

Thunder Bay Regional Health Sciences Centre



Welcome to the Town Hall



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Introduction



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Agenda for September 17, 2025

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Reflections from the Front Lines (feat. Desiree Towedo, ICC)** – *J. Wintermans*
- ▶ **Staff Spotlight (Hello Innovation)** – *J. Wintermans*
- ▶ **Q1 Strategic Plan Results** – *J. Logozzo*
- ▶ **Cardiovascular Surgery Program (Construction Update)** – *A. Bruno*
- ▶ **Nutrition and Food Services: New Menu Rollout** – *P. Thompson / S. Rowan*
- ▶ **Meditech Expanse Update** – *M. Boote*
- ▶ **Sharing and Caring Together** – *D.M. Perry*
- ▶ **Truth and Reconciliation Commission Report** – *M. Lesperance*
- ▶ **Your Questions Answered** – *J. Wintermans*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*



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Reflections From the Front Lines:

Impact of Indigenous Care Coordinators



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Staff Spotlight:

Hello Innovation Series

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



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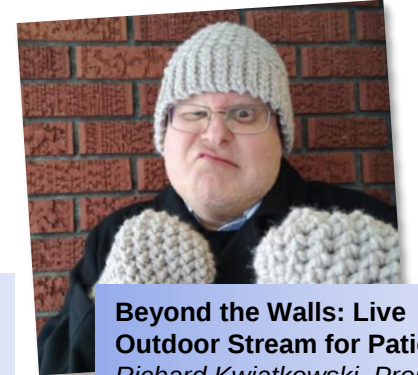
Clothes for Care
*Megan Valente,
Volunteer Coordinator*



**3D Printing: Bringing Health
Care to Life**
*Gordon Jones, Systems Integration
& Development Specialist*



**Powering Innovation: In-
House Data Centre**
*Tanner Boyle, Research
Assistant*



**Beyond the Walls: Live
Outdoor Stream for Patients**
*Richard Kwiatkowski, Project
Planner, Capital & Program
Development*



Parking Lot Life-Preservers
*Terry Fode, Patient Safety
Improvement Specialist*



**Voice of Care: Hospital
Communication with VOCERA**
*Vanessa Kroeker & Shannon
McMillan, Physiotherapists*



**What's Next? The Patient
Communication Calendar**
*James Shaughnessy, Rehab
Assistant*



**Snap to Solutions: Fast Track
Maintenance QR Code**
*Vamsi Dasari and Hujaifa Muaz,
Team Leads, Security*



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Q1 Strategic Plan Results

Jessica Logozzo, Vice President, Strategy and Regional Transformation



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Overall Progress and Status Report to 2025/26 Q1

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	2				1
Sustainable Future	4	3	1			
Total	26	19	1	0	0	6



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Strategic Indicator Results for 2025/26 Q1



Exceeding new 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 (Managers and Staff); not meeting target for SLC in Q1 due to new VP starting – will meet target in Q2.



Very close to target (89.8% vs. 90% target) 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.



New indicator – 30 day inpatient readmission rate for Congestive Heart Failure. Q1 results continue to fluctuate; not meeting target.



Exceeding target for reduction of patient harm.



Data collection for overall staff experience in progress for HSO Global Workforce Survey.



Exceeding target for number of investigator-initiated research studies informed by Northwestern Ontario population needs.



Below target for number of participants enrolled in a clinical trial in 2025/26.



Not meeting target for percent operating gross margin. New target is 0%.



Exceeding target for the proportion of patients aligned with regional programs/services.



