

Welcome and Introduction

Jennifer Wintermans, Vice President, Clinical Services, Quality and Corporate Affairs







Agenda for June 11, 2025

- Welcome and Introduction Jennifer Wintermans
- **▶ Patient Experience Video** − *Jennifer Wintermans*
- ► SP2026 Year Three Progress Report Jessica Logozzo
- Year Three Successes
 - ► Equity, Diversity, and Inclusion Rae-Anne Robinson
 - Patient Experience Dr. Vahid Akbari
 - Staff Experience Rose Lazinski
 - Research, Innovation, and Learning Daniel Horne
 - Sustainable Future Dawna Maria Perry
- ► Future: Year Four and Your Feedback Jessica Logozzo
- **▶ Closing Remarks** *Jennifer Wintermans*







Strategic Plan 2026: Patient Experience Video



https://youtu.be/KZTQAIVHou0

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SP2026 Year Three Progress Report

Jessica Logozzo, Vice President, Strategy and Regional Transformation





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Year Three: Overall Progress and Status Report

SP2026 Direction /	Initiative Status				
Enabler	Total	On Track	Slightly Behind	Significantly Behind	Complete
Equity Diversity & Inclusion	7	4			3
Patient Experience	5	3			2
Staff Experience	7	6			1
Research, Innovation & Learning	3	2			1
Sustainable Future	4	4			
Total	26	19	0	0	7







Year Three: Equity, Diversity, & Inclusion

Equity, Diversity & Inclusion Framework

Rae-Anne Robinson, Equity, Diversity, & Inclusion Coordinator







Year Three Success: Equity, Diversity & Inclusion Framework

- Conducted two EDI retreats Gap Analysis session (June 2024) and EDI framework development session (February 2025).
- Findings from Gap Analysis used to inform EDI Framework development.
- Applied Co-design approach to the development of the EDI framework.
- Collated results, developed, and validated TBRHSC EDI Framework.



Additional initiatives to celebrate:

• Launched Repairing the Sacred Circle, which provided **cultural awareness training** for 400 leaders and staff, as well as embedded this into our Hospitals mandatory new hire orientation.

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- Secured vendor and prepared for **EDI physical space and environment review**; physical walk-through completed in April 2025, and final report to be completed in June 2025.
- Developed EDI Toolkit concept and established Committee to develop required content.
- Launched Indigenous Recruitment & Retention initiative. Secured deeper insights into current state and needs for Indigenous Recruitment and Education via focus groups of internal and external partners.







Year Three: Patient Experience

Heart Failure Clinic

Dr. Vahid Akbari, Cardiologist & Heart Failure Clinic Program Lead







Year Three Success: Heart Failure Clinic

- Heart Failure Team & Outpatient Clinic operationalized a Heart Failure team that connects patients who present to the hospital with Heart Failure to an outpatient Heart Failure clinic to optimize treatment and reduce risk of return to hospital.
- 253 Referrals in 2024-25

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- NP Appointment within 1 week post hospital visit.
- MD appointment 2-4 weeks from discharge.

	Baseline	2024-25
Admission Rate %	62.5%	52.9%
30-day readmission %	18%	13.7%

Additional initiatives to celebrate:

- Continued development and implementation of co-design, including micro co-design framework grounded in Patient and Family Centred Care.
- Hiring **Geriatric Emergency Management (GEM) Nurses** who are specially trained to deliver frailty-focused healthcare services to older adults in Emergency Department.
- Expanded Quality Huddles to 58 departments. Hosted Quality Huddle Excellence Awards which recognized 11 teams for their
 contributions to safety, staff experience, teamwork, and collaboration.

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Year Three: Staff Experience

Staff Wellness

Rose Lazinski, Manager, Occupational Health and Safety







Year Three Success: Staff Wellness

- Opened and celebrated Third-Floor Staff Lounge, a quiet comfortable space for staff to relax, recharge, and connect with colleagues.
- New Wellness Room launched (Room 1007): A calming space for physical and mental well-being – featuring a massage chair, relaxation activities, support for breastfeeding mothers, and a safe space to decompress, stretch, or meditate. ~90 users/month.
- 1700+ staff participated in 'Your Health Space' Wellness Huddles, led by the Canadian Mental Health Association with a focus on psychological health and safety in the health care setting.

