

## **CEO report to the Atikokan Regular Board meeting, December 9, 2015**

### **Workforce Excellence**

As part of our Strategic Plan we continue to address opportunities to enhance communication and improve staff engagement. Working in health care today is both challenging and rewarding. Although there are many changes occurring in the workplace and staff can feel stressed, there are also the opportunities to care for people and do meaningful work. Patient satisfaction in the hospital remains very high. Recently however, some employee morale concerns were indentified in a report from the Behavioural Sciences Center at the St. Joseph's Care Group from Thunder Bay. The report to the Board indicated a need to improve communication to the staff and provide more rationale for changes. Some staff report a lack of fair and equal treatment. Supervisors and managers will ensure that job expectations are clearly expressed and understood along with clarifying roles, and providing training and support to handle conflict. Planning is underway to engage the staff in creating a better work culture, one where all staff can feel safe, supported and are free from bullying or harassment. Recruitment of Registered Nurses remains a priority. We are very tight with the supply of staff and are monitoring the situation closely regarding unplanned absences due to sick time or the need to send nurses out as escorts for patient transfers. We are in consultation with the union. We are advertising aggressively and have agency nurses available if necessary.

### **Integration**

Many changes are expected in health care in the foreseeable future. Provincially the ministry has indicated a need to transform the Community Care Access Centers. This could have an effect on our services in Atikokan. Regionally in our Local Health Integration Network we are looking at the way we provide services to our citizens. For example, announcements have been made in other communities where there will be a merging of governance and administration from multiple health services providers. This will benefit patients by standardizing policies and practices of care and streamlining direction to the front line workers. Other functions that are being reviewed are a regional pharmacy program, regional leadership program, and a major review of the governance, administration and funding model for the regional shared services alliance. The Rainy River District Health Links Steering Committee has awarded a contract to a private firm to develop our business plan. There are over 80 Health Links projects in the province and they have demonstrated improved care by improving access to primary care and reducing unplanned use of emergency department resources.

We continue to dialogue with Riverside Health Care in Fort Frances to arrange for support for our Human Resources function. RHC have a seasoned HR manager and the capacity to provide leadership to our new staff.

### **Project Report**

The new acute services addition remains on schedule. Forming and pouring concrete foundation walls is nearing completion. The suspended ceiling over the basement will be poured this week and the structural steel for the perimeter walls and second level roof will arrive on the 14<sup>th</sup>.