

Thunder Bay Regional Health Sciences Centre

VIRTUAL  
**TOWN HALL**



# Welcome to the Town Hall



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# Introduction

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



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# Agenda for February 25, 2026

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Reflections From the Front Lines (Cardiac Rehab)** – *J. Wintermans*
- ▶ **Staff Spotlight (Cardiovascular Services Team)** – *W. Taylor*
- ▶ **Strategic Plan 2026 Q3 Report** – *J. Logozzo*
- ▶ **Accreditation 101** – *M. Allain*
- ▶ **Employee Recognition Week 2026** – *K. Myros*
- ▶ **Cardiovascular Surgery Program (Construction Update)** – *R. Sears*
- ▶ **Meditech Expanse Update** – *D.M. Perry*
- ▶ **Your Questions Answered** – *J. Wintermans*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*



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# Reflections From the Front Lines

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



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[https://www.youtube.com/watch?v=IfFBBYC\\_c3Q](https://www.youtube.com/watch?v=IfFBBYC_c3Q)



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# Staff Spotlight:

## *Cardiovascular Services Team*

*Wayne Taylor, Director, Cardiovascular, Medicine and Renal Program; Regional Director, NW Regional Renal Program, Ontario Renal Network*



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# Cardiac Catheterization Lab

The Cath Lab is staffed by Registered Nurses, Medical Radiation Technologists, a clerical and data team, as well as Interventional and Diagnostic Cardiologists, including a Cardiologist with an electrophysiology specialist designation.



Members of the Cath Lab team are displaying the new Optical Coherence Tomography (OCT) system for advanced intra-coronary imaging to support PCI procedures.



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Members of the team are displaying the new Intra-aortic balloon pump (IABP)

## Cardiac Catheterization Lab

In 2024/25:

- ▶ **2071** Diagnostic Cath's were performed.
- ▶ **816** Percutaneous Coronary Interventions (PCIs) were performed.
- ▶ **196** Pacemaker procedures were performed.



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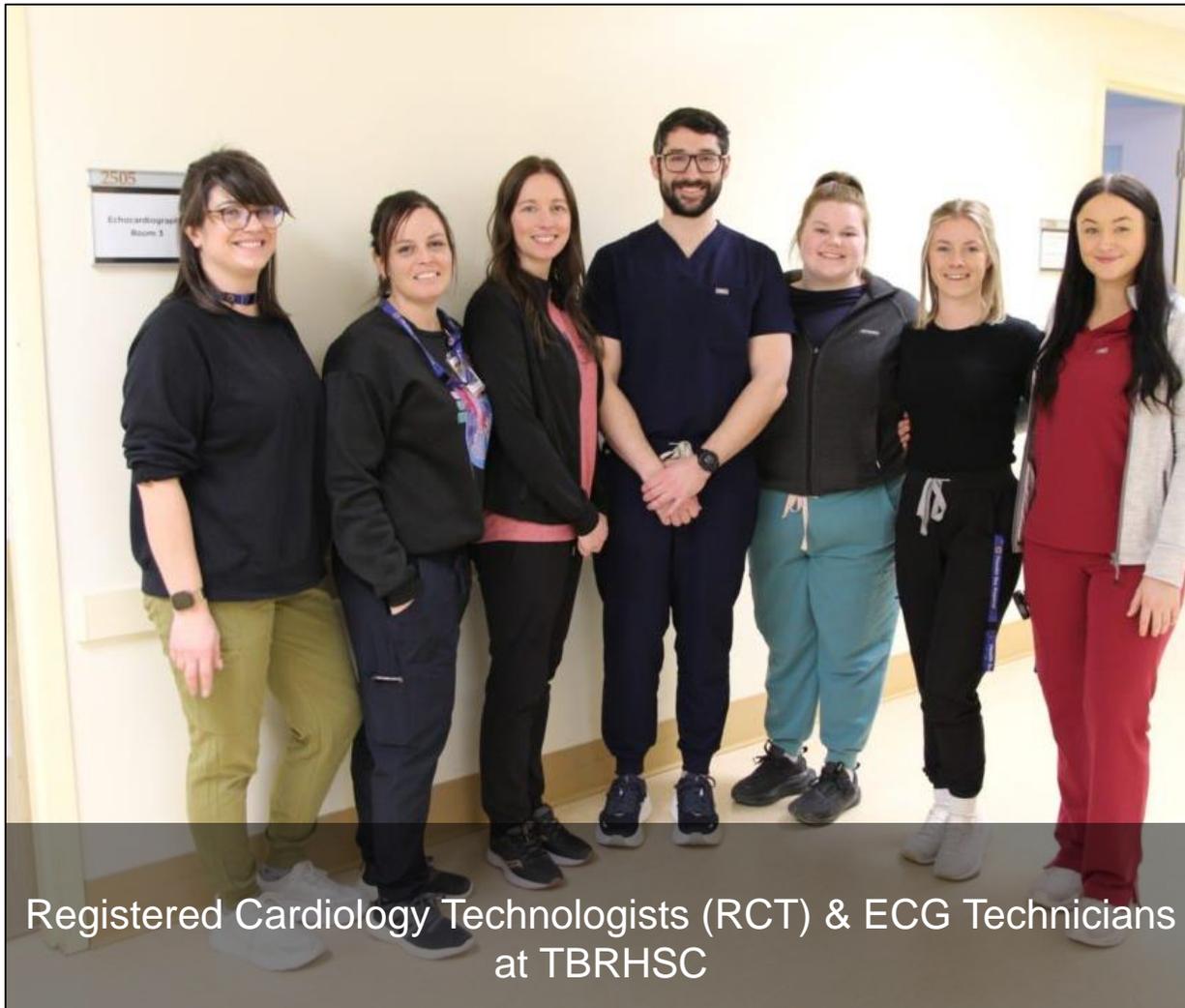


