



Equity, Diversity, & Inclusion

We all belong

Implement Cultural Safety Training



Repairing the Sacred Circle. We have now met our organizational target for General Staff, supported

by the addition of training in new hire general orientation.

Wake the Giant. We have made great progress on meeting organizational target for training.

EDI Action Planning. The Cultural Safety Training project team has completed a series of engagements and developed an Action Plan for collaborative implementation across the organization. In Phase 1 of the Action Plan, foundational components of implementation are being developed and rolled out across the organization. This includes:

- Completed a repository of what training is currently offered
- A one stop location on the iNtranet for resources, education, training, and contacts information
- Establishing collaborative partnerships with REFS and others across the organization to implement training across varying professions

Patient Experience

Empathy, compassion, and respect in every encounter

Substance Use and Addiction Education

Enhancing Clinical Practice

Substance Use Health is now included in Nursing Orientation, ensuring that new nurses begin with essential knowledge in this important area.

To further support care at the bedside, new quick reference tools have been implemented. These include key withdrawal practice reminders and a Clinical Opiate Withdrawal Scale (COWS) Quick Reference Sheet, both designed to assist nurses in providing effective withdrawal management.

In June, a new Pre-Printed Direct Order (PPDO) Opioid Withdrawal Management (PCS-DO-291) was launched, featuring the Suboxone® Induction Protocol.

These initiatives aim to enhance clinical practice and improve care for patients experiencing substance use-related challenges.

Foundations of Quality Improvement & Failure Mode and Effects Analysis (FMEA) Training



In May, staff from across the Hospital took part in a hands-on workshop exploring key Quality Improvement tools like fishbone diagrams, 5 whys, and PDSA (Plan-Do-Study-Act) cycles. The session also introduced Failure Mode and

Effects Analysis (FMEA), a proactive method for identifying potential process failures. Thank you to everyone who joined us to learn, share ideas, and strengthen our culture of safety and continuous improvement. We look forward to offering more opportunities like this in the future.

Staff Experience

This is where we want to work, grow, and thrive

Healthy Workplace



The Wellness Room (Room 1007, Hospitalist Hallway, 1st Floor) continues to be a popular retreat for staff

looking for a quiet space to rest and recharge. Over the past quarter, nearly 300 team members visited this calming space. If you haven't had a chance to stop by yet, we invite you to take a well-deserved break.

The 3rd Floor Staff Lounge just got even better - a new water bottle filling station and comfortable new furniture have been added along the corridor to make your day a little easier and more enjoyable. These upgrades are part of our ongoing commitment to creating spaces where you can take a moment for yourself during your busy shifts.

The former Attendance Support Program has officially been refreshed and relaunched as the Support for Health & Well-Being Program. This updated approach reflects our shared goal of fostering a more compassionate, inclusive, and wellness-focused workplace culture. To support you, the FAQ and Employee Guide are now available on the iNtranet.

Research, Innovation, & Learning

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

Hello Innovation



The Good Morning Innovation: Pitch Event was held on June 17, 2025. The goal of this initiative is

to foster a universally accessible space where early-stage and undeveloped ideas can be explored and celebrated. There were seven innovations presented, including 3D Printing: Bringing Health Care to Life, Voice of Care: Hospital Communication with VOCERA, The Patient Communication Calendar, and Beyond the Walls: Live Outdoor Stream for Patients. The next event will be held in November 2025.

Sustainable Future

Ensuring our Healthy Future

Electronic Health Record project



Significant progress is being made on the Electronic Health Record

project. Work has been focused on:

Engagement & Preparation.

Connecting with teams, leaders, and partners across the region to introduce the Program and set expectations.

Establishing Governance & Structure.

Defining working groups, identifying subject matter experts (SMEs), and forming a collaborative network that will shape the project moving forward.

Tool and Process Design.

Working closely with SMEs and partners to begin early design discussions and identify how regional workflows and tools will align with Meditech Expanse.

Look out for ways to get involved!

How are you advancing our Vision of Exceptional care for every patient, every time?

Four horizontal lines for user input.