"this is just what we needed – thank you"; "great relatable topics"; "this was a good use of time and would share the information with a colleague"









Additional initiatives to celebrate:

- Launched Leadership Development programs, implemented UKG Pro and Andgo to enhance scheduling, and initiated Just Culture
 with a best practices review and guiding framework.
- Interprofessional Collaboration Steering Committee co-designed engagement sessions on best practices with leadership, patient family advisors, staff and professional staff.

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Year Three: Research, Innovation, & Learning

Learning Culture

Daniel Horne, Manager, Clinical Research Services

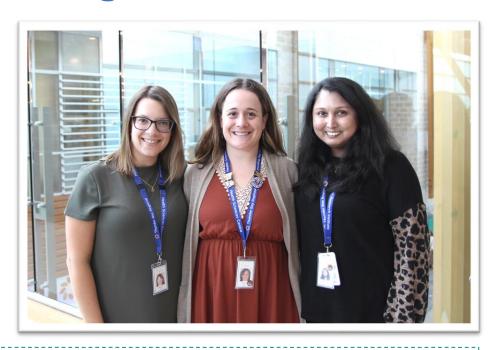






Year Three Success: Research and Learning Culture

- To support a Research and Learning Culture, Professional Practice & Learning and Clinical Research Services have partnered to mentor and support new staff researchers in growing their research capacity.
- Developing a research project from concept through to publication.
- The project focuses on enhancing nurses' perceived competence in caring for patients who use substances and are suspected of experiencing an opioid overdose using virtual reality simulation.



Additional initiatives to celebrate:

• **Established "Hello Innovation" initiative** to highlight examples of outstanding innovation and to promote a culture of innovative thinking by all staff. Completed 3 events in FY24/25 and showcased 24 unique innovations.

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Year Three: Sustainable Future

Clinical Services Plan – Academic and Care Mandates Electronic Health Record Renewal

Dawna Maria Perry, Senior Director, Nursing, Academics & Practice Excellence







Year Three Success: Academic and Care Mandate

- Completed volume forecasts for Clinical Services Plan, with results used to inform short to medium term planning.
- Developed mandates for Hospital Care and Academics.
- Conducted significant multi-phase engagement process to secure feedback and support; including internal and external partners.
- Mandates will provide guidelines to inform decisions and priorities for Academics and Hospital Care in areas such as expansion and growth in the long term.



Additional initiatives to celebrate:

Partnerships & System Integration

- Advanced regional work in collectively prioritized areas: Digital, Health Human Resources, Pharmacy and Laboratory.
- Evolved Health Human Resources Task Force to system-level scope and secured \$900k in funding to support **Northern Health Human Resources strategies**.

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Continued work with Confederation College in preparation for Pharmacy Technician program, as well as Medical Laboratory
 Assistant/Technician programming, which will include clinical placement strategy within the region.







Year Three Success: Electronic Health Record Program

Digital Health

- **Planning and preparation** to prepare for the official Program Kickoff and subsequent phases of the Program.
- Recruitment and training of program team has occurred and continues to occur.
- A comprehensive **change management strat**egy is underway to support staff through this transition as we move through this digital transformation together.
- Official kick off of Phase 1 of the Program occurred in April alongside the launch of new Program name: Bridge Northwest.

Transitioning to Meditech Expanse is a major step forward in strengthening our healthcare system. From our frontline staff to the patients receiving care, the benefits will be felt at every level.

- prevent medical errors
- improve clinical decision-making
- ensure timely interventions for patients
 - enable better data accuracy
- improved communication between providers
 - streamlined workflows
- serve as a foundation for future innovations in healthcare





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Future: Years 4-5 and Your Feedback

Jessica Logozzo, Vice President, Strategy and Regional Transformation







Cascading and Monitoring Our Plan: Ensuring Accountability, Alignment and Focus

Senior Leadership (SLC,OLC, Chiefs and Medical Leadership)

- . Monthly progress reports and monitoring
- 2. Quarterly deep-dive sessions (Quarterly Strategic Performance Review Session)

Management and Staff

- 1. Bi-weekly Strategic Alignment meetings + Monthly Town Hall updates
- Director and manager-led discussions and monitoring with teams
- 3. Quarterly performance debriefs
- 4. Quarterly "Celebrating Our Progress" poster and social media updates for staff
- 5. *NEW* Quarterly/annual updates to the public