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Cardiovascular Surgery Program (Construction Update)

Aaron Bruno, Project Planner, Capital & Facility Services



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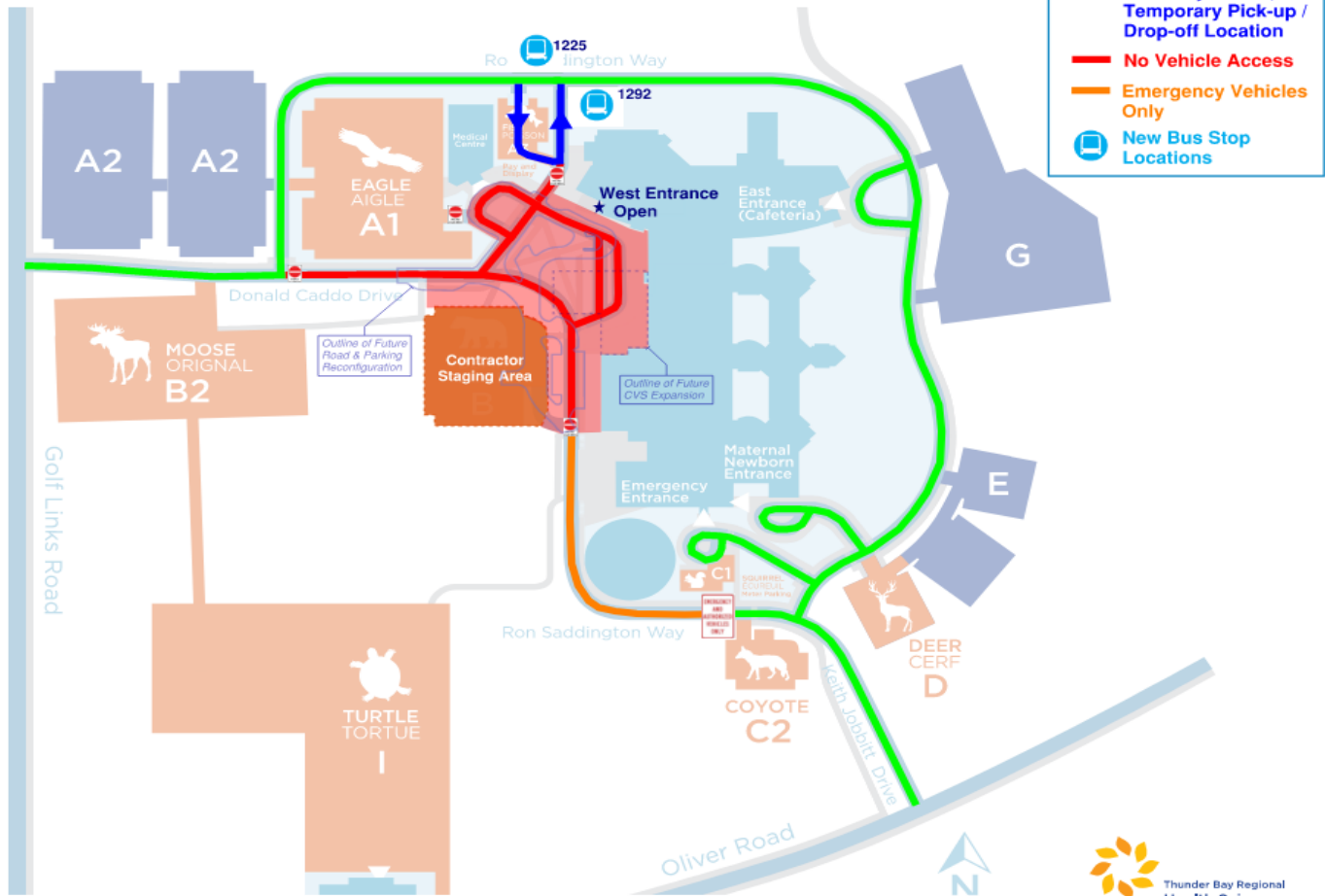


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Cardiovascular Surgery (CVS) Project - Update

■ Area Closed for Construction for duration of project



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Need More Information?

Visit the Cardiovascular Surgery Program page on the Hospital's website.

► www.tbrhsc.net

Check out the Frequently Asked Questions resource.

