

Celebrating Our Progress

Q2 Update (July 1, 2025 - September 30, 2025)

Patient Experience

Empathy, compassion, and respect in every encounter

NODDING: Embedding Person-Centred Principles in Hospital Practice

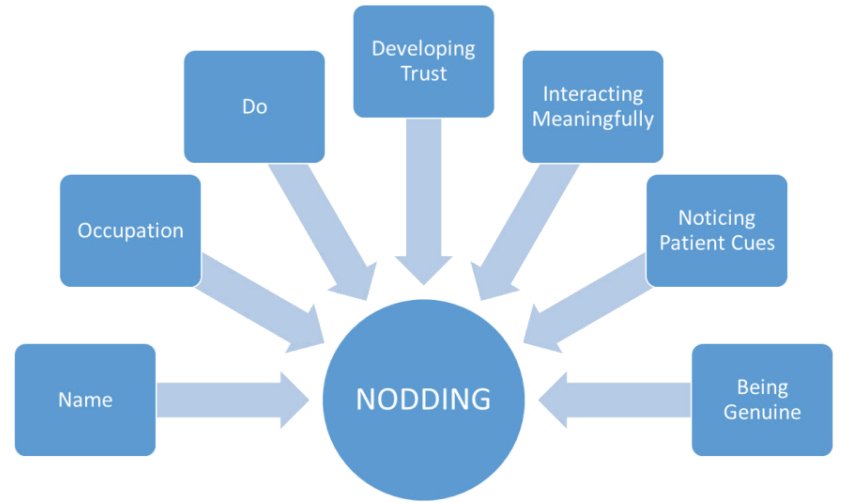
In our high-pressure environment, clear communication and patient trust are critical to safety. To strengthen person centred communication across our organization, we are expanding on the established best practice of NOD (Name, Occupation, Do). To foster more meaningful patient staff connections, enhance trust, and promote a compassionate and empathetic care environment, PFCC proposed expanding NOD to NODDING (Name, Occupation, Do, Develop trust through Interacting, Noticing, and being Genuine).

This is a core patient safety tool. Building patient trust quickly is proven to improve patient compliance with care plans, help reduce errors and preventable readmissions. The

alignment with existing practice increases the likelihood of successful implementation. It reduces resistance to change, promotes consistency, and makes it easier for staff to integrate enhanced empathetic behaviors into their routine workflows.

NODDING offers a scalable and practical tool to embed these values across the organization and elevates what is already known, fostering sustainability and long-term engagement.

What's next: Implementation will begin with a pilot in a selected unit to evaluate feasibility, staff engagement, and impact on patient experience. Insights from the pilot will be used to guide refinements and inform broader organizational rollout.



Staff Experience

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

Staff Wellness Room

Take a moment to relax, recharge, and refocus in a space designed for your well-being.

Location: Room 1007 - First Floor (Hospitalist Hallway)

Features include:

- Massage chair
- Soft lighting and sound machine
- Yoga mat for stretching
- Adult colouring, knitting, and crocheting
- Quiet, private space for mindfulness or breastfeeding

This space allows staff to step away from the fast pace of the work environment, reduce stress, and support both mental and physical health - helping you return to your work with renewed focus and energy.

To book the room, create a new event/meeting in Outlook and select **TBRHSC-Room-1007-Wellness** as the location. You'll receive an automatic accept/decline based on availability, and bookings are limited to **20-minute appointments**, so please ensure each reservation follows this time allotment.

Prioritize your health and well-being - take a moment for yourself.



Sustainable Future

Ensuring our Healthy Future

Clinical Services Plan - Academic and Hospital Care Mandates

As part of the 2026 Strategic Plan, we have defined clear academic and hospital care mandates to ensure a shared understanding of our key priorities and focus areas for long term growth.

Through engagement with staff, professional staff, and partners, we heard what matters most: the need to better integrate and align academic and clinical responsibilities, create

smoother transitions in patient care, and improve communication with regional and primary care partners.

Why this matters: The mandates set the foundation for how we deliver care, teach, research and innovate- aligning resources, roles and expectations to strengthen both patient outcomes and academic excellence.

What's next: We're embedding these mandates into operational plans, academic affiliations and to guide future strategic plans to achieve a more coordinated, transparent, and supportive care and learning environment—one that empowers us all to deliver exceptional care and advance as an Academic Health Sciences Centre.

Research, Innovation, & Learning

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

Updated Digital Resources are now available through the Library

Level 3 Room 3333
807-684-6692
tbrhsc.medicallibrary@tbh.net

Equity, Diversity, & Inclusion

We all belong

Completed Phase 1 of the Cultural Safety Training Action Plan, including an environmental scan, current state assessment, and a training resource document.

EDI Physical Environment review has been completed and is transitioning to implementation phase.