



Engage

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

Mark your calendars – Engage Sessions for May are coming up!

May 15 10:00 a.m. Chatham; 1:00 p.m. Wallaceburg

Engage sessions will be held in the Cafeteria at both the Chatham & Wallaceburg Sites. A poster of all the dates for 2018 can be found [here](#).

New Mission, Vision and Values

Over the last number of weeks we have done several engagement sessions with respect to our new Strategic Plan. The process has included engagement with the staff, physicians, volunteers, external stakeholders and the community. We have received invaluable feedback which will help create our goals and objectives for the next three years for CKHA.

We are proud to share with the organization the new Mission, Vision and Values for CKHA. During our engagement we shared these through one of the poster boards which some of you may have had the opportunity to see at one of our many engagement sessions. Please consider this announcement the beginning of a more robust communication plan to highlight the new Mission, Vision and Values for CKHA in the coming weeks through discussion at our May Engage sessions, signage, discussion at department huddles and more.

A **Mission statement** is a short statement of an organization's purpose, identifying the goal of its operations. Our new Mission statement for CKHA is:

“One Team – Two Sites: Serving Chatham & Rural Kent”

This statement describes the commitment to the two sites of Chatham-Kent Health Alliance; speaks to the culture of the organization; and identifies the focus on rural health care delivery. Chatham & Rural Kent encompasses the region of Walpole Island and also follows the Erie St. Clair LHIN sub regions that were formed months back.

A **Vision statement** is an aspiring description of what an organization would like to achieve or accomplish in the long-term future. Our new Vision Statement is:

“Together, Growing a Healthier Community”

The Vision Statement captures the Board’s ideas of growth, innovation, partnership, sense of community, concern regarding population health and building on agricultural/rural roots.

Values help guide the perspective of the organization as well as its actions. Having a set of commonly-held values helps the organization define its culture and beliefs. The Board considered two sets of values: patient facing values as well as a set of corporate values developed by staff. Much overlap was identified which led to an integration of a single set of values. The new set of values for CKHA are:

“CKHA CARES”

Collaboration

Collaboration means to work with someone to produce something. It reflects CKHA’s commitment to effective engagement and partnership with patients, families and each other in how we plan, deliver and support care.

Accountability

Accountability is a condition of responsibility. In practice, this means that we meet our commitments to our roles. We are present to fulfill and further the goals of our patients, their families and the organization.

Respect

Respect is demonstrated by the due regard for the wishes, feelings and rights of others. It means we value the differences and diversity of the patients and families who seek our care as well as those who provide that care.

Excellence

Excellence is the quality of being outstanding. At CKHA, this is the pursuit of the highest standards of quality and performance; it is applying our talents to deliver the best possible results.

Safety

Safety is the relative freedom from risk and harm. It involves a commitment to creating a healthy organization for staff, physicians and volunteers that enables the delivery of safe care for patients and families.

In the coming weeks, Lori Marshall will be launching her new blog to the organization and the community. The blog will be Lori's opportunity to share her thoughts and showcase how our values are lived every day at CKHA. More details to follow about her blog in the near future.

HIS Update

Earlier this week we shared the Regional HIS Transformation Project infographic. This document can be found [here](#). Please take a moment to read it and share any comments, questions, feedback to the email address included on the document. Also this week we announced the naming contest for the HIS project which can be found [here](#). Use your creativity and feel free to submit ideas for a name that will be much more appealing than the current name! The winner wins free pizza for the department they work in. Good luck!

NRCC Survey – Wave 3

The third and final wave of the the NRCC survey was launched to staff earlier this week. In this wave the following departments were included:

- Clinical Nutrition
- Crisis
- Day Surgery
- Decision Support
- Engineering Services
- Finance
- Hospitalist
- ICU/PCU
- Infection Prevention & Control
- Information Systems
- Materiel Management
- Medical Clinic/Wound & Skin
- Medical Device Reprocessing
- Mental Health Services
- NLOT
- NP – Paediatrics
- Nursing Resource Team – Critical
- Nursing Resource Team – Medical
- Operating Room
- PACU
- Patient Appointment Office
- Patient Registration, Chatham
- Patient Registration, Sydenham
- Porter Services
- Pre-Surgical Screening
- Project Management
- Psychiatry
- Quality & Inter-professional Practice

- Quality/Risk & Patient Safety
- Respiratory Therapy
- Security
- Surgery
- Volunteer Resources

The survey will close on May 23rd. Once this wave is completed we will then share the results to compare the 2016 survey results with the 2017/18 results as a whole organization. Participation in the NRCC survey is anonymous and voluntary. We hope you will consider participating.

Wave 2 results will be shared at the May Leadership Forum. Directors and Managers will then share the results with their staff to develop action plans.

If you have any questions about the survey, please let me know.