► <https://bit.ly/TBRHSC-CVS-FAQs>



Cardiovascular Surgery Program
Frequently Asked Questions

Construction is expected to take three years.

What is the Cardiovascular Surgery Program?
To improve patient care for the region, Thunder Bay Regional Health Sciences Centre (TBRHSC) has been working with the Peter Munk Cardiac Centre (PMCC) at the University Health Network (UHN) to co-develop a cardiovascular surgery (CVS) program at TBRHSC since 2013. We are in an exciting stage of the project, where **76,000 square feet** of space will be renovated and expanded to accommodate a new comprehensive cardiovascular surgery program that will allow our Hospital to complete vital cardiac procedures, reduce wait times for urgent and elective procedures and ensure timely access to essential services in the region.

This transformative project will include

- 14** Cardiovascular Surgery inpatient beds
- 6** New Coronary Care Unit beds
- 1** New Hybrid Operating Room

Renovations to Operating Rooms 9 & 10 | A new Ambulatory Care clinic and Pre-admission Clinic expansion | Renovations to Medical Devices Reprocessing and Biomedical departments

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Nutrition and Food Services: New Menu Rollout

Phil Thompson, *Director, Support Services*

Stephanie Rowan, *Manager, Nutrition and Food Services*



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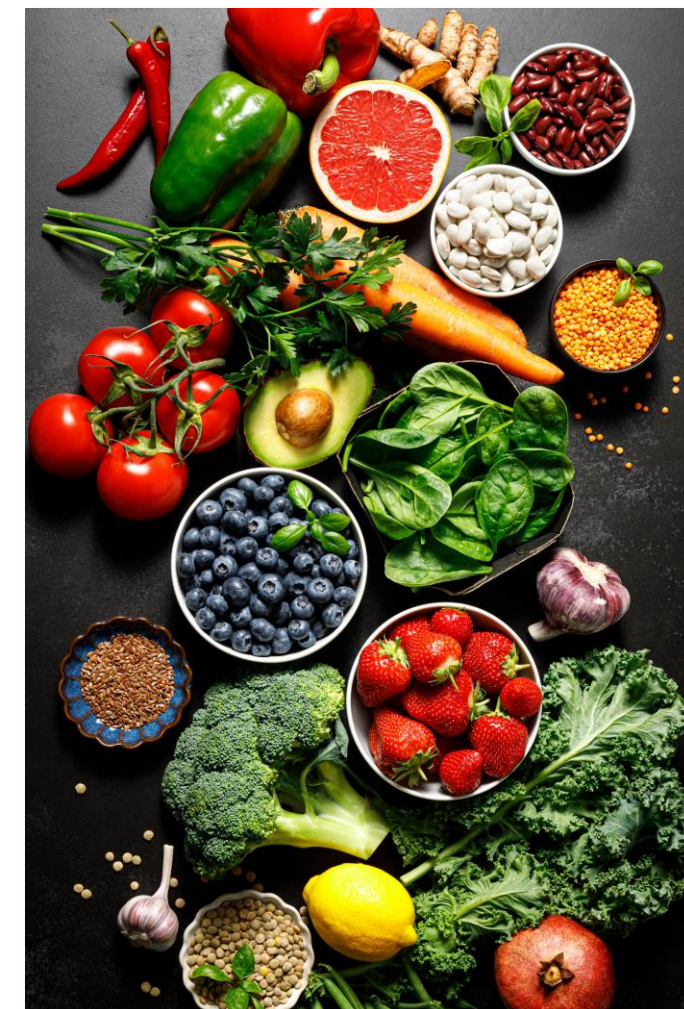
New Menu

- ▶ The new menu is a move away from a cook-chill method of food services to a traditional, cook-serve method.
 - ▶ Foods are cooked and served as they are made.
 - ▶ Less reliance on pre-made and reheated items.
 - ▶ Increased quality and freshness resulting in a much more palatable meal.
 - ▶ Improved patient experience.
 - ▶ Reduce food waste.
- ▶ While more labour-intensive, cook-serve is commonly used in healthcare given it's ability to support both the patient experience and therapeutic diet needs.



