



## Engage

...from Fannie Vavoulis, Director of Communications

I hope everyone is enjoying the summer and spending time with family and friends!

We have booked our **Engage** session to hear from Lori Marshall, President & CEO on:

**Wednesday, July 26<sup>th</sup> – 11:00 am – FMUA**

**Wednesday, July 26<sup>th</sup> – 1:00 pm – Sydenham Campus Cafeteria**

Both of these sessions will be available live via OTN. They **WILL** be archived as well. We hope you will join us either in person or via OTN. The format of this session will be more of an open Question and Answer related to our Recovery Plan. Lori will review some of the most frequently asked questions and will respond to your new questions.

To view the session via webcast please visit [www.webcast.otn.ca](http://www.webcast.otn.ca) and click “Public” under LIVE events on the day of. After the fact, please click on “Archived”. The archived session will be posted within 48-72 hours of the live event.

We know in the past there have been technical issues. Not all computers in the organization have speakers or can connect to OTN. Please check with your manager to find a computer on your unit that has the ability to connect or call IT for support.

- **WeRCKHA Council Update**

In late June the WeRCKHA Council met for the first time. It was a very informative meeting and great conversation and ideas were shared.

The group heard presentations and had discussion on the Program Management Model and the Recovery Plan. There was a great discussion on ways that we can improve the workplace based on the Employee and Physician Engagement Survey results and some of the activities that departments are already pursuing. The highest rated ideas, in rank order, from the group were:

- 1) Create Senior Leadership presence – “walk the walk” and “talk the talk”
- 2) Foster Mutual respect – recognition with a personal thank you letter (eliminate the personal attendance letters); partner with unions to demonstrate mutual respect
- 3) Implement Inter-professional meetings and presentations
- 4) Ensure management presence in clinical areas
- 5) Create clear expectations for volunteers – education for all e.g. introduce HELP program
- 6) Be more communicative with patient satisfaction data and feedback throughout CKHA
- 7) Involve the entire team to participate in committees and rounds
- 8) Celebrate small wins and pass on to staff
- 9) Increase huddles to cross all shifts and create a huddle report weekly
- 10) Caring communication with each other
- 11) Breakdown silos – rotating interdisciplinary coffee breaks/open coffee breaks in cafeteria
- 12) Work buddy day to bring knowledge back to departments
- 13) Consistency of management – lower turnover

These suggestions are being reviewed by Senior Team and an action plan will be created on how to implement some of the ideas. That action plan will include staff. We look forward to the next WeRCKHA meeting in the fall and thank everyone for their time and commitment.

- **Lori’s FAQs**

With the announcement of the Recovery Plan on June 27<sup>th</sup>, Lori has been sending out weekly emails with answers to questions she has been receiving. Thank you to everyone who has asked questions to their managers and senior leaders.

If you haven’t seen the emails, or had a chance to read the FAQs that have gone out over the last few weeks, I ask you to take the time to read these. They provide a lot of insight into the Recovery Plan. These questions have come from staff across the organization. You can find these on the Intranet under the tab “Teams” and the link “CEO Messages” or access the page directly by [clicking here](#).

- **Rural Health Advisory Committee**

In late June we held our first Rural Health Advisory Committee meeting. We had representatives from all over the Municipality. For the initial meeting we heard ideas of what communities face with respect to health care and suggestions on how to make access to health care better.

There is a lot of opportunity in our community to provide health care resources to all, especially considering the majority of the population is rural. As the committee meets, ideas will turn into action items and we will continue to update the organization.

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

Fannie Vavoulis  
Director, Communications  
[fvavoulis@ckha.on.ca](mailto:fvavoulis@ckha.on.ca)  
519.437.6143