

Thunder Bay Regional Health Sciences Centre

VIRTUAL
TOWN HALL



Welcome to the Town Hall



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STRATEGIC PLAN



Exceptional **care** for
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Introduction

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



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Agenda for March 25, 2026

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Reflections From the Front Lines (The Renal Department's Pharmacy Team)** – *M. Bernardo*
- ▶ **Staff Spotlight (iCare Impact Awards)** – *K. Myros*
- ▶ **Accreditation 2026** – *T. Dao*
- ▶ **Cardiovascular Surgery Program (Construction Update)** – *A. Bruno*
- ▶ **Meditech Expanse Update** – *D.M. Perry*
- ▶ **Your Questions Answered** – *M. Bernardo*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*



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Reflections From the Front Lines:

The Renal Department's Pharmacy Team

Marcello Bernardo, *Manager, Communications and Engagement*



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<https://www.youtube.com/watch?v=kLOsCmYcnvk>



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Staff Spotlight:

iCare Impact Awards

Kim Myros, Manager Employee Experience and Well-Being



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iCare Impact Award Categories

- ▶ Sustainable Future
- ▶ Research, Innovation, and Learning
- ▶ Staff Experience
- ▶ Patient Experience
- ▶ Equity, Diversity, and Inclusion
- ▶ Vision
- ▶ Strategy in Action



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Sustainable Future Award



Open Doors Career Showcase Organizing Committee



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Research Innovation, and Learning Award



**Clinical Nurse Specialists,
Interprofessional Educators, & Nursing Practice Leaders**



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Staff Experience Award



Anne Purves, RN, and
Manager of 3B Surgery



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Patient Experience Award



Linda Buchan Centre Staff



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Equity, Diversity, and Inclusion Award



**Trisha Desa, RN,
Neonatal Intensive
Care Unit**



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Vision Award



Miskwaa Biidaaban (Indigenous Collaboration)



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Strategy in Action Award



Cook Serve Meal Program Service



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Accreditation 2026: *(May 11-14, 2026 On-Site Survey)*

Tram Dao, Interim Director, Quality and Risk Management



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Countdown to May: Preparing for the On-Site Survey



On-Site survey May 11-14, 2026

Surveyors visit departments to observe care delivery and patient safety.



Focus on Everyday Practice

Show how you contribute to safe, high-quality care in your real-work daily routine.



“I’m not sure, but here’s how I’d find the answer.”



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Guided by Excellence: Our Foundation

MISSION:

We provide quality care to patients and families, supported and advanced by research, innovation, and education that is responsive to the needs of the population of Northwestern Ontario.

VISION:



PHILOSOPHY:

Patients at the centre of everything we do.

VALUES:

DIVERSITY

We foster a people-centred environment that is inclusive of all.

COMPASSION

We show empathy, compassion and respect by acknowledging ourselves as learners in understanding the experiences of others, and by considering the needs, thoughts and feelings of those we serve and with whom we work.

EXCELLENCE

We deliver the highest quality service in every encounter and in all our work.

INNOVATION

We embrace continual learning and improvement to drive positive change.

ACCOUNTABILITY

We sustain and reinvest in our mission and communities by wisely planning for and managing our resources.

OUR STRATEGIC DIRECTIONS:

- Equity, Diversity, & Inclusion**
We all belong
- Patient Experience**
Empathy, compassion, and respect in every encounter
- Staff Experience**
This is where we want to work, grow, and thrive
- Research, Innovation, & Learning**
Driven by the needs of our patients, our staff, and our communities

Sustainable Future Ensuring our Healthy Future



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Simulation Survey: Key takeaways

February 18 Simulation Survey

Practice run to test our readiness for **Accreditation 2026**

What We Saw

- ▶ Strong **staff engagement**
- ▶ Commitment to **patient-centred care**
- ▶ **Collaboration and quality improvement** across teams

What We Learned

- ▶ Many practices **aligned with accreditation standards**
- ▶ Opportunities to **strengthen processes and documentation**



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Progress Snapshot: What's Happening



Current Focus - Building comfort and familiarity



What you should be seeing:

Roaming ROP coffee carts circulating with information.

ROP posters being reviewed during daily huddles.