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# Cardiac Diagnostics Electrocardiogram (ECG)

In 2024/25:

- ▶ **52,506** ECG's were performed at TBRHSC.
- ▶ **60%** were performed in our Emergency Department (ED).



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# Cardiac Diagnostics Stress Lab

In 2024/25:

- ▶ **2,916** Exercise Stress tests were performed at TBRHSC.
- ▶ These tests are run by RCTs and Registered Respiratory Therapists (RRT) supported by general Cardiologists.



Clinicians in the stress lab are seen here with our GE CASE stress system





RCTs from the Pacemaker and Device Clinic support the implantation of permanent pacemakers performed in the Cardiac Cath Lab.

## Cardiac Diagnostics Pacemaker and Device Clinic

The Pacemaker & Device Clinic is run by RCT's and an RN.

In 2024/25:

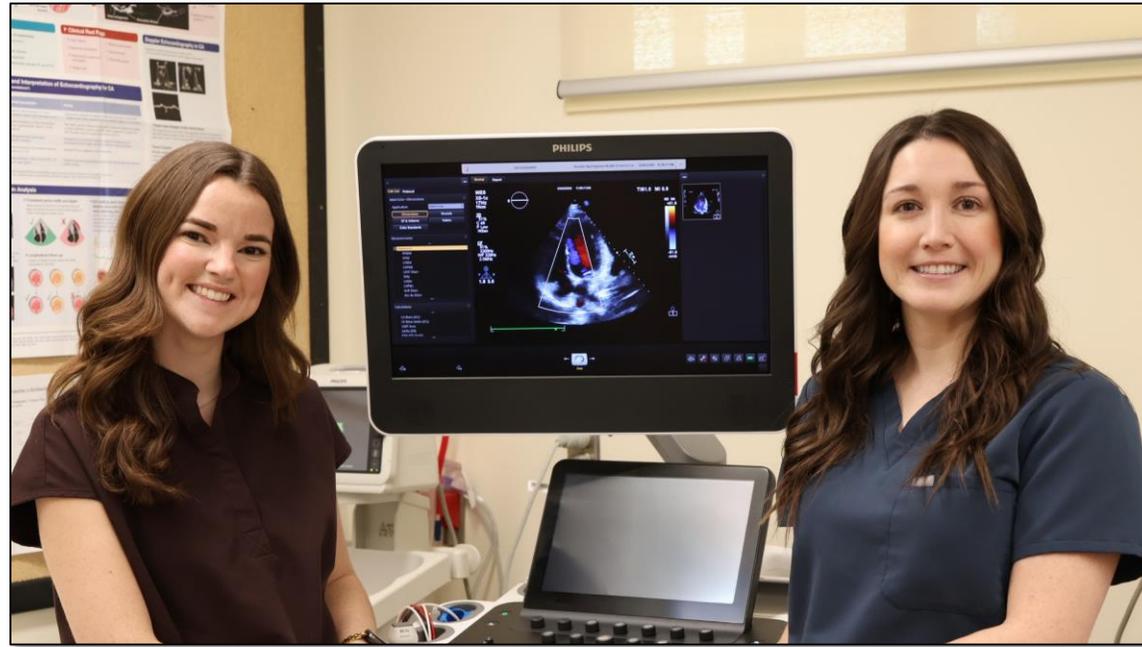
- ▶ There were **2473** device clinic visits (pacemaker & ICD monitoring and follow-up).
- ▶ A total of **595** Holter monitors were initiated.



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## Cardiac Diagnostics Echocardiogram (ECHO)

In 2024/25:

- **5,831** ECHOs performed at TBRHSC.
- Above are some of our team's Cardiac Sonographer's who work in our three ECHO labs (some of whom have dual certification as cardiac sonographers & registered cardiology technologists (RCT)).



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# Inpatient Cardiology

In 2024/25:

2C admitted a total of **2,166** patients with **1,555** being admitted directly under the Cardiology service.

