



Engage

...from Fannie Vavoulis, Director of Communications

Since our last issue of **Engage**, there have been many events happening across the organization, with more to come.

In March, we will be hosting our **Engage** sessions at both Chatham and Wallaceburg Campuses. Mark your calendars:

Tuesday, March 21st at 11 a.m. – Chatham Campus, FMUA (with overflow in Sydenham Room)

Tuesday, March 21st at 1 p.m. – Sydenham Campus, Cafeteria

We will continue to be transparent and update staff, physicians and volunteers on all things CKHA as they become available. Transparency is key and something that is important while we move the organization forward. We hope you feel you're getting the information in a timely manner. Below are some of the updates from the last 30 days.

- **New CEO starts March 1st**

In December we announced our new CEO, Lori Marshall. Lori will be joining CKHA on March 1st and will spend the first month transitioning into the organization with the assistance of Ken Deane. Lori's office will be at the main campus rather than 47 Emma Street. This was requested by Lori to be more visible to the staff, physicians and volunteers of the organization. This will allow her to develop relationships as well as be accessible to everyone. Please give a warm welcome to Lori when she arrives in just a couple of short weeks!

- **Medical Leadership**

In early February the new medical leadership structure was announced. We would like to thank the outgoing Chiefs for their work and welcome the new Chiefs to the Medical Advisory Committee. The restructuring of the leadership model was a great undertaking and many people were involved in it. The new model is a program management model where the physician leaders are Chief of the program who report to the Chief of Staff and Medical Director which reports to the VP with responsibility for that clinical program. The model requires the physician leaders and hospital administrators to work together to provide quality care. The new medical leadership team is:

- Dr. Elizabeth Haddad, Chief of Surgery, Co-Medical Director of Surgical Program
- Dr. James Painstil, Chief of Anaesthesia, Co-Medical Director of Surgical Program
- Dr. Mahmud Rajabalee, Chief and Program Medical Director of Medicine
- Dr. Zeke Milkovic, Chief and Program Medical Director of Family Medicine
- Dr. Neerja Sharma, Chief of OB/GYN and Co-Medical Director of Women and Children's Program
- Dr. Reda Saad, Chief and Program Medical Director of Laboratory Services
- Dr. Francis Musyoki, Chief and Program Medical Director of Diagnostic Imaging
- Dr. Anthony Dixon, Chief and Program Medical Director of Emergency Medicine
- Dr. Wendy Edwards, Chief of Paediatrics and Co-Medical Director of Women's and Children's Program

- **Reviews of the ER and Mental Health**

As part of our continuous improvement efforts we have decided to begin a process of periodic program reviews. This will give the organization a fresh set of eyes on various parts of the organization all with the intent of creating a foundation for continued improvement in our organization as both a care provider and a workplace. These reviews will also serve as a foundation for future program leadership and ideally, provide guidance on any actions we may need to take as an organization to support staff and physicians.

The Investigator's report and the Supervisor's terms of reference outlined the need to review the ED in Wallaceburg and the relationship across both campuses. Earlier this month, Dr. Joshua Tepper led this review and met with several staff and physicians for input. Dr. Tepper is a highly regarded Family Physician who works in rural Emergency Rooms and previously worked as an Assistant Deputy Minister in the Ministry of Health and Long Term Care. The results of the review will be studied and discussed and over the coming weeks. We thank everyone who participated in the review with Dr. Tepper.

An external review of CKHA's Psychiatry and Mental Health & Addictions Program is set to take place later this week. We have assembled a three person team each of whom is regarded for their knowledge and expertise in their field. The team will meet with individuals and groups to better understand our current program from those who know it best. The team is comprised of Dr. Ari Zaretsky, Psychiatrist in Chief at Sunnybrook, Sandy Marango – Director of Mental Health and Emergency Services at North York General and Dr. Cindy Brooks – an industrial psychologist.