Accreditation binders and infographic posters accessible in your area.



What you should be doing:

Practicing tracer questions to become comfortable describing your work.

Reviewing Required Organizational Practices (ROPs) and how they relate to your daily tasks.

Confirming you know where to find policies and tools when needed.

The Tracer Experience: Sample Questions



Raising Safety Concerns

“How do you report a patient safety concern or review a recent ‘near miss’ in your program?”



Quality Improvement (QI)

“Can you describe a recent QI initiative you have been involved in?”



Ethics & Patient-Centered Care

“How are patients involved in their care decisions, and how do you manage ethical disagreements?”



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Support & Resources



Access the iNtranet Resource Hub

Navigate to *corporate info* → *Accreditation 2026* for Accreditation resources & materials

Support

Contact the QRM team directly at TBRHSC.QualityandRiskManagement@tbh.net for any questions or support needs



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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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Cardiovascular Surgery Program (Construction Update)

Aaron Bruno, Project Manager, Capital and Facility Services



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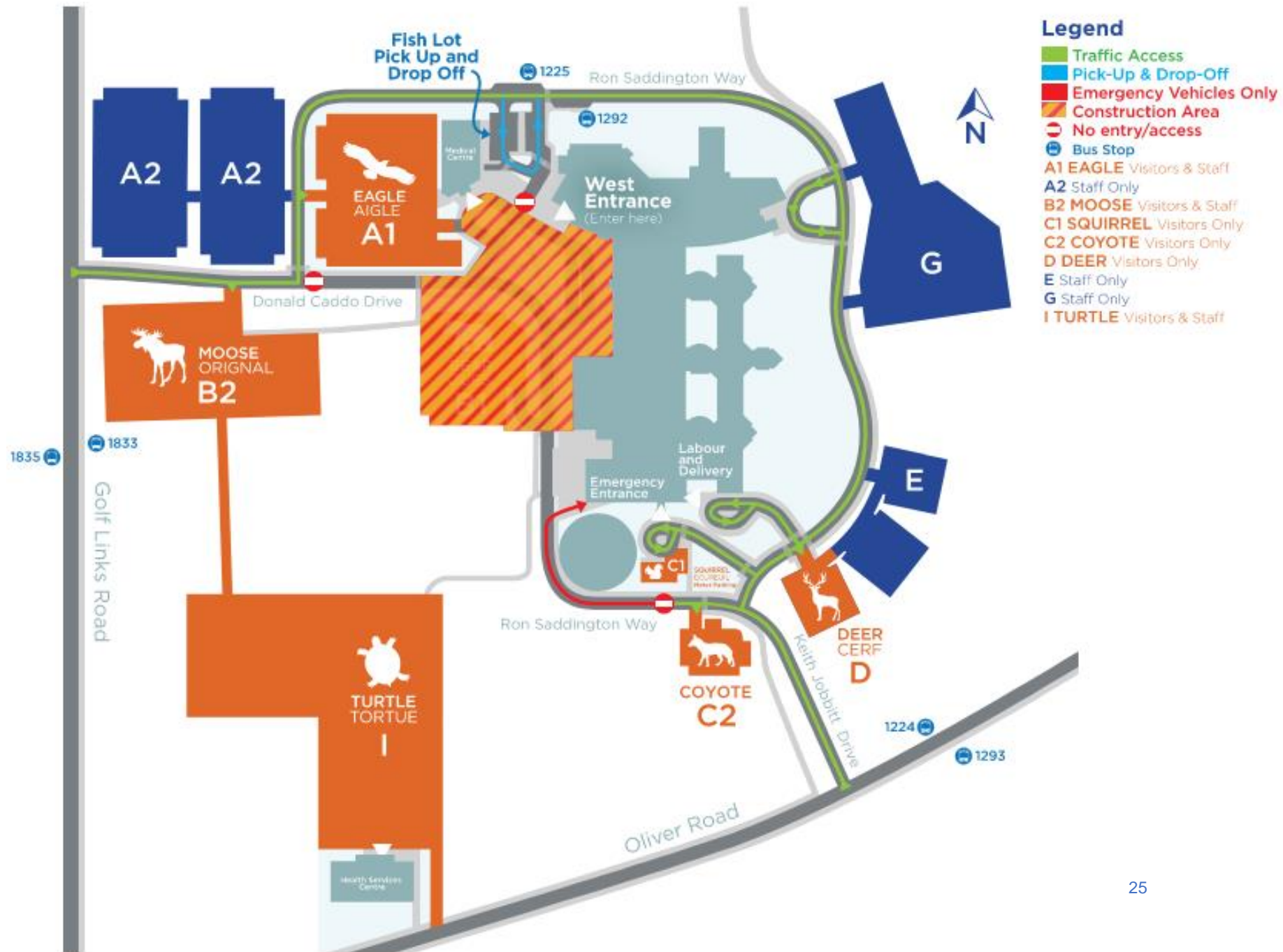
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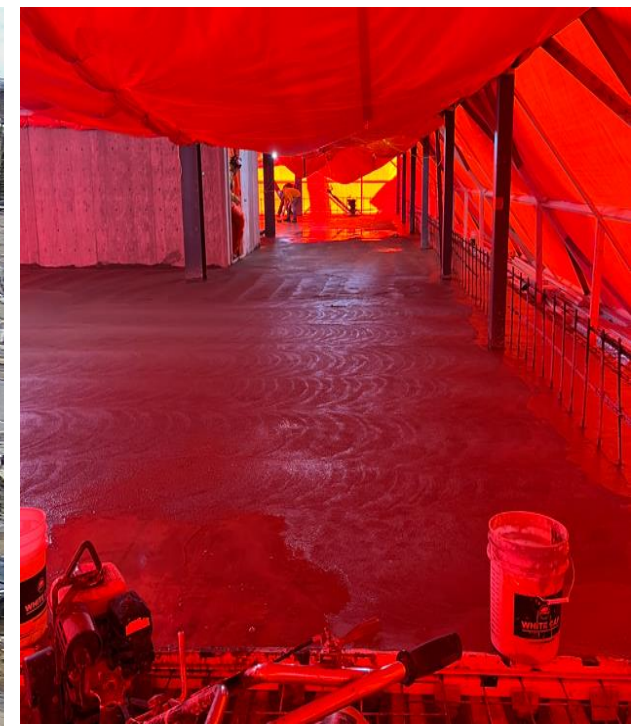


