

Laboratory Staff Meeting

Location: Laboratory – Core Laboratory

07 June, 2017, 11:15 – 11:45



The regular staff meeting agenda items have been deferred as this meeting was dedicated to a visit with Les Harrison, COO, NTHSSA – Stanton Territorial Hospital

1. Introductions
2. Discussion
 - a. Les discussed the following items about his goals as COO for Stanton Territorial Hospital
 - i. Strategic Planning
 - ii. Dedication to business, quality and patient safety
 1. Standardization is the goal across the territory
 2. Stanton will need to be a leader within the territory; however, we will need to engage with be considerate of the challenges faced within the communities and will be expected to assist with solutions to support their operations also.
 - iii. Tour of the new building
 1. The list of expectations of individuals wishing to tour the building has been shared with staff.
 - iv. Laboratory Department Workplans
 1. Front line staff will be asked to assist in identifying the priorities and in effecting the tasks of the workplan
 - v. Monthly Reports will be expected from the Manager
 1. Reports will include Quality Indicators (also known as KPI's)
 2. Staff is invited to provide input to Managers on identifying indicators they feel are valuable.
 - vi. HR Issues
 1. Vacancies
 - a. There are a large number of positions that are currently staffed with transfer assignments; these positions will need to be staffed permanently.
 - b. Vacancies at all levels will need to be evaluated
 - c. Relief staffing is not working as intended and he will be looking at transferring a number of these positions to permanent.
 2. On-call time
 - a. Cost benefit will be evaluated. Consideration will be given to work life balance and improving health and well-being for staff.
 3. Overtime
 - a. The organization as a whole experiences extraordinary amounts of overtime.
 4. Sick Leave

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- a. Les will be looking at the use of sick leave and will be evaluating sick leave reports for trends.
 - b. Managers will be expected to address excessive sick leave use amongst their teams if it is encountered.
 - 5. Labour Relations
 - a. Les will be ~~taking a harder line~~ ensuring appropriate accountability and management of labour relations issues.
 - 6. Goal is to create a positive employment culture. All team members are accountable to assist in realizing this goal:
 - a. Management
 - b. Administration
 - c. Employees at all levels
- vii. Patient Experience
 - 1. What difference are you making?
 - 2. How do patients feel about their experience?
 - a. We don't ask clients this in a meaningful way
 - 3. What we do affects the patient experience, so how do we make improvements to affect that experience; how can we improve this as a team.
 - 4. Continued consideration will be given to cultural engagement with our indigenous population and with our growing immigrant population in our region.
- viii. Safety
 - 1. Commitments to Biological Safety, Occupational Health and Safety and Infection Prevention and Control.
- ix. Feedback
 - 1. Les will be looking to receive feedback on an ongoing basis.
 - 2. Immediate feedback provided in the meeting:
 - a. Staff are already experiencing 'change fatigue'
 - b. There is still a lot of uncertainty with how NTHSSA will impact us
 - c. Lack of stable management in the past 7 years
 - d. How often will Les meet with staff to know whether or not the changes will be making the right impact?
 - 3. If staff would like to provide more feedback they can bring their comments to Jen or Cynthia to be shared with Les.
 - 4.
- 3. Roundtable
 - a. There were no items to discuss for Roundtable