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Pre-work

- ▶ The change required a full overhaul of the kitchen equipment, which was a partnership between TBRHSC, TBRHSF and Sodexo.
 - ▶ Tray line rebuild the week of September 9th with use of a temporary tray line during this time until launch on September 16th
 - ▶ Electrical requirements throughout the department are complete.
- ▶ Change also required new staff schedules, duties and roles in the new environment.
 - ▶ Working with HR, union groups and Food and Nutrition staff over the last 10 months to finalize.
- ▶ Menu development and software links between Cbord (menu planning and production) and Meditech, tested and confirmed
- ▶ *Expressly For You (EFY)* menu set up on iPads.
- ▶ TBRHSC staff, clinical/Food and Nutrition training complete.



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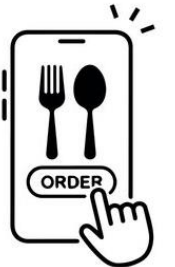
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New Menu

- ▶ With the new menu, comes new:
 - ▶ **Delivery times**
 - ▶ These were determined with consultation from the CNS team and with the needs and operations of frontline staff top-of-mind.
 - ▶ **Menu options**
 - ▶ Tested and trialed with frontline staff. Feedback was used to improve processes and refine included options.
 - ▶ **“Always Available” options**
 - ▶ Greater selection of hot entrees that can be substituted or added to support patients preferences and dietary goals.
 - ▶ **New diet order**
 - ▶ Consolidated diet entry for easier entry-based on typical usage patterns.



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New Menu - Example

Breakfast						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Apple Juice	Cranberry Juice	Orange Juice	Apple Juice	Cranberry Juice	Orange Juice	Apple Juice
Cheerios	Oatmeal	Bran Flakes	Oatmeal	Corn Flakes	Rice Krispies	Oatmeal
Milk	Milk	Milk	Milk	Milk	Milk	Milk
Scrambled Eggs & Bacon	Cheese Omelet	Pancakes and Sausage	Hard Boiled Egg and Cheese	Cheese Omelette	French Toast and Sausage	Hard Boiled Eggs and Vanilla Yogurt
Hashbrowns	Blueberry Bran Muffin		Butter Milk Biscuit	Bannok with Blueberry Sauce		Banana Bread
Banana	Pineapple	Peaches	Diced Pears	Mandarin Orange	Fruit Cocktail	Blueberries

Lunch						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Tomato Basil	Cream of Broccoli	Garden Vegetable	Chicken Noodle	Butternut Squash	Corn Chowder	Three Sisters
Beef Noodle Stir Fry	Crunchy Ranch Chicken & Roasted Potatoes	Broccoli and Cheese Quiche	Pulled Pork and Corn Bread	Chicken Alfredo Penne	Roasted Veggie Pizza	Turkey Pot Pie
Milk	Milk	Milk	Milk	Milk	Milk	Milk
Mixed Green Salad & French Dressing	Carrots	Garden Salad	Coleslaw	Mixed Greens & French Dressing	Bean Salad	Spinach Orange Salad & Raspberry Dressing
Orange Sherbert	Vanilla Yogurt	Diced Pears	Pineapple	Vanilla Ice Cream	Mandarin Oranges	Peaches

Dinner						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Greek Chicken with Tzatziki	Chickpea Stew	Roast Turkey and Gravy	Lasagna	Crispy Baked Fish with Tartar	Ginger and Scallion Chicken	Red Pepper Bolognese Sauce
Rice Pilaf	Dinner Roll	Mashed Potatoes	Garlic Bread	Mashed Potatoes	White Rice	Spaghetti Noodles
Milk	Milk	Milk	Milk	Milk	Milk	Milk
French Green Beans	Mixed Greens & Carrot Salad with Dressing	Peas	Caesar Salad	California Veg	Broccoli	Macedonia Veg
Carrot Cake	Cheese Cake	Butterscotch Pudding	Oatmeal Cookie	Butter Tart Square	Apple Crumble Cake	Date Square