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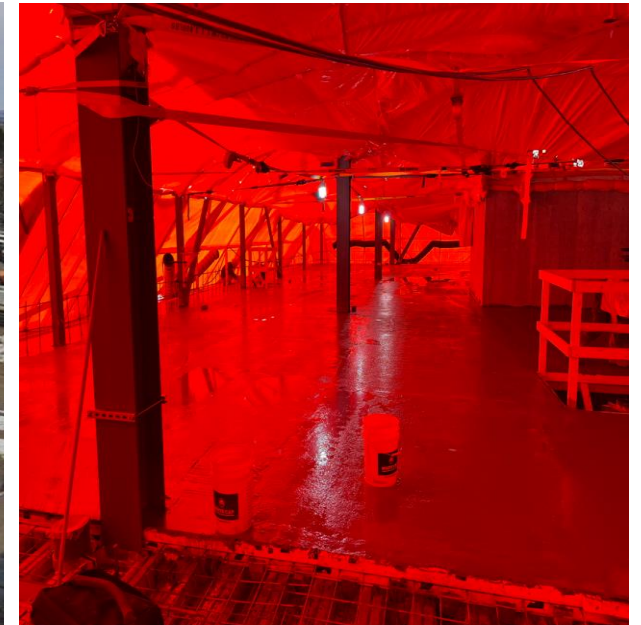
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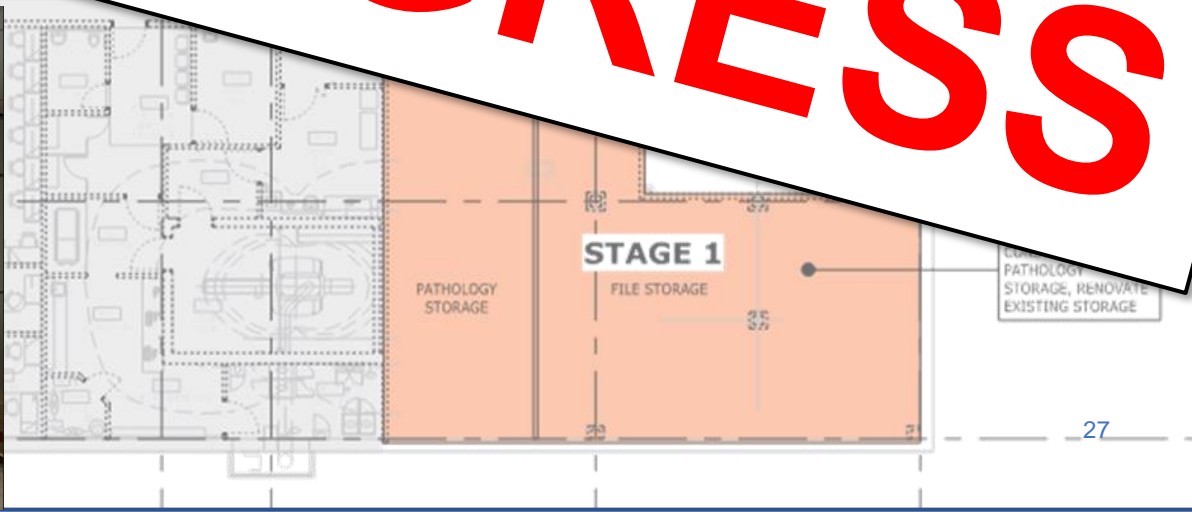
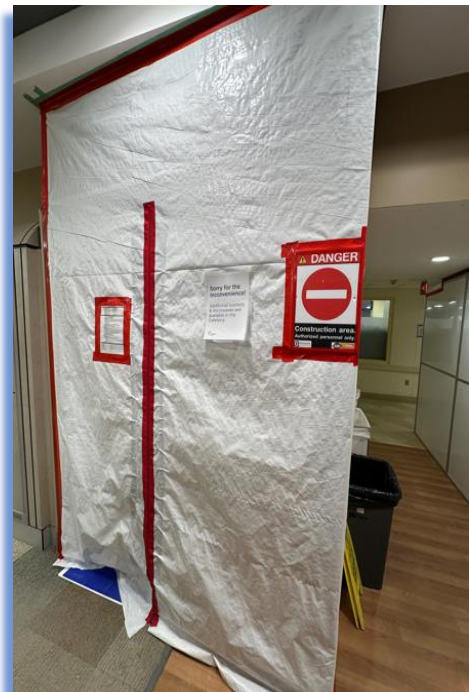
MARCH 2025