- Acute coronary syndrome (ACS).
- NSTEMI/STEMI, Unstable angina.
- Congestive heart failure, brady-tachy arrhythmias, endocarditis, other primary cardiac disorders.
- PCI Short-Stay Recovery.



Inpatient Cardiology is supported by registered nurses (RNs), nurse practitioners (NPs), pharmacists (RPh), occupational therapists (OT), physical therapists (PT), social workers (SW), registered dietitians (RD), clerical staff, housekeeping, nutrition and food services, clinical leaders, and both general and interventional cardiologists.



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# Cardiovascular Rehabilitation

A program designed to help patients manage cardiovascular disease, reduce the risk of further heart-related events and to lead a healthier, more independent lifestyle.

This program is run by RNs, Kinesiologists, RD, SW, clerical staff and a Cardiologist.

A 16-week guided exercise program:

- Education
- Counseling
- Nutritional coaching



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# Cardiovascular Surgery Visiting Clinics

In 2024/25:

- **195** local patients seen in CV clinics at TBRHSC.
- Clinic is supported by our Regional Cardiovascular Triage RN.
- **310** Cardiovascular surgical referrals made to tertiary cardiac centres from TBRHSC in 2024/25.



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Thank you to the entire  
Cardiovascular Services Team!



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# Strategic Plan 2025/26 Q3 Report

Jessica Logozzo, *Vice President, Strategy and Regional Transformation*



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# Overall Progress and Status Report to 2025/26 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	3				2
Staff Experience	7	5	1			1
Research, Innovation & Learning	3	2				1
Sustainable Future	4	4				
<b>Total</b>	<b>26</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>



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# Strategic Indicator Results for 2025/26 Q3

 Continuing to exceed new target for the number of patients and staff 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 (SLC, Managers and Staff)

 Met 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.

 Below target for 30 day inpatient readmission rate for Congestive Heart Failure. *\*Q3 results are preliminary*



 Meeting target for cumulative improvement in inpatient harm incidents for targeted categories. *\*Q3 results are preliminary*

 Final results from HSO Global Workforce Survey to be shared.

 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. *\*Q3 results are preliminary*



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# Accreditation 101

Michelle Allain, *Interim Manager, Quality and Risk Management*



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# What is Accreditation?

- ▶ Accreditation is an ongoing process of assessing healthcare 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.



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# Why does Accreditation matter?

- ▶ Accreditation fosters a culture of quality and safety.
- ▶ Patients can expect the same level of quality and efficient care anywhere in Canada.
- ▶ Allows TBRHSC to continue to build and strengthen its reputation and partnerships within the community.
- ▶ Better quality leads to better health.
- ▶ The next Accreditation on-site survey is taking place [May 11-14, 2026](#).



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# What is being evaluated?



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# Your role in the journey

## Leaders

- ▶ Reinforce the value of accreditation.
- ▶ Use ROPs and mock tracers in huddles, coach staff, and build familiarity.

## Staff

- ▶ Join mock tracers and know your ROPs.
- ▶ Know where to access policies, tools, and resources when needed
- ▶ Be ready to speak to your role in safe, high-quality care.



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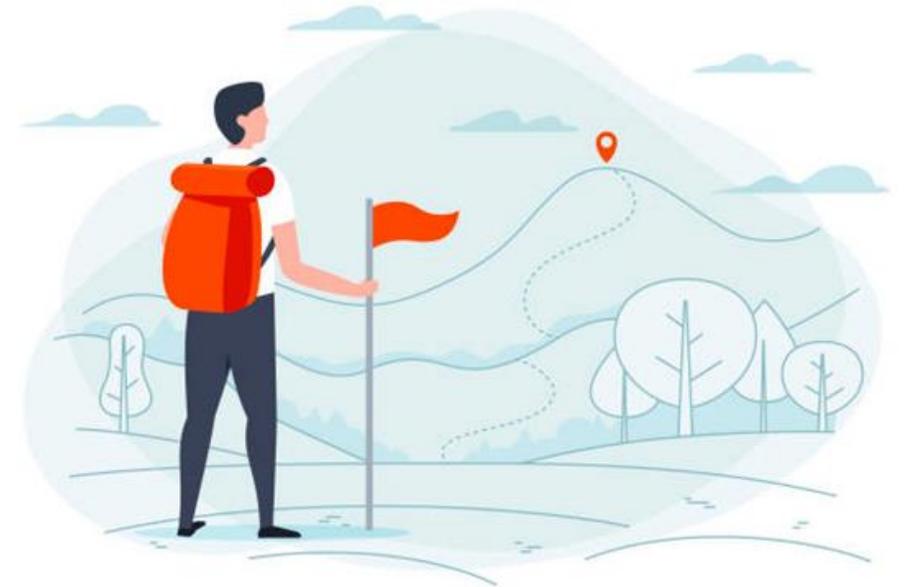