Always Available

The following items will always be available

Soup



- Chicken Noodle Soup
- Vegetable Soup
- Broth

Light Fare



- Grilled Cheese (Dinner)
- Egg Salad (all meals)
- Veggie Burger
- Hamburger
- Cottage Cheese and Fruit plate
- Grilled Chicken Salad Plate
- Hummus, Pita and Vegetable Plate

Entrée



- Mac and Cheese
- Chicken Fingers and Plum Sauce
- Rotisserie Chicken Thigh
- Spaghetti with Marinara Sauce

Sides



- Cold Cereals
- Milk
- Hard Boiled Egg
- Yogurt
- Peanut butter
- Carrot Coins (Dinner)
- Squash (Lunch)
- Garden Salad with Dressing
- Mashed Potato
- White Rice

Dessert



- Pudding
- Ice Cream
- Apple
- Banana

Entry



- Direct to MediTech in Preferences (Diet Order)
- Expressly for You (iPads)
- Phone N&FS - x6725



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New Menu – EFY (Expressly For You)

- ▶ New menu relies on entry of patient preferences through:
 - ▶ Expressly For You
 - ▶ MediTech
 - ▶ X. 6725
- ▶ Once new menu is in full stride, all patients will be offered an opportunity to enter their orders with EFY (Dietary staff visit patients with iPads for menu preference).
- ▶ Pre-launch patient surveys completed. Post launch patient surveys will be conducted on a regular basis to maintain a positive Patient Experience.



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Meditech Expanse Update

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



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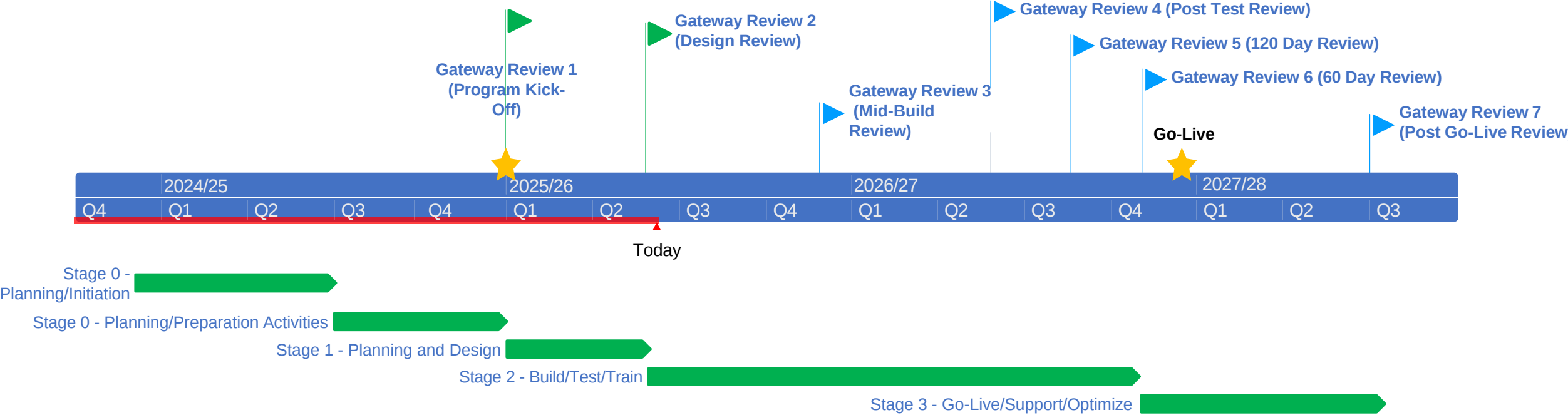
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Timeline



