



# Celebrating Our Progress

Q3 Update (October 1, 2024 to December 31, 2024)

Exceptional care for every patient, every time.



**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

## Equity, Diversity & Inclusion



As part of the Equity, Diversity and Inclusion (EDI) Strategic

Plan pillar and work of the EDI Steering Committee, a gap analysis was completed informing the development of a Cultural Safety Action Plan. These findings were shared across remaining EDI strategic plan projects, including EDI Physical Environment, EDI Experiences for Learning and Indigenous Recruitment & Retention, to help guide their planning. This work has enabled our hospital to host an EDI Retreat in February, with the aim to engage in the development of a TBRHSC EDI framework, setting a foundation in which EDI can be embedded into our hospital and everything we do. These are critical first steps and the beginning of ongoing efforts as we develop an organizational culture around EDI.

## Evolution of PFCC



Over the past two years, a diverse committee, including staff and Patient Family Advisors, developed a definition of co-design that

emphasizes collaboration between patients, families, and staff to enhance care quality and experience. At the heart of this framework are values such as trust, empathy, and inclusivity, aimed at empowering patients and families as equal partners in their care. Rooted in Appreciative Inquiry and person-centred communication, this approach ensures that patient and family perspectives are central to both personalized care decisions and broader organizational improvements.

The co-design framework is structured around two levels:

**Macro-Level Co-Design**, which focuses on large-scale projects and organizational change, ensuring patient and family input informs initiatives across departments. The Co-design framework has been embedded to support the development of the Interprofessional Collaboration Strategy.

**Micro-Level Co-Design**, which empowers patients to actively participate in their care at the bedside, fostering trust and mutual understanding. Several focus groups have been held to inform staff of this framework and to gather feedback to ensure successful implementation.

## Interprofessional Collaboration Strategy



This quarter, we made significant strides regarding the

Interprofessional Collaboration (IPC) Strategy with 122 participants attending 12 IPC engagement sessions. These sessions, co-created by the IPC Steering Committee, took place in November and December, both in-person and virtually, with involvement from TBRHSC and TBRHRI leadership, PFAs, and staff. The purpose of the sessions was to identify solutions for advancing IPC at TBRHSC and TBRHRI. A branded IPC template and supporting resources were developed to maintain consistency. The sessions followed a co-design approach, with facilitators trained to guide discussions and foster actionable, productive recommendations.

## Learning Culture & Professional Development



Aligned with the Strategic Plan's pillars of Research, Innovation & Learning, Staff Experience

and Patient Experience; the Manager of Clinical Research Services and the Director of Nursing Practice & Learning have launched an initiative to build research capacity and improve care delivery. Two staff members, Jolyne Faydshen and Sarah Myllyaho, are partnering with Research Development Coordinator, Rabail Siddiqui, to develop a research project from concept through to publication. This project focuses on enhancing nurses' knowledge and competency in caring for patients who use substances, directly supporting professional development and mentorship. By advancing evidence-based practices, the initiative will enhance patient outcomes, improve the staff experience through meaningful engagement, and foster a culture of growth and learning. This pilot also provides a foundation for future research opportunities, ensuring innovation remains central to our hospital's and Research Institute's mission.

## Digital Health



**Northwestern Ontario Digital Health Record**  
The ramp up to officially kick off the first phase of the Northwestern Ontario Digital Health Strategic Roadmap with

the new shared health record (on the Meditech Expanse platform) has begun. This transformation will support clinicians with clinical decisions, e.g., alerts for patients who are deteriorating; will reduce duplicate and unnecessary documentation; and will improve access to information. All staff can expect more information and engagement opportunities as we approach the more formal kick-off in Spring 2025.

## System Partnerships

### Regional Planning for Health Human Resources

TBRHSC is working with health system leaders from across all North West Ontario hospitals, along with Confederation College, Lakehead University, the NOSM University and Ontario Health through the North West Health Human Resources (HHR) Task Force (Task Force). The Task Force has played a key role in informing the discussions convened by Ontario Health North and the Ministry of Health on HHR, which ultimately led to the development of a Northern HHR Strategy. Through this strategy the North West will receive funding to support locally relevant HHR initiatives, including clinical placement supports, recruitment strategies, and development of community concierge model.

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

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