

Health Sciences North 2024 Annual Meeting

Report from the Chief of Staff
Dr. Pankaj Bhatia



Health Sciences North
Horizon Santé-Nord

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Annual Meeting – June 12, 2024**

Hello, Bonjour, Aanii.

Thank you for this opportunity to share my experience as HSN's Chief of Staff since coming onboard in October 2023. Let me begin by acknowledging the resiliency of the individuals who have worked tirelessly at HSN and throughout the region this past year. I am very proud to work alongside the teams who continue to commit themselves to improving care for patients and ensuring that HSN continues to be a tertiary care centre of excellence.

It is my pleasure to report on the progress toward achieving the 2023-2024 performance goals and the activities of the HSN Medical Staff this past year. First, I must acknowledge the work of my predecessor Dr. John Fenton, Chief of Staff from 2017 to 2023. Thank you Dr. Fenton for your hard work, leadership and guidance.

Not unlike many hospitals throughout Ontario, HSN is experiencing significant gaps in health human resources. Through a comprehensive review of our medical human resources, identification of high-risk areas such as Anaesthesia, Plastic Surgery and Internal Medicine allowed us to strategize solutions.

Recruitment efforts across all services are well underway with 24 new Medical Staff coming onboard in 2023 and 22 new hires already in 2024. Furthermore, since January 2023, HSN has welcomed 30 new locums to the organization who will provide support to underserved departments. Thank you to the Medical Affairs team, the Credentials Committee and the Medical Human Resources Planning Committee. Your hard work and dedication are an example to everyone. Thank you for being your best every day!

Aligned with HSN and HSNRI's 2019-2024 strategic goal to be Digitally Enabled, we went live with ONE Health MEDITECH Expanse on June 4, 2024. The ONE initiative is a regional alignment of 23 of our partner hospitals across Northeastern Ontario in the utilization of one electronic medical record (EMR). The primary goal of this initiative is to enhance safe, evidence based and patient and family focused care through a clinical transformation enabled through workflow redesign and supported through technology systems. Thank you to the EMR Implementation Team for all of your work involving training, preparation, support and guidance through this important change in our organization and for setting us on the path of optimizing care for our patients at HSN and throughout the region.

Physician and staff wellness was a focal point in the last year and will continue to be a priority moving forward. I am happy to work alongside Dr. Grace Ma to espouse and enhance a supportive culture of wellness and recognition for our medical staff. Promoting the enhanced socialization of physician excellence, ongoing department engagement and

collaborative decision-making, as well as helping to organize physical space for Medical Staff to meet their health needs are just a few of the exciting improvements.

Thank you to our medical leadership team, Department Chiefs, Medical Directors and our Medical Staff Executive. This team of leaders has worked tirelessly to ensure that challenges and questions of the Medical Staff are addressed and communicated in a timely manner. Thank you to those who are stepping down and to the new individuals who have accepted this important role.

Thank you to the entire Professional Staff of physicians, midwives and dentists. I want to acknowledge that you worked together through the continued pressures in our healthcare system. The ongoing stressful situations of capacity challenges, regional pressures, surgical wait times, workplace violence events and staffing shortages across the multidisciplinary care teams were always present. Yet, you rose above, took care of patients, their families, our communities and each other.

Thank you, Merci, Miigwetch.