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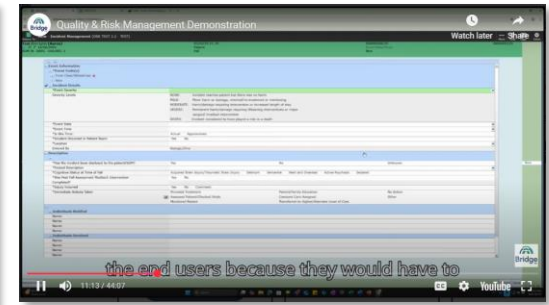
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Some of our work this summer



- Touchpoints with staff at events across the region.
- Validation of workflows.
- Additional Expanse demonstrations.



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Labour & Delivery

Dr. Stephen Fairley
Dr. Laura Power
Lorena Vehling
Tori Glena
Kristy Moore-Bunney
Siobhan O'Malley
Venessa Mahelijvic

Emergency Department

Dr. Cody McMillan
Dr. Jeff Heringer
Dr. Krista Dowhos
Dr. Cole Anderson
Shelly Sanderson
Adrian Mckee

Imaging and Documentation

Management (IDM)

Kati Tuomi
Kyle Dolcetti
Dennis Homeniuk
Mitchel Barr

Ambulatory Care/Outpatient

Jolyne Fadyshen
Alyson Vescio
Jenny Godden
Rachel Quequish

Mental Health Inpatient

Larissa Warywoda
Amy Pollard

Registration/Scheduling

Kate Martin
Dennis Homeniuk
Leanne Stevens
Carrie Webber
Rebecca Harris
Rae-Anne Robinson

Health Records

Christina Bayko

Patient Billing

Michelle Brown

IPAC

Stephanie Erickson
Nancy Maijala
Dana Lamminmaki

Pharmacy

Cali Muileboom
Alison Lester
Seija Rapino
Garry Prokopowich
Lisa Sdraulig



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Subject Matter Experts & Working Groups



Paediatrics

Marta Nesti
Shelby Bill
Erin Falk

Surgery

Caroline Fanti
Lauren
Commisso

Clinical Documentation

Sarah Lynn Myllyaho
Jordan Stokes
Jodie Sutton
Dawna Maria Perry
Michael Conrad

Allied Health

Kyle Dolcetti
Emily Behse
Debra
Croswell

Dietary Standards

Stephanie Rowan
Erin Woodbeck
Kristen Bernosky
Aili Saranpaa
Laurie Broadfoot
Emily Bernie

Order Sets

Carina Desramaux
Julie Vinet
Sarah Lynne Myllyaho
Rajesh Talpade
Carolyn Gagnon

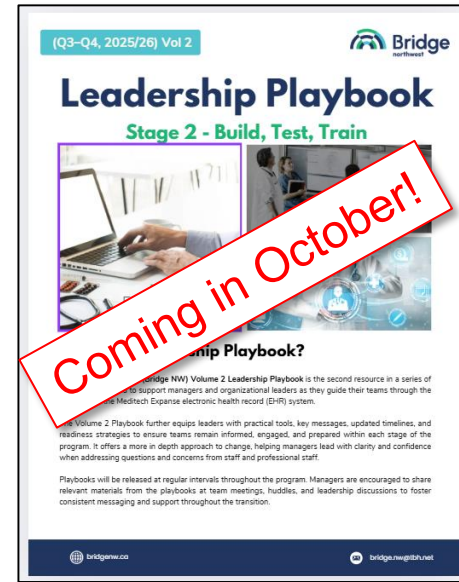
Critical Care

Edie Hart
Tiana Veal
Dr. Sean Cuninghame
Dr. Bernadett Kovacs



What's coming next?

