

Equity, Diversity, & Inclusion

We all belong

EDI Steering Committee Development



Thunder Bay Regional Health Sciences Centre (TBRHSC) has implemented an Equity, Diversity, and Inclusion (EDI) Steering Committee. This committee includes staff, professional staff, learners and volunteers from across our Hospital, focused on improving experiences for patients and staff through an EDI lens. The committee is dedicated to ensuring TBRHSC is a safe space for all, and focused on improving experiences for Indigenous Peoples and people who identify within the 2SLGBTQIA+ community.

EDI Policy & Procedure Review



Katie Forbes, Manager, IC Maternal Newborn

Madeline Reinikka, Executive Assistant, Indigenous Collaboration, Equity and Inclusion

Review of 6 policies by contracted Well Living House, Indigenous Research Centre.

Development of EDI policy and procedure review process.

The EDI Steering Committee has elected representatives to sit on the Policy and Procedure Committee to implement the newly developed EDI policy and procedure review process. The goal of this work is to ensure all policy renewals and new policies and procedures have been vetted through the EDI guidelines, and are inclusive and thoughtful across EDI practices.

Patient Experience

Empathy, compassion, and respect in every encounter

Coordination and Support for Frequent Users



Kathryn Bill, Nurse Practitioner, Internal Medicine Clinic

Dr. Akbari, Cardiologist

Saw 90 referrals and patients were during October 1 to December 31, 2023 (Q3 2023/24). Patients with a primary diagnosis of Heart Failure (HF) are the first patient population selected for this initiative. In August 2023 the HF clinic established a model that connects patients who present to hospital with HF to a rapid access outpatient HF clinic to optimize treatment. Patients are identified in the ED, and seen by Rajesh Talpade, NP and Dr. Akbari to determine the best plan of care. The outpatient HF clinic operates once a week with patients being seen by Kathryn Bill, NP and Dr. Akbari, to follow up on interventions initiated in Hospital. The team expects this initiative will lower Emergency Department visits and optimize care for HF patients.

Substance Use & Addictions Strategy



Kim Gross, Registered Nurse, Addiction Medicine Consult Service (AMCS)

Giulia Daniele, Clinical Nurse Specialist, AMCS

30-day repeat visits for Substance Use and Addictions Patients in Q3 2023/24 was 50%. We are hoping new services will lower repeat visits. The Addiction Medicine Consult Service (AMCS) is launching on March 4, 2024. The AMCS nurse can provide assistance to patients experiencing substance use or addiction-related issues. Referrals are accepted to provide education and personalized discharge planning.

Reducing stigma is crucial for creating a more inclusive and supportive environment that allows individuals to seek help, access appropriate treatment, and lead fulfilling lives. As part of TBRHSC's Anti-Stigma Campaign, all staff are invited to pledge their commitment to ensure their words and actions are appropriate.

Staff Experience

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

Workplace Violence



We are continuing to advance the work of the Emergency Department Workplace Violence Committee and Task Force to advise and implement initiatives, programs and processes. Successes of the project include: public antiviolence and education campaign, creation of de-escalation room, recruitment of Indigenous Patient Navigator with experience working with mental health and addictions, mental health enhancements including access to a part-time peer support worker and police presence in the department. Next steps in the project include the implementation of a wellness training program facilitated by Canadian Mental Health Association.

Leadership Development

TBRHSC has recently partnered with Humber College to introduce the Humanistic Leadership Development Program. This program is designed to support the needs of staff by emphasizing open communication, empathy, and understanding. The program has already garnered significant interest, with over 50 leaders and emerging leaders registering in the initial two cohorts. Our organization is dedicated to providing opportunities like this one, and more, to our leaders as part of the professional development aspect of the Leadership Development Program.

Research, Innovation, & Learning

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

Learning Culture & Professional Development



Assessment of organizational professional development activities, allocation and utilization of funds is underway. Once this is complete a project team will be looking at building out how resources could be allocated to support the learning and professional development needs of our staff. This includes a full review of the current tuition reimbursement program and how it can evolve to better support our staff.

Sustainable Future

Ensuring our Healthy Future

Digital Health

TBRHSC is committed to advancing digital health to improve our patient and staff experience and to enhance ongoing operations. We have established a forward-thinking Digital Health Strategic Roadmap and Vision" with thanks to the 1200 people who participated. The approval phase is now complete.

Digital Health Phase 1:

TBRHSC continues to work with our partners including Ontario Health Teams to create a true regional Health Record for timely access to clinical data and provide care across the care continuum.

Roadmap and Other Phases:

TBRHSC has been named as the Lead for the North West Ontario Regional Cyber Security Operations Centre and is working with our partners to improve security of our health system. The Decision Support and Business Intelligence teams have already created a new actionable Data Flow Dashboard and are developing priorities for digital health innovation through a new Digital Health Innovation Board.