



Engage

...from Fannie Vavoulis, Director of Communications

This month 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

Both of these sessions will be available live via OTN. They will not be archived. We hope you will join us either in person or via OTN:

To view the session via webcast please visit www.webcast.otn.ca and click “Public” under LIVE events on the day of.

If you have any questions or comments, please feel free to contact me at fvavoulis@ckha.on.ca or ext. 6143.

- **Lori Marshall joins CKHA**

Lori has joined CKHA officially! She arrived March 1st. She has spent much of her time getting to know our organization and our staff, physicians and volunteers. Right now, Lori is working out of two offices – one at 47 Emma Street and one in the main building in the Chief of Staff area. Also, she will be spending time working at the Sydenham Campus as well. We are happy to have her with us and look forward to continuing the positive progress we have made in the last six months.

- **Ken Deane's Departure**

Ken's official last day with CKHA is March 31st. Our Hospitalk issue on March 23rd will honor the work he has done with CKHA over the last 6 months with a message from Ken personally. We hope you take the time read it. Ken arrived at CKHA in early September and worked tirelessly with our staff, physicians and volunteers to move the organization forward. He was given an enormous task. While there is still work to be done, he has set the foundation for our organization to move in the right direction. From the moment he arrived he set forth with his values in tact and instilling transparency in all of us.

- **Recovery Plan Update**

The working groups are meeting diligently every week. The focus of the working groups is to find where in the organization can we save money to get the financial status back to where it needs to be. We have recruited two special advisors from Windsor Regional Hospital to assist with this process. Ralph Nicoletti, Vice President, Medicine, Emergency and Diagnostic Imaging Services, is the Special Advisor to the Diagnostic/Therapeutic Working Group at CKHA. Janice Dawson, Vice President, Critical Care, Cardiology and Regional Stroke, is the Special Advisor to CKHA's Clinical Working Group.

As we mentioned in the previous issue of Engage, and would like to reiterate here, 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.

- **NRCC Survey**

We received the results of the NRCC Survey. The results have been presented to Senior Team and management. A special edition Engage went out last week to all staff and physicians. The results were well below the provincial average. I want to highlight, again, what Ken wrote in the communication regarding the survey:

The survey results are not satisfactory and clearly indicate that there is a significant gap between where CKHA is and where it should be.

Our goal in conducting the survey was to measure engagement in order to gauge the overall work experience at CKHA. To determine the level of staff and physician engagement, the ratings to five questions are combined to produce an overall measure of engagement:

1. *Proud to tell others that I am part of the organization*
2. *Values similar to the organization*
3. *Organization inspires best job performance*
4. *Satisfaction with current job*
5. *Look forward to going to work*

Based on these questions, overall staff engagement at CKHA is 53.8% compared to the Ontario average of 66.0%, and physician engagement is 57.7% compared to the Ontario average of 70.7%.

It is clear that we have to focus on a number of areas to revitalize our culture and workplace. Steps moving forward include today's communication followed by:

- (a) open houses to provide you with the opportunity to ask questions and obtain more detail on the combined results for the hospital overall,*
- (b) presentation of department results when received,*
- (c) establish targets for improvement in priority areas that are most related to overall satisfaction*
- (d) formation of multi-disciplinary group to develop action plan to address issues,*
- (e) conduct focus groups to explore issues in more detail and generate ideas for improvement,*
- (f) finalize corporate action plan and departmental level plans*

- (g) regularly communicate on action plans and progress*

In closing, thank you for your contribution and loyalty to CKHA despite the challenges, frustrations, and disappointments you might have felt regarding the work environment and CKHA's direction. I am optimistic about CKHA's future with new senior management and a commitment to staff and physician engagement, values, healthy workplace, and service to the community."

We will be hosting open houses at both campuses. There will be information on the results and an opportunity to speak to the NRCC representative. Also – there will be times (see below) when you can hear a presentation from NRCC. But please note, the rooms will be open for the day to drop in and read the results.

Thursday March 30th – 8am – 5pm – Thames Room, Chatham Campus (Presentation at 12pm & 3pm)

Thursday March 30th – 8am – 5pm – Cafeteria, Sydenham Campus (Presentation at 10am)

- **Whistleblower Hotline**

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.

- **Leadership Update**

Earlier this month we announced Lisa Northcott as VP/CNE and Jerome Quenneville as our permanent VP/CFO. These announcements finalize our VP Leadership model for the present and future. Congratulations to both!

- **Community Engagement**

As part of our Governance transformation, we are visiting communities around Chatham-Kent to discuss all things CKHA. We are presenting at different service clubs and hosting Open Houses around the community. Our first one will be held on March 23 in Wallaceburg at the CBD Club from 7-9pm. These

open houses are an opportunity for citizens to talk one on one to staff and physicians about the transformation that has been happening and will continue to happen at CKHA. We will also be hosting open houses in Blenheim, Chatham and Tilbury, with more to come in the other communities. We would love to see staff attend by themselves or with family and friends. More information is available on www.askckha.com

- **Patient Care Enabler Survey**

Earlier this month we launched the Patient Care Enabler Survey to all staff and physicians. The survey will allow us to gauge what our hospital team needs in order to provide quality care on their units. We received a total of 478 responses! The Decision Support Team will work on pulling together result summaries by program for review.

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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