



Engage

...from Fannie Vavoulis, Director of Communications

Happy Holidays! It's the time of year where time flies and we have a million things to do. Take time for yourself and if the list doesn't get done – that's ok!

A few things to fill you in on before we start the New Year...

- **Smoke Free Campus**

We are ready to go Smoke Free. As of January 1st both campuses will be smoke free. This is an Ontario legislation that comes into effect for all hospitals across the province. We will be removing the gazebos and instructing staff, patients, volunteers, families to move off the property if they choose to smoke. Please note, parking lots, 47 Emma and Foundation property are included in the area that is smoke free. Please see the link here with maps that show our property boundaries for both campuses.

- **Program Council Update**

Program Councils are set to launch in the New Year. Applications have been reviewed and meeting dates are being set. There will be an orientation for members of each program council which will allow everyone to understand their council and the expectations. We want to thank everyone for their interest in joining a council.

- **Building on Strength: Two Sites, One Team. A Review of Emergency Services at CKHA**

Earlier this year, Dr. Joshua Tepper was asked to conduct a review of the Emergency Departments at our Wallaceburg and Chatham Campuses. Dr. Tepper is an active family physician as well as the President and CEO of Health Quality Ontario. The goal of the review was to seek understanding around

opportunities to strengthen the emergency department system at the CKHA and related infrastructure and operating systems.

Dr. Tepper shared in his report that he was, “struck by the tremendous passion and commitment people had to provide the best possible service to the people in the region”. One key context to Dr. Tepper’s review was that there was a commitment by CKHA that the Wallaceburg Emergency Department site would be maintained. He advised that by undertaking this commitment CKHA must commit to ensuring the quality of care including patient safety and patient experience must be strong at both sites.

He also acknowledged that this commitment to maintain the ED in Wallaceburg creates an opportunity to rethink how CKHA serves the region and offers services not just through the ED but with the entire hospital infrastructure available in the Wallaceburg community.

CKHA has already begun to expand ambulatory care services at the Wallaceburg site and is developing plans to expand ambulatory care services at the Chatham site. Dr. Tepper spent two days meeting with Physicians, Leadership and frontline staff from across several programs. His recommendations focus on several key themes including; a focus on quality improvement, facilitation of continuing professional development and education in the ED, support for leadership development and change management as well as engagement of staff , ancillary departments and patients in the redesigning of processes and workflow in the ED. The ED Leadership team have taken the recommendations and developed an action plan. Several of his recommendations are already completed or underway.

The implementation of the remaining recommendations will be lead and monitored by the ED Program Council.

- **NRCC Update**

In the fall several departments participated in the NRCC survey. We have the results and are happy to say there is improvement in overall workplace satisfaction at CKHA.

We had a response rate of 54.7% for this wave of departments surveyed. The Provincial average is 52.8% response rate.

For the question: “Rate this hospital as a place to work” – the response rate was a positive rating of 70.4% compared to 57.7% in 2016.

All engagement scores have seen a positive increase from the 2016 results; with organization inspires the best job performance seeing the greatest improvements:

Engagement Questions	2016	2017	ON Community Hosp Avg
Proud to tell others I am part of organization	62.0%	69.3%	70.8%

Values similar to organization's values	58.5%	59.9%	66.4%
Organization inspires the best job performance	39.4%	49.2%	50.5%
Look forward to going to work	52.3%	59.9%	67.4%
Satisfaction with current job	58.4%	67.8%	73.0%

60% of respondents rate their job most days as 'not at all stressful' or 'somewhat stressful'. There has been a slight shift from 'quite stressful' to 'extremely stressful' since 2016. 49% of respondents are 'very unlikely' to look for a new job within the next 12 months. This number has shifted in a positive direction since 2016.

Thank you to everyone who participated. The department results will be shared with each department in the coming weeks. The second wave of surveying will take place in January and we will be sending a note to staff in the New Year regarding the launch date and specific details – as they become available from NRCC.

I want to wish you a very Merry Christmas, Happy Holidays and all the best in 2018! I ask that each of you take the time with your family and friends, enjoy that time and make memories to last a life time. Take pictures. Take videos. Give lots of love and hugs to your loved ones. I have learned this year how precious life is. Love those who love you and enjoy every moment!

Thank you for taking the time to read **Engage**. See you in 2018!!

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