

Atikokan General Hospital Regular Board Meeting

January 11, 2017 - CEO REPORT

Engaged Employees

The patients were relocated on Monday December 12th with no major problems and staff are excited about working in the new acute wing. There is evidence to suggest that the Leadership training afforded to sixteen AGH Managers and Lead Hands in the Fall of 2016 has begun to deliver dividends for the hospital. For example, our newly-inspired leaders are better able to articulate standards for competencies and behaviours to their staff. This, in turn, creates clarity of roles and expectations for each employee. Increased confidence in their leadership team encourages staff to bring forth both workplace issues and solutions. With strong leadership comes engaged, dedicated employees— a positive sign of an evolving, improving organizational culture.

In particular the nursing leadership team is now complete with no vacancies and Jennifer is introducing new practices, training and standards to keep everyone's focus on quality patient care.

Atikokan Community Counselling (ACC) staff have taken training for Life Stress Reduction (Trauma), Problem Gambling, HealthLinks initiatives (in-home assessments); Gain Q3 (an addictions assessment tool); and have attended a Palliative Care Conference (Nov 2016). Upcoming activities will include the Senior-Friendly Hospital Collaboration Showcase (March 2017), and potentially Dialectical Behaviour Training (DBT) held in the region. ACC staff connects with other agencies via regional Case Management, Older Adults, and Mental Health networking meetings, and we share information with our community by attending Interagency Committee Meetings, and hosting Mental Health and Mental Illness Awareness Week presentations.

From the Human Resources department (HR) we are pleased to report the hiring or relocation of the following:

Diane Meilleur – Housekeeping / Laundry Aide (casual)

Amanda DeCorte – Pharmacy Assistant II

Bryan Cain – Maintenance II

Brooklyn Battison – transferred from Personal Support Worker to Registered Nurse

Sarah Brown – transferred from Housekeeping to Housing Support Worker

The Atikokan General Hospital was represented at the annual Healthcare Student's Homecoming event in Thunder Bay on December 22. At the event, the Hospital connected with students in a number of healthcare programs who are interested in a future with the Atikokan General Hospital.

Meetings were held in November with both the ONA and Unifor Unions. Clarification was achieved on matters relating to employee call-in procedures.

The Accessibility Committee of the Atikokan General Hospital has a mandate for 2017: a comprehensive review of all of the hospital's existing accessibility programs and policies in advance of our Dec. 31, 2017 reporting deadline. HR will be chairing the committee.

The Employee Wellness Committee closed out 2016 with an extravaganza of holiday-themed activities, which included:

A free breakfast for all staff

Deliveries of festive treats (e.g.: cookies, candy canes and hot chocolate)

A door decorating contest

The Wellness Committee plans to solicit feedback from all employees about what they would like to see from the Committee in 2017.

HR continues to work with Nursing Management to improve the orientation process for new staff. HR continues to process an audit of employee files to ensure employee's files are accurate and up to date.

Partnerships - In the past few months progress occurred on several topics:

- The **Health Links** project under the leadership of Karen Lusignan, the Executive Director of the Atikokan Family Health Team is working to identify high users of our health system. Once patients are identified trained personnel meet with the person and create a 'Coordinated Care Plan'
- The NWLHIN is encouraging the furtherance of the 'Blue Print' which asks that we examine the value of collaborating along the principles expressed in the Patients First paper. One **Governance to Governance** activity occurred when we were invited to Fort Frances on December 14. Attended by our chair, vice chair and CEO we joined other health care suppliers to discuss opportunities to work together to improve health care delivery.
- A provincial initiative to introduce **New Accreditation Standards** is the topic of conversation with representatives from the Regional Pharmacy hospital services. AGH has purchased a new document control application to support achieving standards throughout the hospital.
- The **Town of Atikokan Emergency Measures Control Group** met in November to review our preparation plans and receive training from the Emergency Measures Organization office.
- **Paramedic Services** was the topic of a meeting here with a visit from the RRDSSAB management responsible for ambulance services explained how they would be altering their services on non-urgent patient transfers. They also shared information demonstrating the success of the home visits program called Community Paramedicine done by EMS staff.

Redevelopment Project

Phase 2 began the day after patients occupied their rooms. This phase hoards off all the old inpatient rooms, demolishes the walls and ceilings and rebuilds 10 long term care private rooms. Completion is scheduled for April 21.