WeRCKHA Update

WeRCKHA formed almost one year ago! At the upcoming meeting in June, the council will reflect on the last year and the accomplishments made. When the group met for the first time last year, they reviewed the staff engagement survey scores from 2016 and shared ideas of how to improve scores, engage staff, physicians and volunteers and improve culture. Below you will find the summary of workplace improvements with updates on progress. We want to share this with the organization to see the many activities that have taken place this last year thanks to the feedback from the WeRCKHA representatives:

WeRCKHA – Summary of Suggested Workplace Improvements

Initiative	Planned Activities	Completed Activities
Senior Leadership presence – “walk the walk” and “talk the talk”	<ul style="list-style-type: none"> • Senior Leadership Team members to visit areas of responsibility on regular basis • Senior Leadership Team members to be the management representative on the semi-annual Occupational Health and Safety Inspections 	<ul style="list-style-type: none"> ✓ CEO Office moved to main site of Chatham campus and office established at Sydenham Campus ✓ CEO attends one staff huddle or meeting on a weekly basis
Management presence in clinical areas	<ul style="list-style-type: none"> • Reserve time before 1000hrs each day for managers to present in areas and no internal meetings booked • Portfolio meetings to be implemented across organization to ensure consistency of messaging and interaction with management 	<ul style="list-style-type: none"> ✓ Senior Leadership Team trained to conduct Occupational Health and Safety Inspections ✓ Senior Leadership participating in Occupational Health and Safety Inspections

Mutual respect - recognition with personal thank you letters (scrap personal attendance letters); partner with the unions to demonstrate mutual respect	<ul style="list-style-type: none"> Working group of WeRCKHA and interested staff to be established, Chaired by Debbie Ancocik and Fannie Vavoulis Recommendations to be developed by December 2017 with respect to a recognition framework for CKHA that includes such things as formal long service, awards of excellence, new staff/ideas, through to more informal day to day recognition that would be personal and meaningful 	<ul style="list-style-type: none"> ✓ CEO meets monthly with Union Leadership ✓ Regular meetings of the Fiscal and Labour Advisory Council ✓ Working Group for Reward and Recognition presentation to WeRCKHA. Results to be shared with SLT by end of March.
Celebrate small wins and pass on to staff		
Inter-professional Meetings and Presentations	<ul style="list-style-type: none"> Professional Practice Council to be established in Fall 2017 Council will establish a framework to support inter-professional collaboration and education for January 2018 	<ul style="list-style-type: none"> ✓ Program management structure, committees and councils will be interdisciplinary
Involving entire team to participate in committees and rounds		
Create clear expectations for volunteers – education for all e.g. introduce HELP program	<ul style="list-style-type: none"> HELP program to be investigated by Chronic Disease Management & Medicine Program by November 2017 	<ul style="list-style-type: none"> ✓ HELP program formed and Elder Care Specialist to be hired late winter/early spring
Be more communicative with patient satisfaction data and feedback	<ul style="list-style-type: none"> Portfolio meetings to include cascading messages regarding patient satisfaction information as a regular agenda item Departments/units will identify improvement strategies in targeted areas based on scores 	<ul style="list-style-type: none"> - More work to be done
Increase huddles to cross all shifts and create huddle report weekly	<ul style="list-style-type: none"> Patient Care Services to review huddle format, frequency and documentation by November 	<ul style="list-style-type: none"> - More work to be done
Caring communication with each other	<ul style="list-style-type: none"> New Code of Conduct to be introduced across organization by end of October 	<ul style="list-style-type: none"> ✓ Code of Conduct Developed
Breakdown silos – rotating interdisciplinary coffee breaks or open coffee break in cafeteria	<ul style="list-style-type: none"> Establish a working group from WeRCKHA and interested staff Co-chaired by Justin Turkington and Lisa Johnson to identify means of promoting knowledge across the organization with respect to different roles and individuals 	<ul style="list-style-type: none"> ✓ Program management structure, committees and councils will be interdisciplinary ✓ Working Group “Experience CKHA”
Work buddy day to bring knowledge back to department		

	<ul style="list-style-type: none"> • Recommendations by December 2017 	presented ideas to WeRCKHA and to present to SLT for approval by end of March
Consistency of management – lower turnover	<ul style="list-style-type: none"> • Program Management Structure with appropriate spans of control to be in place September 1, 2017 	✓ Program Councils formed with approved terms of reference.

There is still much work to be done and this is just the beginning.

Wallaceburg Power Plant Announcement

On Saturday, April 14 we celebrated the great news that CKHA received \$7.3 million funding for the new power plant at the Wallaceburg site. The announcement was made by Liz Sandals, MPP for Guelph and Parliamentary Assistant to the Minister of Infrastructure, Former Minister of Education, Former President of Treasury Board and Former Parliamentary Assistant to Minister of Health. Special guests who brought greetings to the event included Monte McNaughton, MPP Lambton-Kent, Rick Nicholls, MPP Kent-Essex and Board Chair Greg Aarssen.

The power plant construction will begin in the near future and the completion date is 2019. As more information becomes available we will notify the organization.

MHAP Move to 240 Grand Avenue West

In March the Mental Health Outpatient clinic moved to 240 Grand Avenue West, in the same building as the Canadian Mental Health Association. Please note this new location and direct referrals to this address.

Alliance Awards Update

We received great feedback from the WeRCKHA Reward and Recognition Working Group regarding the Annual Alliance Awards. What we heard is that that the nomination process has to be more user friendly, there needs to be a longer time period to nominate candidates and recognition of all nominees and not only the winners.

Thank you for that feedback! On May 1st we will be launching the nomination application for the Alliance Awards to be held on November 15th. We will continue with the same four categories but with a more condensed application form that the nominator will need to fill out. The application process will close in September giving you four months to nominate staff, physicians and volunteers versus the previous timeline of only one month. This is your chance to highlight the good work for your coworkers and have each other recognized. We hope you'll take the time to fill out a nomination application and we look forward to the banquet in November.

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.

Fannie Vavoulis

Director, Chief Communications & Community Engagement Officer

fvavoulis@ckha.on.ca

519.437.6143