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# What to expect between now and May

- ▶ Ongoing communication and updates about Accreditation
- ▶ Unit-/department based education and reminders
- ▶ Opportunities to ask questions and clarify expectations
- ▶ Continued focus on everyday safe, quality care



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# Stay informed



**Corporate Info >  
Accreditation  
2026**

**Accreditation  
Resource Hub**  
*ROP posters,  
presentations,  
tracer questions &  
more*

**Support & Questions | TBRHSC Quality & Risk Management**

[TBRHSC.QualityandRiskManagement@tbh.net](mailto:TBRHSC.QualityandRiskManagement@tbh.net)



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# Thank you

Your leadership, engagement, and teamwork make all the difference as we prepare for the Accreditation site survey.

*May 11–14, 2026*



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# Employee Recognition Week 2026

**Kim Myros**, *Manager Employee Experience and Well-Being, Human Resources*



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# Participate in this year's Employee Recognition Week

February 27 - March 6, 2026

- ▶ ERW Big Prize Draw
- ▶ Daily Trivia
- ▶ Events:

## Friday, February 27

**Coffee**  
Bottom of the Grand Staircase  
7:00 AM - 9:00 AM

**Therapeutic Touch**  
Auditorium B  
10:00 AM - 11:30 AM

**Ice Cream**  
Bottom of the Grand Staircase  
11:30 AM - 1:00 PM

**Mini Massages**  
Auditorium B  
1:00 PM - 3:30 PM

## Saturday, February 28

**Pop Up Appreciation**  
Entryways  
6:00 AM - 9:00 AM

**Pastries**  
Bottom of the Grand Staircase  
2:00 PM - 4:00 PM

## Sunday, March 1

**Ice Cream**  
Bottom of the Grand Staircase  
11:30 AM - 1:00 PM

## Monday, March 2

**Mini Massage**  
Room 1444  
8:00 AM - 10:30 AM

**Soft Tissue Therapy**  
Room 1444  
11:30 AM - 1:00 PM

**Pastries**  
Bottom of the Grand Staircase  
2:00 PM - 4:00 PM

## Tuesday, March 3

**Mini Massages**  
Room 1444  
9:00 AM - 11:30 AM

**Therapy Dog Drop In Session**  
Auditorium A  
2:00 PM - 3:00 PM

**Pastries**  
Bottom of the Grand Staircase  
5:00 PM - 8:00 PM

## Wednesday, March 4

**Pop Up Appreciation**  
Entryways  
6:00 AM - 9:00 AM

**Coffee**  
Bottom of the Grand Staircase  
11:30 AM - 1:00 PM

**Mini Massages**  
Auditorium B  
6:00 PM - 8:30 PM

## Thursday, March 5

**Therapeutic Touch**  
Auditorium A  
11:00 AM - 12:30 PM

**Ice Cream**  
Bottom of the Grand Staircase  
1:00 PM - 2:30 PM

**Mini Massages**  
Auditorium B  
2:00 PM - 4:30 PM

**Pop Up Appreciation**  
Entryways  
6:30 PM - 8:30 PM

## Friday, March 6

**Coffee**  
Bottom of the Grand Staircase  
7:00 AM - 9:00 AM

**Grand Prize Draw**  
10:30 AM

**Pastries**  
Bottom of the Grand Staircase  
11:30 AM - 1:30 PM

**Soft Tissue Therapy**  
Room 1444  
2:00 PM - 3:30 PM

**Daily Trivia**  
Available all day from February 27 to March 5.  
Visit [trivia.tbrhsc.net](http://trivia.tbrhsc.net) to participate.



- ▶ Ice Cream, Coffee & Tea, and Pastries
- ▶ Mini Massages
- ▶ Soft Tissue Therapy
- ▶ Therapeutic Touch Session
- ▶ Therapy Dog Drop In Session
- ▶ Pop Up Appreciation



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# Participate in this year's Employee Recognition Week

February 27 - March 6, 2026

- ▶ Recognition O'Grams
- ▶ Thumbs Up Blog
- ▶ Recognition e-Cards
- ▶ iCare Impact Awards



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# Cardiovascular Surgery Program (Construction Update)