MARCH 2026



IN PROGRESS



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 Cardiovascular 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, *Interim Chief Nursing Information Officer*



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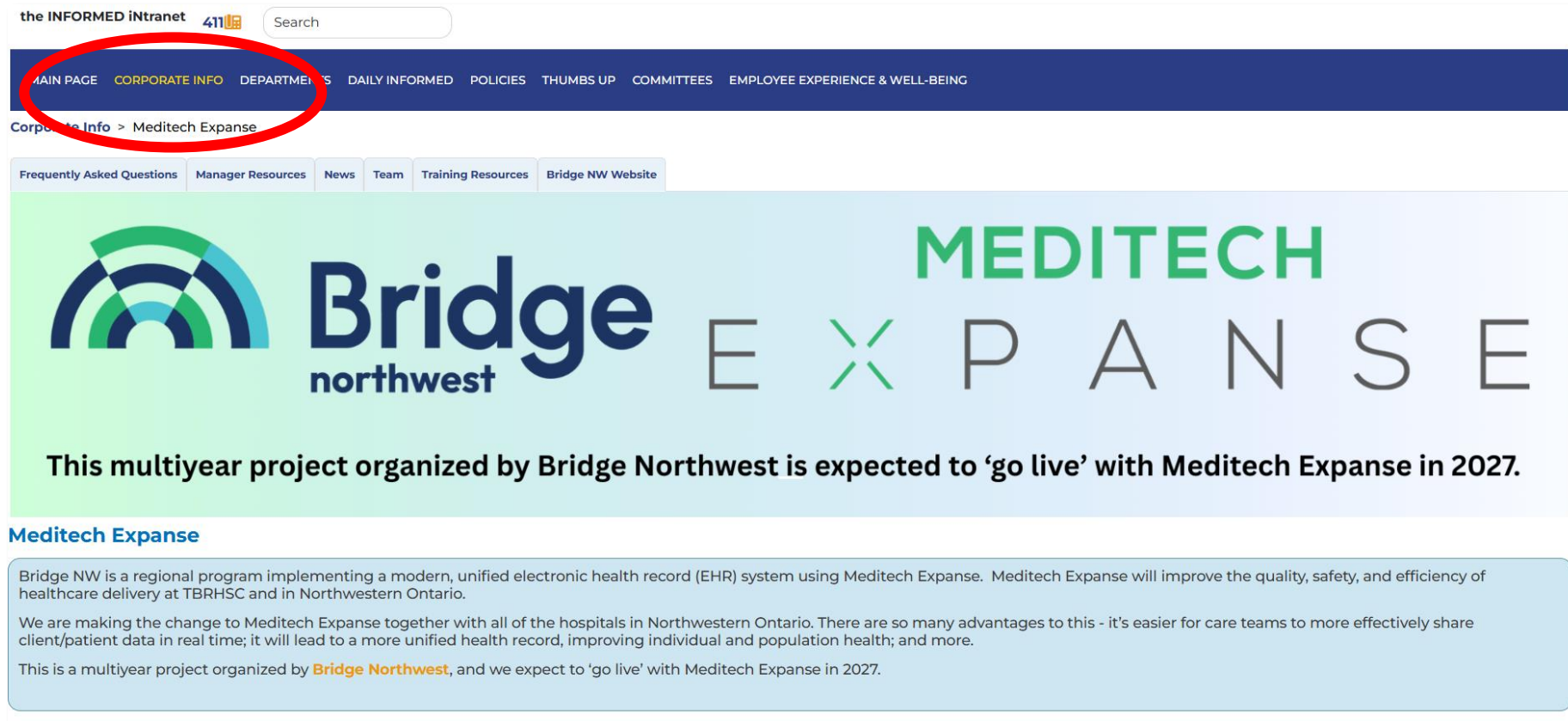


Bridge
northwest

Questions about MEDITECH Expanse



TBRHSC Intranet



the INFORMED intranet 411

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Corporate Info > Meditech Expand

[Frequently Asked Questions](#) [Manager Resources](#) [News](#) [Team](#) [Training Resources](#) [Bridge NW Website](#)

Bridge northwest MEDITECH EXPANSE

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

Meditech Expand

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

We are making the change to Meditech Expand 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 Expand in 2027.



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Bridge Northwest Website (bridgenw.ca)

Bridge northwest

Home About Impact Careers Support News Contact

Connecting Digitally to Better Care

By working together, we can build a stronger, more connected digital healthcare system, and ultimately improve the well-being of people across Northwestern Ontario.

Program Overview →

Resources and Training
FAQ

Login

Username
Username (*)

Password
Password (*)

Remember Me

Login

Are you a new user or forgot your password? [Request Access](#).

Note: Access will only be granted to authorized emails. [Contact us](#) for support if request for access is denied.

Support
Resources and Training

Login required

To view the content in this section, you need to login using the username/password provided by Bridge Northwest.