TBRHSC & TBRHRI Boards

- Quarterly reporting
 - SP2026 Strategic Scorecard (10 strategic indicators)
 - CEO written report
- 2. Annual environmental scan, initiative and indicator refinements

Annual Community Partner Session





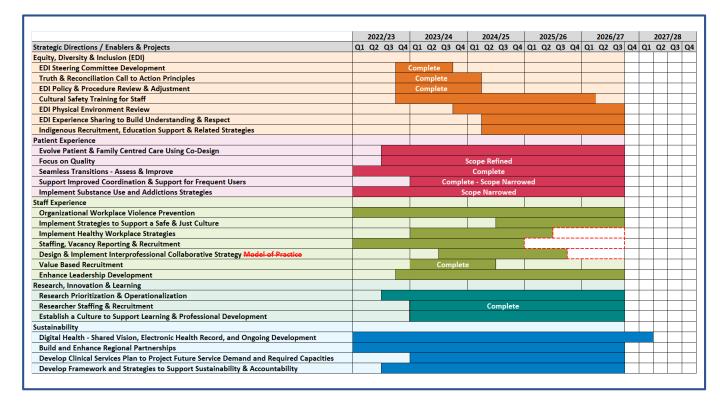
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Summary of SP2026 Refinements Based on Year Three Review

- No major changes in SP2026 directions or enablers.
- Some minor adjustments proposed for initiative timelines and scope.
- Some adjustments to strategic and operational indicators and/or targets.
- Enhanced communications/engagement, as requested from community session/other:
 - Continue to publish annual Truth and Reconciliation report to community.
 - Continue with communication and information sharing mechanisms re: SP2026.
 - Advance partnerships with academic institutions, regional hospitals, Indigenous organizations and communities – suggested focus on HHR.
 - Continue/enhance prioritization efforts.





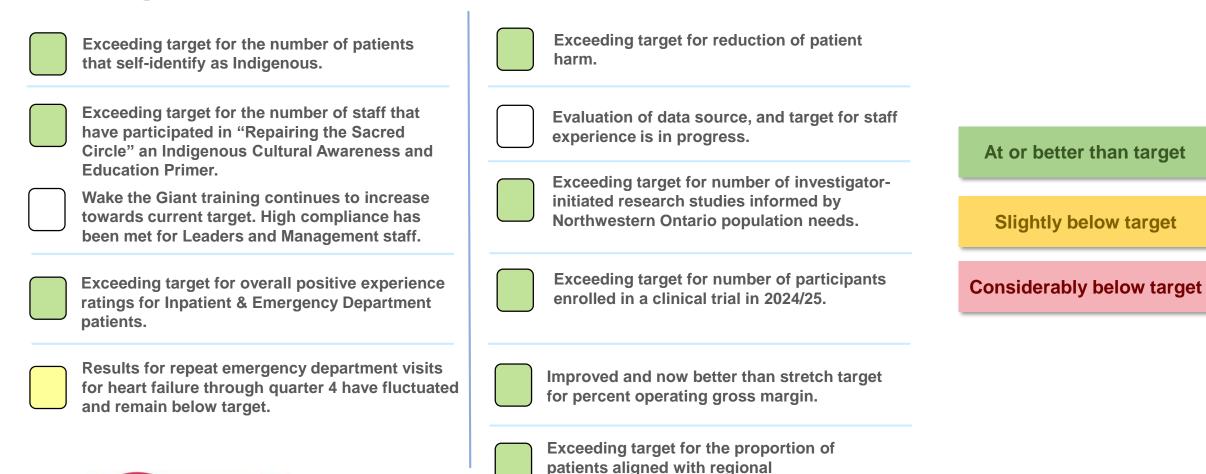




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Strategic Indicators – Year Three Performance to 2024/25 Q4*



programs/services.





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Annual Accountability Process

Next Steps



June 19 – Annual Community Partner Session





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Your Feedback!



https://www.surveymonkey.com/r/SP2026Year3







Closing Remarks

Jennifer Wintermans, Vice President, Clinical Services, Quality and Corporate Affairs









Thursday, **June 12, 2025**

11:00 a.m. - 2:00 p.m. Cafeteria Courtyard

TOMORROW in the Cafeteria Courtyard!

You're invited to join us for food, free giveaways, and camaraderie as we celebrate the work that has been accomplished in the third year of our Strategic Plan 2026.