- **Financial Update**

We would like to welcome Katherine MacArthur who has been seconded and will be working with CKHA during our recovery plan process. Katherine will set up the Project Management Office (PMO) and will be working with Stacy Zimmer and Marcia Martin-Walden. The office will provide ongoing support to the Executive Steering Committee and the working groups, assist with developing the master work plan and ensure that timelines are met, develop a savings verification approach, and support the development of cost improvement plans.

The Executive Steering Committee for the recovery plan will consist of Ken Deane, Dr. Pervez Faruqi, Debbie Ancocik, Willi Kirenko and Jerome Quenneville. This committee has the overall accountability for the plan including approving working group terms of reference, membership and work plans, providing guidance and direction to the working groups, developing cost improvement plans and achieving the recovery plan targets.

Last week we announced Janice Dawson as the Special Advisor to the Clinical Working Group. Janice is from Windsor Regional Hospital and is the VP, Critical Care, Cardiology and Regional Stroke. She will work closely with the team two days a week and will provide ongoing support and assistance to the recovery plan process.

There is a lot of work to be done by all departments and by all staff and physicians. While the recovery planning process will be demanding, it will help set the organization's financial tone for the future and recover the \$8 million needed, over two years. We will continue to update you as information is available. If you have any questions or suggestions, please speak to your manager or visit www.askckha.com.

- **Rural Health Advisory Committee**

Earlier this month we posted for the positions available on the Rural Health Advisory Committee. This committee will report to the Board through the CEO. The committee will be made up of representatives from the Family Health Teams, Public Health, Ridgeway College, our two indigenous communities and a representative from North Kent, East Kent, West Kent and South Kent. The premise behind the committee is to ensure we are focused on healthcare for ALL of Chatham-Kent and we take into consideration the needs of every person who lives in the Municipality of Chatham-Kent. More information about the committee as well as the Terms of Reference as available on www.askckha.com

- **Governance**

We have partnered with the Municipal libraries and service centres and have distributed boxes that have information regarding our financial and governance updates. We realize not everyone in the community has access to the Internet. To ensure everyone is privy to our information, we believe these boxes will help distribute the information to all of the citizens of Chatham-Kent. In total, 20 locations throughout our Municipality are part of our distribution.

- **Facility Planning for both campuses**

Shortly we will begin a planning process to develop visions for the two CKHA campuses. This process will try and develop affordable redevelopment strategies that over a series of modestly sized capital projects will ensure the long-term viability of both the Chatham and Wallaceburg sites. This planning process will start shortly after we finish the recovery plan process. It is important to reinforce we believe that there are opportunities to strengthen services at Wallaceburg and that this must be looked at through the planning exercise.

- **NRCC Survey**

In March National Research Corporation Canada (NRCC) will be on-site to discuss the results of the survey. We will be hosting an open house to share the results with all staff and physicians. There will be sessions with the NRCC staff giving an over view of the results. This will take place in the Sydenham Room with times to be announced. We hope to see you there. As we mentioned before, the participation rates exceeded the national average. We had 61% of staff complete the survey (average is 51%) and 41% of physicians participation (average is 33%).

- **Whistleblower Hotline**

Today (February 15th) the Whistleblower Hotline is live! Clearview Connects is the third party company who will be managing our Whistleblower Hotline. Contact information to report a concern:

CLEARVIEWCONNECTS.COM
1 866 518 7449
P.O. BOX 11017
TORONTO, ONTARIO M1E 1N0

More information is available on the CKHA Intranet.

- **United Way Campaign**

Our United Way campaign wrapped up in the middle of January. CKHA raised \$13,423.00 – something to be very proud of! United Way extended their heartfelt gratitude to everyone that participated in the campaign and to all of CKHA for our support.

- **ASKCKHA.com**

Just a reminder – Askckha.com houses all of our information with respect to Financial Updates and Governance planning. The website has a section for the public to submit questions and suggestions. To date we have received several emails with questions. The tool seems to be working and a great way to engage the community. If you have any questions or suggestions, please feel free to use the website.



Thank you for taking the time to read **Engage**. Again, if you have any questions or feedback, I'm happy to hear from you!

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