Login Request Access

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



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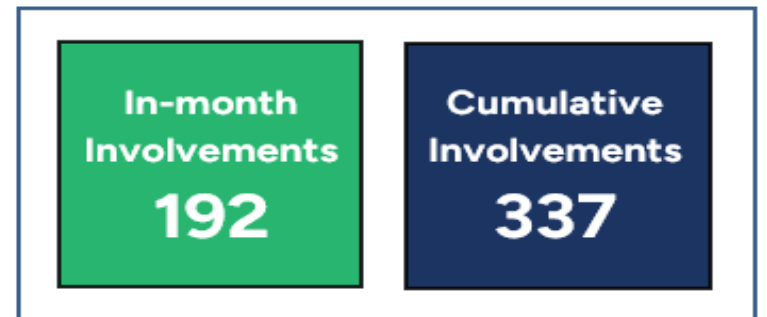
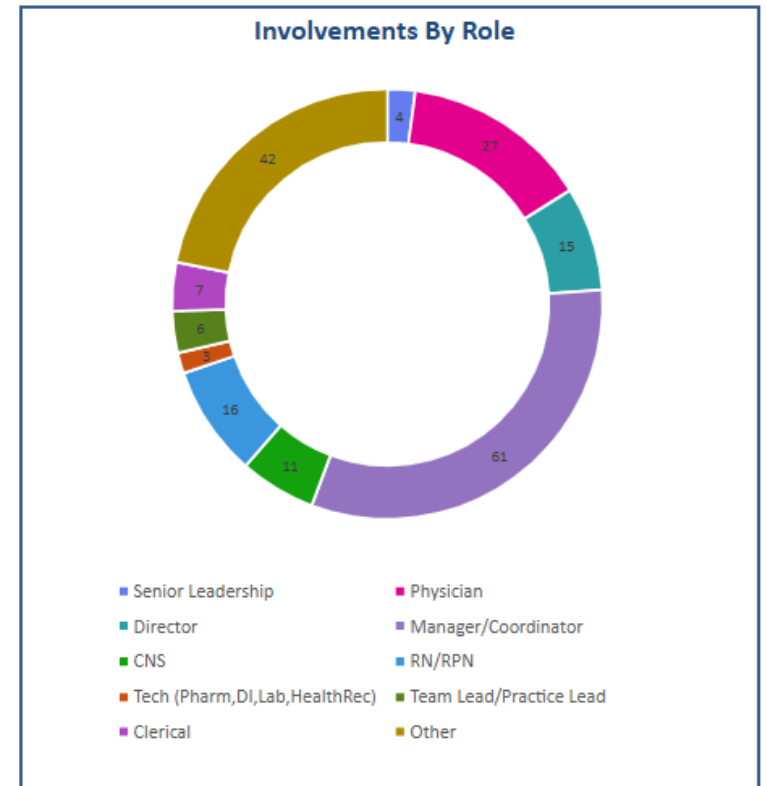


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Involvement

- ▶ **Testing:** August – December 2026
 - ▶ Using staff to support coordination and onsite testing
 - ▶ Testing to be performed by staff familiar with system functionality and role expectations
- ▶ **Training:** October – February 2027
 - ▶ Participate in training related to your role
 - ▶ Opportunity to participate as super user
- ▶ **Activation:** February – March 2027
 - ▶ Provide 24/7 support onsite from super users, command centre, at-the-elbow support



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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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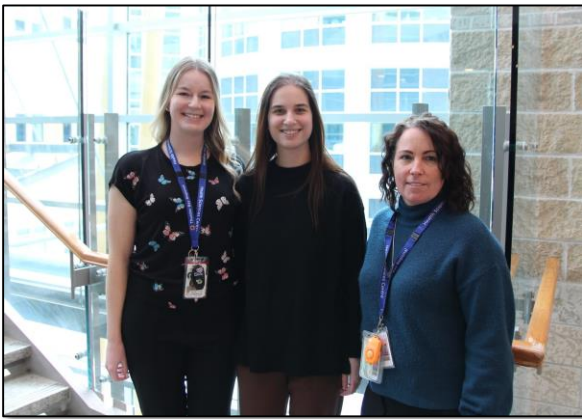
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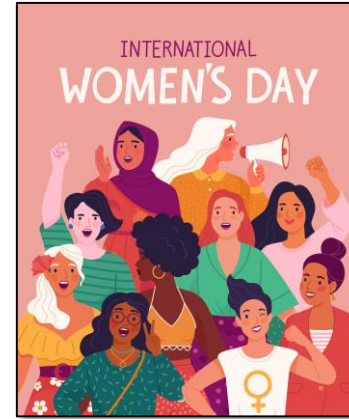
Child Life Month



Engineering Month



Match Day 2026



IWD (March 8)



Social Work Week (March 2-8)



World Kidney Day (March 12)



Pharmacy Appreciation Month



Dietitian Day (Part of Nutrition Month)



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