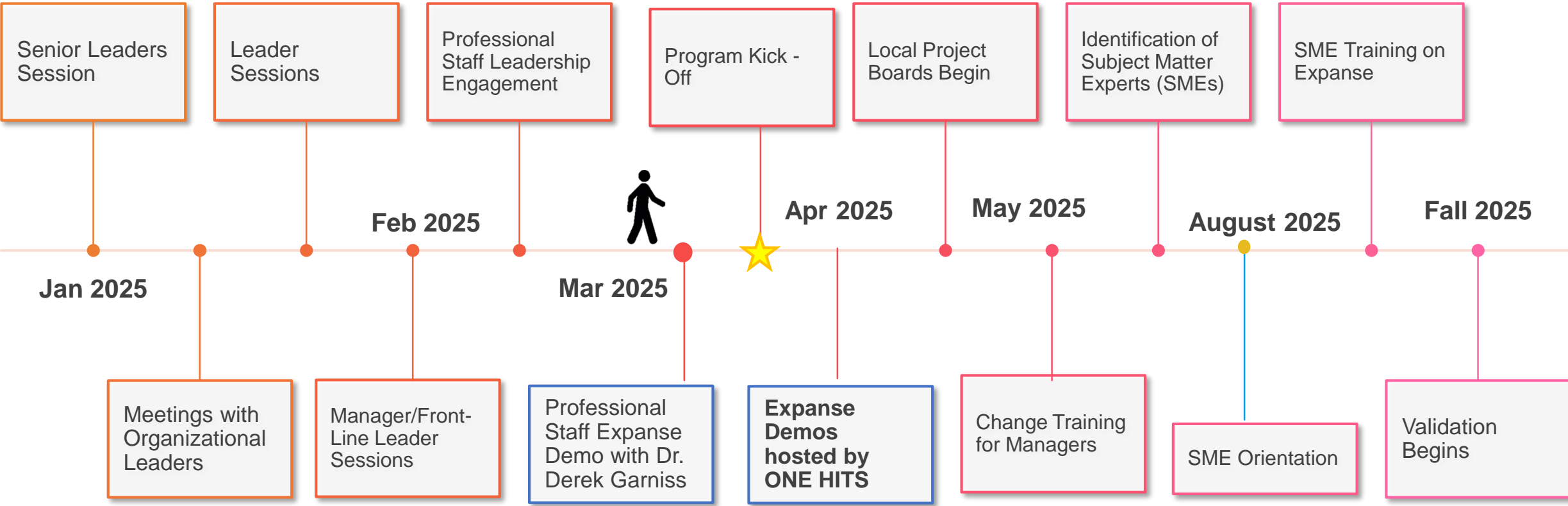
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Timeline



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Upcoming

Date	Event	Modality	Audience
March 26 7:00 p.m. - 8:30 p.m.	Professional Staff Expanse Demo with Dr. Derek Garniss	Virtual	Professional Staff
April (TBD)	Kick-Off Events! Details to come	In-person	All Leadership & Staff
April (TBD)	Additional Expanse Demos hosted by ONE HITS	Virtual	All Leadership & Staff
April - June	Change Training for Managers	Virtual	Leadership

Contact Change Team for more information or to register for events!



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How to stay Informed



For more information:

- TBRHSC Project Co-Lead: DawnaMaria.Perry@tbh.net
- TBRHSC Program Co-Lead: Martina.Boote@tbh.net
- Program Change Lead: Sondra.Seibel@tbh.net
- Program Change Specialist: Amanda.Peters@tbh.net
- Program Change Specialist: Ashley.McMillan@tbh.net
- Program Change Specialist: Cassandra.Fraser@tbh.net
- Program Change Specialist: George.Fieber@tbh.net



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Questions?



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Closing Remarks



Social Work Week (March 3-7)



CaRMS Residency Match Day 2025



Pharmacy Appreciation Month



Kidney Health Month



Engineering Month



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