Ryan Sears, *Director, Capital and Facility Services*



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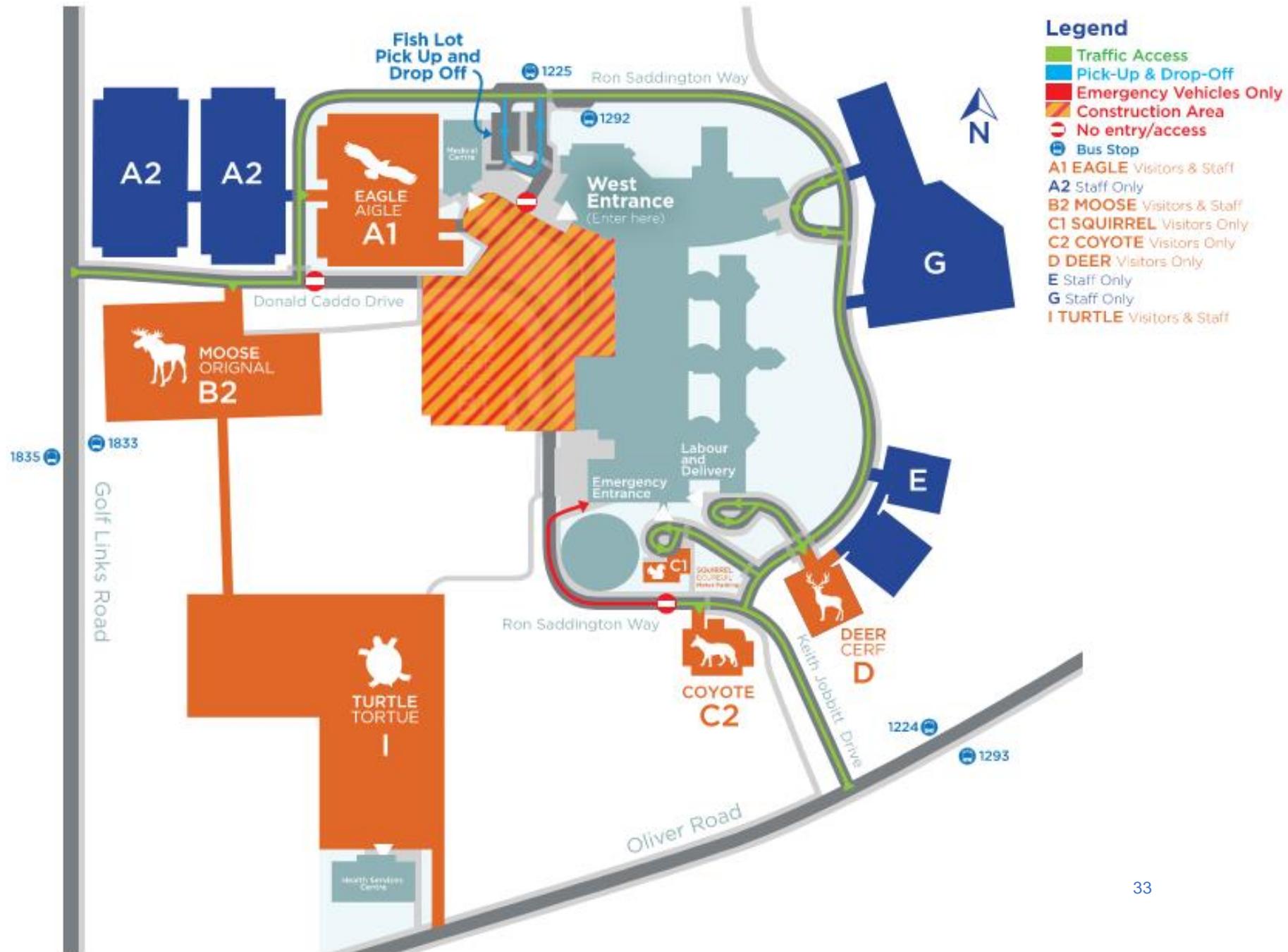
