



Issue #22 October 2018

## Engage

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

It is overwhelming to think there are already Christmas decorations in stores, commercials on television, and conversations about getting Christmas shopping done. The daunting part in all of this, is how quickly time flies. Lots to do before Christmas, until then, here are some highlights of what has been happening at CKHA.

### Accreditation

After much planning, prepping and focus, the Accreditation Canada surveyors arrived at the beginning of October to CKHA. They met with several of our staff over the course of the week and commented many times about how engaged our staff, physicians and volunteers are and the excellent patient care we provide at CKHA.

We met 99% of the 2,460 standards! Congratulations to everyone. The surveyors identified some opportunities for improvement and we welcome these in order for us to continue to shine. In many cases, these opportunities relate to our need to build on the strong foundations we have laid in the past few years. We may expect the final report and recommendation of the “award” in a few more weeks. We will share this with you once it is received.

### Innovation Grants

Have a great idea? Have you been thinking about something to help CKHA serve our patients and staff better? Now is your chance! The first ever Innovation Grants has been launched and Lori Marshall is ready to hear your ideas! The CKHA Innovation Grants have been established to

encourage everyone to take action and to support innovative ideas that will have a positive impact on CKHA.

To support CKHA Innovation Grants, CKHA has budgeted \$50,000 to an annual fund. The funds will be allocated such that at least 10 innovations up to \$1,000 (one-time each) will be considered from staff, physicians, volunteers and patient advisors. In addition, at least four projects of up to \$10,000 (one-time each) will be considered from our programs and services.

These innovation grants provide one-time funding. For that reason, all ideas need to be self-sustaining and not require any ongoing costs past the initial expense. Consideration will be given to projects that involve one-time costs and that savings generated from the project may then be reinvested in the area to sustain the performance.

More information about the Innovation Grant process can be found [here](#).

### **Performance and NRCC survey results**

It's hockey season again and so as you start tally the scores and performance of your favourite team, it's also a good time to start watching how CKHA team is performing.

The new strategic plan came out in June and along with it a new scorecard. The balanced scorecard helps us to understand how our improvement strategies are working and where we need to do more work to achieve results.

Here are a few things we wanted to share with you about the results received in early October:

- **Overall:** since the end of last fiscal (March), we've seen improvement in 15 indicators on the plan
- **Quality Patient Care:** All three indicators related to readmissions have improved
- **People and Culture:** Staff health/wellness indicators of lost time due to violence/injury and sick time have improved
- **Internal Business Processes:** All indicators reflect improvement over baseline or previous data
- **Utilization and Fiscal Health:** Fiscal health remains strong with current ratio improving

You can also find the Strategic Plan Monitor (tracks senior team's progress on key deliverables), the Balanced scorecard and an accompanying definitions/rationale tool, and a document that captures the amount of service we are providing compared to the budget on the intranet under [Performance and Planning](#)

### **New CT Scanner and SPEC CT Scanner**

Through the efforts of the Foundation of Chatham-Kent Health Alliance, Friday, October 26, marked the official unveiling of the New CT Scanner and Wiet Peeters & Family CT Scan Suite at CKHA. To mark the occasion, a ribbon-cutting ceremony was held in the Diagnostic Imaging Department at the CKHA

Chatham site, attended by donors, campaign officials, CKHA staff, and visiting dignitaries. For more information, please click [here](#).

### **Alliance Awards**

The nominees for the annual Alliance Awards of Excellence were announced last week! Congratulations to all of the lucky nominees. To see the full list please click [here](#). The Annual Recognition Banquet will be Thursday, November 15 at Club Lentina's. Tickets may be purchased from Human Resources.

Thanks for reading!

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