- ▶ Volume 2 of the Bridge NW Leadership Playbook



- ▶ Bridge NW Town Halls

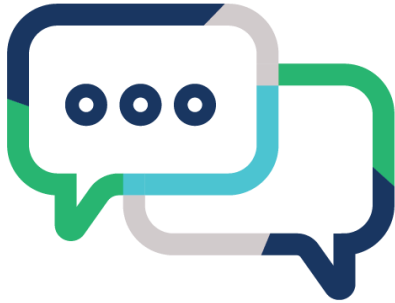


- ▶ Start of work on Order Sets & Detailed Content Review



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How to stay Informed



- TBRHSC Project Co-Lead: DawnaMaria.Perry@tbh.net
- TBRHSC Program Co-Lead: Martina.Boote@tbh.net
- Program Change Lead: Sondra.Seibel@tbh.net



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Sharing and Caring Together 2025

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



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Event Schedule

Monday, October 20	Tuesday, October 21	Wednesday, October 22	Thursday, October 23	Friday, October 24
11:30 a.m. – 12:00 p.m. Lunch and Learn Post Discharge Liaison	11:30 a.m. – 12:00 p.m. Lunch and Learn QRM Quality Huddles	11:30 a.m. – 12:00 p.m. Lunch and Learn Pet Therapy	11:30 a.m. – 12:00 p.m. Lunch and Learn Mindfulness	10:00 a.m. Sharing and Caring Opening Ceremony 10:00 a.m. – 3:00 p.m. Sharing and Caring Main Expo
12:30 p.m. – 1:00 p.m. Lunch and Learn PFCC Data Specialist	12:30 p.m. – 1:00 p.m. Lunch and Learn QRM Quality Huddles	12:30 p.m. – 1:00 p.m. Lunch and Learn Pet Therapy	12:30 p.m. – 1:00 p.m. Lunch and Learn PFA Story Telling	



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Truth and Reconciliation Commission Report

Dr. Miranda Lesperance, *Vice President, Indigenous Collaboration, Equity & Inclusion*



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Truth and Reconciliation Commission's 94 Calls to Action

- ▶ **What is the Truth and Reconciliation Commission of Canada?**
 - ▶ The Truth and Reconciliation Commission of Canada is committed to addressing the legacy of residential schools and advancing the reconciliation process.
- ▶ **How did the 94 Calls to Action come to be?**
 - ▶ Following consultations with residential school survivors, the commission recommended 94 Calls to Action aimed at various levels of government and institutions, including those in the health care and education sectors.



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TBRHSC's Response

► Strategic Plan 2026

- As we implement our Strategic Plan 2026, we are committed to promoting transparency regarding Thunder Bay Regional Health Sciences Centre's efforts to address the Truth and Reconciliation Commission's 94 Calls to Action.

1. Establish EDI Steering Committee – Operational
2. **Truth & Reconciliation Call to Action Implementation – Operational**
3. EDI Policy & Procedure Review – Operational
4. Cultural Safety Training – underway
5. EDI Physical Environment Review – underway
6. EDI Experience Sharing to Build Understanding & Respect - underway
7. Indigenous Recruitment & Education – underway



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Equity, Diversity, & Inclusion
We all belong

1. Embed Equity, Diversity and Inclusion in everything we do.

OBJECTIVE

1.1 Address Indigenous and other forms of racism and discrimination that lead to inequities throughout our Hospital.

1.2 Establish partnerships that support collaboration, ongoing sharing and learning, and forge pathways for recruitment that reflect the diversity of our communities.

2. Provide a culturally safe experience for all patients and staff.

OBJECTIVE

2.1 Develop strategies to promote and enable a culturally safe environment.



Launch of the Report

- ▶ **How we will share the report with the community?**
 - ▶ An online report will be published on every September 30, 2025 to share our progress and next steps with our partners and the community.
 - ▶ Stay tuned — Information will be made available on the Hospital's website, Daily Informed Newsletter and social media pages.



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Questions?



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Closing Remarks

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



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(September 17)



(September 13-19)



(September 15-19)



Housekeeping Appreciation Week
(September 14-20)



(September 15-19)



(September 30)