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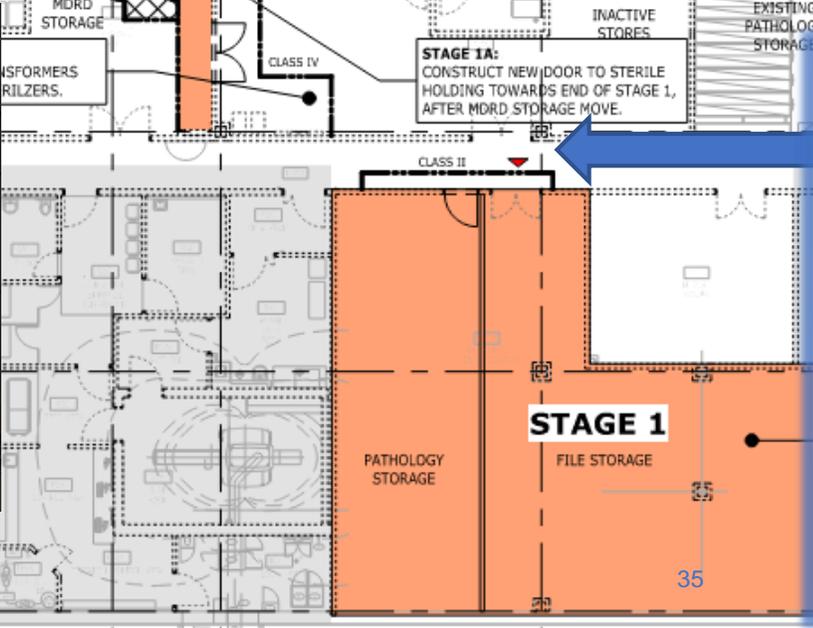
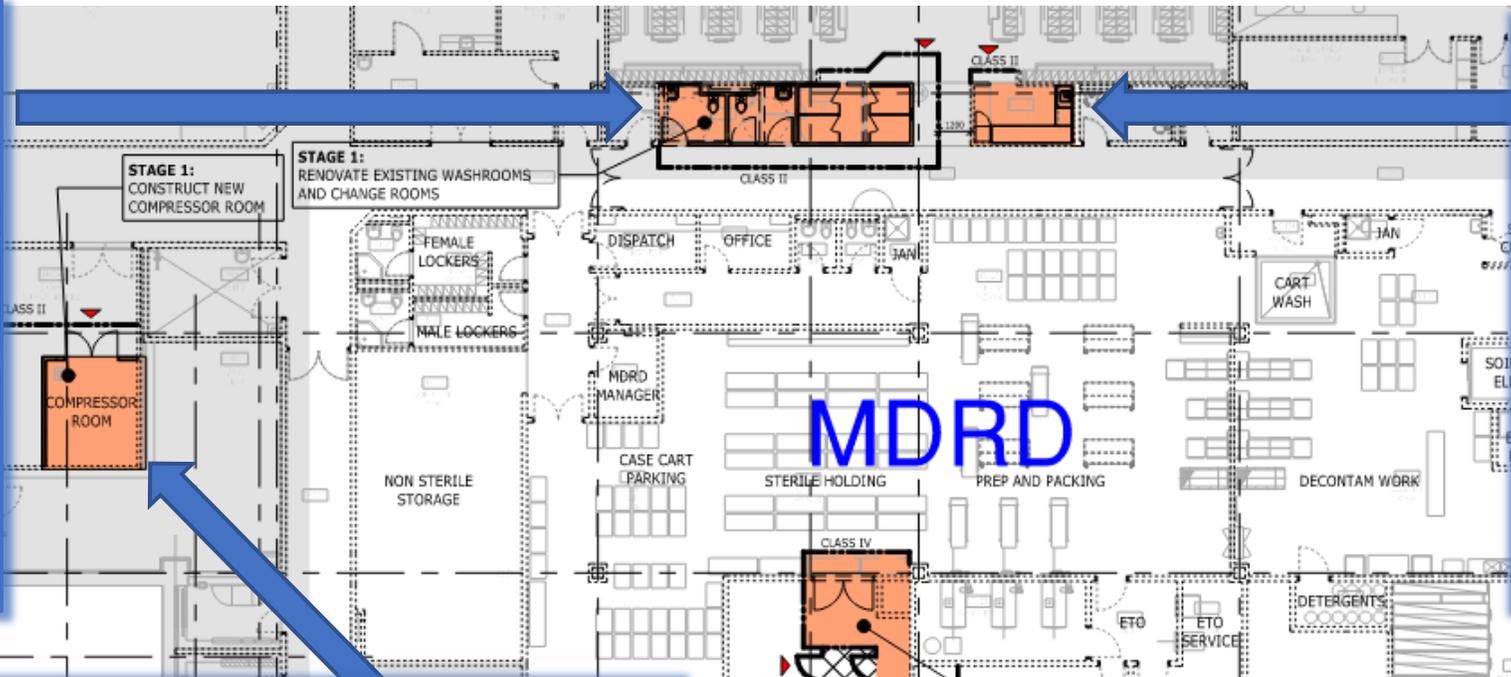


