



Engage

...from Fannie Vavoulis, Director, Chief Communications & Community Engagement

Our first issue of 2018!

Last week we held our Engage Session – thank you to all who attended. Please find below the dates of future Engage sessions which will now be held in the Cafeteria at both the Chatham & Wallaceburg Campus. A poster of all the dates for 2018 can be found [here](#).

March 20	10am Chatham; 1pm Wallaceburg
May 15	10am Chatham; 1pm Wallaceburg
July 17	10am Chatham; 1 pm Wallaceburg
September 17	10am Chatham; 1pm Wallaceburg
November 20	10am Chatham; 1pm Wallaceburg

Hope to see you there!

- **Smoke Free Campus**

We have been smoke free at CKHA since January 1st. We have been supported by the staff and neighbours in the last month and thank everyone. It has been an adjustment and will continue to be for some time. We are in the planning stages of a way to thank our neighbours for their support in this transition. We know they are affected by this new legislation with citizens smoking closer to their property. When we have more definite details of our plan, we will be reaching out to the staff to help us in our thank you. Look out for more details soon.

- **NRCC Update**

Earlier this month we launched the second wave of the NRCC survey. The following department staff have received an email to participate in the survey:

- Allied Health (Occ. Therapy, Social Work Services, Speech Language, Therapeutic Recreation Therapy, Spiritual Care)
- Ambulatory Services (Dialysis, Diabetes Education, Ambulatory Care, Oncology/Pall Care and Stroke Strategy)
- Complex Continuing Care
- Diagnostic Imaging & ECG
- Laboratory
- Physiotherapy
- Rehabilitation Unit
- Women's & Children
- Nutrition Services

We hope you will take the time to participate in the survey. The survey is anonymous. Results will be shared with departments in early March.

- **Patient Advisor Recruitment**

At the beginning of January we launched our recruitment campaign for Patient Advisors. You may have seen posts through social media regarding our need for patient advisors. With our program councils, we need to increase our number of advisors in the organization. Patient Advisors are important partners in the delivery of healthcare as they bring the unique perspective of the patient or family member to ensure CKHA is responsive to the needs of patients and families who use the hospital's services.

If you know someone that may be interested in becoming a patient advisor, please speak to them about the opportunity. The application form is available on www.ckha.on.ca/patient-family-advisor-application

- **Accreditation**

Accreditation is an ongoing process for quality and patient safety. This year the onsite survey will take place the first week of October. We will be providing updates through Engage, intranet and at staff meetings throughout the year.

- **Governance**

In late December it was announced that the recommendation, by Supervisor Rob Devitt, of integration of the Public General Hospital, St. Joseph's Hospital and Sydenham District Hospital into a single corporation, governed by a single, skills-based Board of Directors was supported by the ESCLHIN. Since then, applications have been received from 32 community members seeking an opportunity to serve on the new Board of Directors for CKHA. The process is under way to select members through a search committee led by Rob and the same search firm that led our CEO search and the medical leadership search.

The last week of January will host interviews of selected candidates followed by an announcement of our new board. In the middle of February a board orientation will take place for the new members as well as the first inaugural board meeting. The Supervisor will mentor and observe the Board through March. The goal is to have the Supervisor's Order In Council rescinded by April 1, 2018. While these are the timelines set out, there is the possibility that things may change.

Lori Marshall, President and CEO and Rob have shared a few words about the new Governance structure. The video can be viewed [here](#).

- **Catholic Assets**

With the new Governance structure, we are parting ways with the St. Joseph's Catholic Health Care Society. This has been a tremendous and wonderful partnership for over 100 years in our community. Working through this transition with the Sisters of St. Joseph and the Health Care Society has been a pleasure and demonstrates the high level of respect we have for one another.

This transition will include the removal of some of the Catholic assets that are housed in CKHA. We have meeting with the St. Joseph's Health Care Society and an inventory of all assets has taken place. These pieces carry so much history and value and are committed to giving them the respect they deserve.

While the transition won't happen overnight, we do want to let the organization know we are in the planning stages of putting together a celebration to highlight the legacy of the Sisters of St. Joseph and the dedication to our hospital. More information will be shared when confirmed plans are in place.

- **Outbreak/Surge**

In January we saw some of our departments faced with flu outbreaks. The outbreaks were managed extremely well by our staff. Thank you to everyone in the organization during the outbreak. There was a lot of work by many in order to maintain excellent patient care and find ourselves out of outbreak in a timely manner.

It is important to note that the LHIN commended CKHA for its response and we continue to work with them with respect to funding some surge capacity.

At the last Board meeting, it was noted that the staff, physicians and volunteers of CKHA came together to respond to the outbreak and surge activity. The Supervisor requested that thanks be extended for the efforts of all involved.

- **Workplace Violence Committee Update**

The Workplace Violence Committee has done a lot of work in the last year. Last week they shared with the organization the successes and projects over the year. You can read the full memo [here](#).

Some of the recommendations include:

- Increased security presence in the Chatham ED 24 hours a day

- Streamline the reporting of incidents
- Workplace violence incidents are reported to Lori Marshall, President & CEO, followed up by a phone call to the staff person from Lori.
- Working group has been established to examine opportunities to improve how we identify patients who have had a history of violent behavior.
- E-learning to educate staff on how to become more aware of risks/hazards of workplace violence and what measures staff can take to eliminate risks/hazards.
- Developed and implemented a “Code Silver” policy. A “Code Silver” should be called in response to a threat, attempt, or active use of a weapon to cause harm, regardless of the type of weapon. Awareness and education regarding this new code was carried out in November and December and will become part of CKHA’s annual code review for all staff.

Thank you for taking the time to read **Engage**. If you have any suggestions regarding this update, future updates and/or our Engage Sessions, please feel free to reach out to me.

Thanks again!

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