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2nd Level



3rd Level



Penthouse



# Need More Information?

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

▶ [www.tbrhsc.net](http://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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# Meditech Expanse Update

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



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# Our Vision: A Clinical Transformation

*“To be a leading health system - enabled by innovative digital transformation - where partners work together to achieve the best outcomes and care experience for the people of Northwestern Ontario”*



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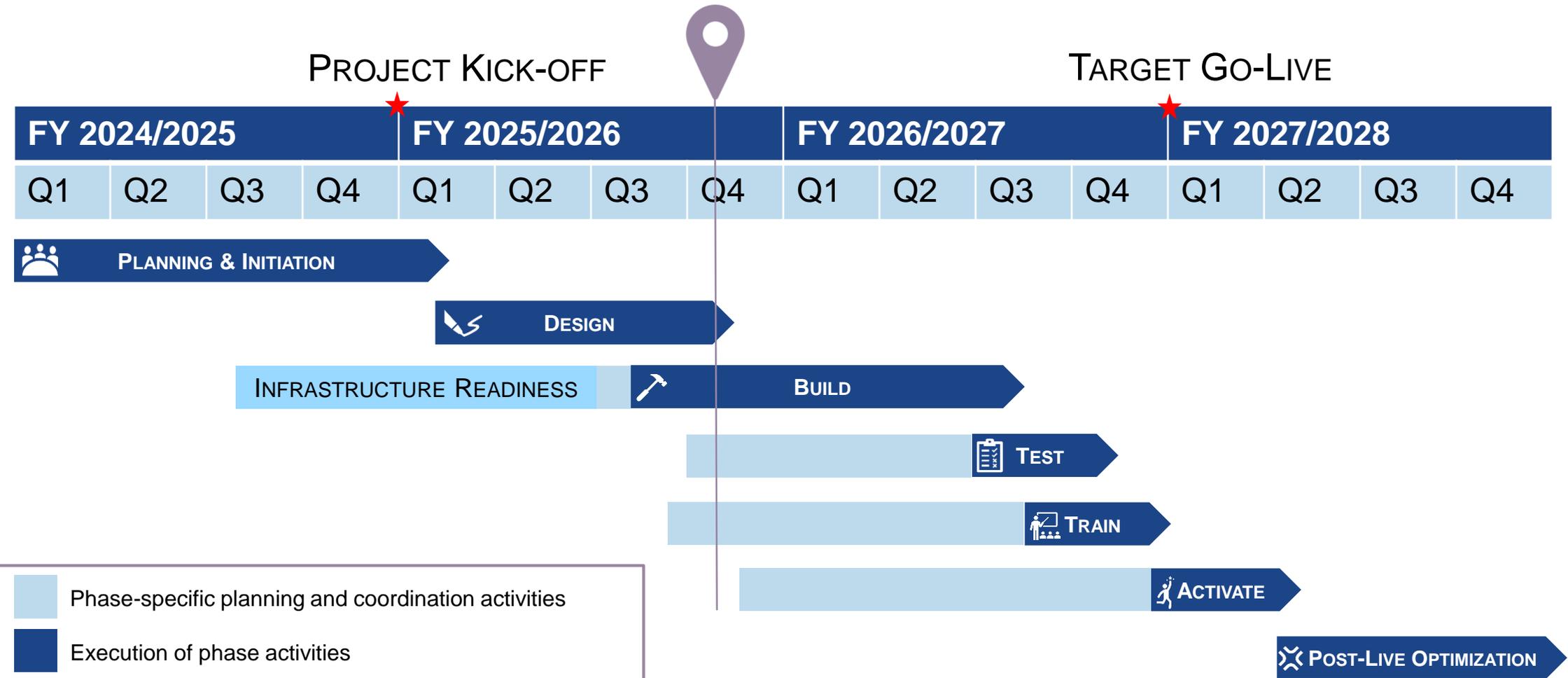
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# 2025 Year in Review

- ▶ Program launch!
- ▶ Communications: Website, Bridge Bytes, Newsletters
- ▶ Assignment into ONE HITS Advisory Positions, Board
- ▶ Local Delivery Boards (LDBs) Established
- ▶ Twin Site Program and visits
- ▶ Device Walkthroughs with department leads at all organizations
- ▶ Validation of Workflows with Clinical Working Groups
- ▶ Established the Order Set Committee, began reviews



# Major Phases



# Major Project Phases



## Testing

August – December 2026



### Participate and enable execution

- Assign appropriate staff to support coordination and onsite testing
- Ensure testing is performed by staff familiar with system functionality and role expectations (*not necessarily frontline staff, but knowledgeable representatives e.g., Working Group SMEs*)
- Support timely execution of test scenarios and validate issue resolution

## Training

October 2026 – February 2027



### Execute, enable compliance

- Ensure completion of required training and practice sessions
- Monitor training quality and compliance across teams
- Support rescheduling for missed or unattended training
- Partner with HR to ensure policies support mandatory training compliance (*e.g., attendance expectations, tracking, consequences for non-completion*)

## Activation

February – March 2027



### Provide coverage and support

- Support a 24/7 Local Command Centre during activation
- Ensure adequate onsite coverage (super users, command centre, at-the-elbow support)
- Allocate staff for chart conversion / EMR staging activities
- Ensure timely deployment of devices to clinical and operational areas

# How to Stay Informed

## Bridge Northwest Resources



Bi-weekly "Bridge Bytes"  
Quarterly Newsletters  
Quarterly Town Halls  
Website

## Local Resources



Change Specialist  
Expense Lead  
Intranet Page



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# TBRHSC Intranet

the INFORMED intranet 411 Search

MAIN PAGE **CORPORATE INFO** DEPARTMENTS DAILY INFORMED POLICIES THUMBS UP COMMITTEES EMPLOYEE EXPERIENCE & WELL-BEING

Corporate Info > Meditech Expense

Frequently Asked Questions Manager Resources News Team Training Resources Bridge NW Website



**This multiyear project organized by Bridge Northwest is expected to 'go live' with Meditech Expense in 2027.**

### Meditech Expense

Bridge NW is a regional program implementing a modern, unified electronic health record (EHR) system using Meditech Expense. Meditech Expense will improve the quality, safety, and efficiency of healthcare delivery at TBRHSC and in Northwestern Ontario.

We are making the change to Meditech Expense together with all of the hospitals in Northwestern Ontario. There are so many advantages to this - it's easier for care teams to more effectively share client/patient data in real time; it will lead to a more unified health record, improving individual and population health; and more.

This is a multiyear project organized by **Bridge Northwest**, and we expect to 'go live' with Meditech Expense in 2027.



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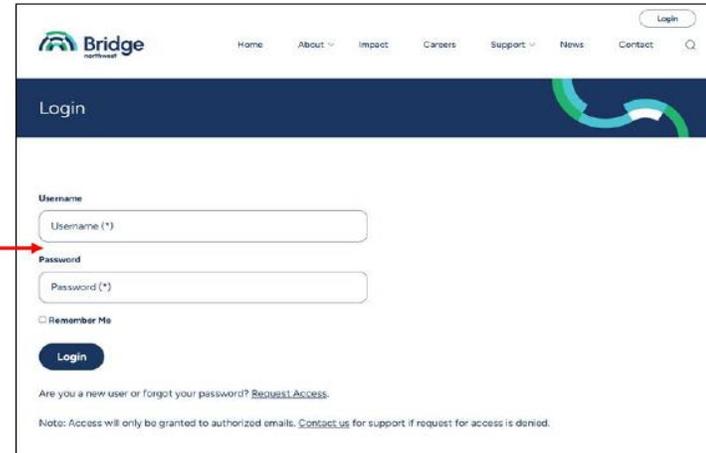
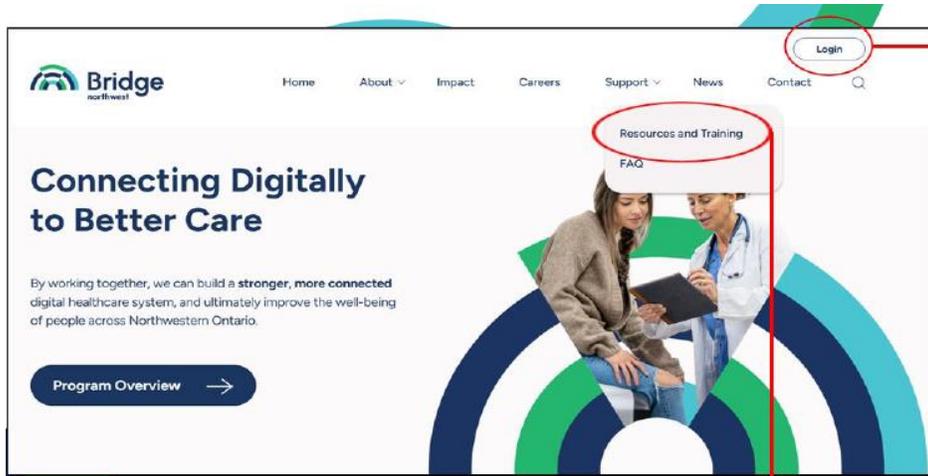
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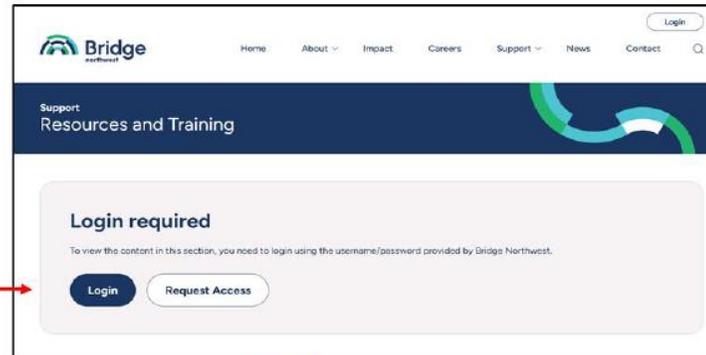


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# BridgeNW Website ( bridgenw.ca )



**Username: bridgenw**  
**Password: expanse**



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# Questions?



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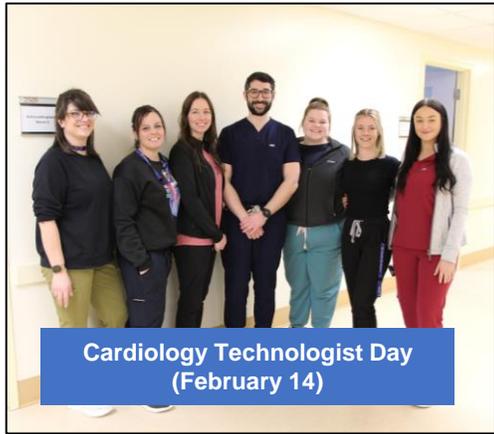


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# Closing Remarks

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



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