

Cultural Assessment results are in

*A message from Mary Madigan Lee,
vice-president of Human Resources and Legal Services*

On behalf of the network's leadership team, I want to offer my thanks to all the staff, physicians, and volunteers who offered their authentic and candid insight into the cultures at our three sites prior to our integration date of August 1. Between June and August, we conducted a cultural assessment across each of the three sites because we wanted to get a better understanding of what makes our sites special. More than 400 people participated either via interviews, focus groups or surveys.



Given that we were all founded by the Sisters of St. Joseph, it is unsurprising that the results from the consultant's report show that we are more alike than different. We continue to deliver on the Sisters' legacy of caring for the most marginalized or disadvantaged in our communities. We have in common many, if not all, core values that we live by, but one that stood out was the intrinsic value and dignity of every human being. We are proud of the way we treat our patients and the way we support our colleagues – we go above and beyond to help each other.

Here's how we are unique:

- Providence, with its strong sense of family, mourned the departure of many of their leaders in the lead-up to our go-live date. Despite this, Providence staff were also open and accepting of change, and enthusiastic about the advantages that are associated with being partners with an academic and community teaching hospitals. Providence demonstrated a strong link to the Sisters of St. Joseph, which was stressed as a sacred part of their heritage that should remain and be honored during the process of integration.
- St. Joseph's staff and physicians are proud to be a community teaching health centre, training the next generation of health-care professionals. They expressed pride in the support and patient care they provide to our community, and emphasized a desire to maintain that in the new integration. St. Joseph's is an important local health care resource. Staff are proud to know and care for patients and families, of all ages and across generations, through life's significant milestones.
- St. Michael's staff were proud of their history of caring for the disadvantaged, and emergence as a leading academic and research facility, inner city health being one of the hospital's area of expertise. Staff noted that this type of patient care was increasing in volume and complexity and expressed concern about safety and wellness. At the same time, many staff are interested and enthusiastic about meeting their new colleagues and cross-sharing best practices.



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ASSESSMENT**
What we learned

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**CULTURAL
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Results at a glance

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FLU SEASON IS HERE
How we help keep our
communities healthy

These are but a few examples of what we have in common and what makes each site unique. What they all indicate is that, with your continued support, we have a strong foundation upon which to build a successful integrated health network and a bright future for us, our organizations and the patients, residents and clients we serve.

What are the next steps? The consultant made numerous recommendations to address all the opportunities and concerns raised across the three sites, which will be reviewed by the Executive Committee to help inform an action plan.

We'll also be continuing to discuss the opportunities and challenges of integration that were raised in this cultural assessment at upcoming town halls and leadership fora.

In October, members of our Executive Committee will visit the three sites to update all staff on the progress of our plan.

We are proud to be the only organization to conduct a cultural assessment prior to integration, and you have our commitment to action on the recommendations we received.

Thank you again to all who participated in this very important exercise.

If you have any questions, please visit oursharedpurpose.com to submit your inquiry.

ABOUT OUR CULTURES

OUR SHARED PURPOSE

Providence Healthcare
St. Joseph's Health Centre
St. Michael's Hospital

WHAT MAKES US UNIQUE



Providence Healthcare

- ✓ We are a tight-knit community with a strong sense of family
- ✓ We are enthusiastic about the advantages associated with being partners with an academic hospital and community teaching centre



St. Joseph's Health Centre

- ✓ We are proud to support families across the life continuum, helping our patients when they need us the most
- ✓ We are a supportive neighborhood hospital as well as an excellent teaching hospital



St. Michael's Hospital

- ✓ While caring for people who experience disadvantage, we have emerged as a leading academic and research facility
- ✓ We look forward to meeting our new colleagues and cross-sharing the many best practices we have between us

OUR COMMON BOND

All three founded by the Sisters of St. Joseph + deeply rooted priorities grounded in the mission of Catholic health care

A deep respect for the intrinsic value and dignity of every human being

We continue to deliver on the Sisters' long-standing mission of caring for all, particularly the most marginalized or disadvantaged of our society

We are proud of the way we treat our patients and the way we support each other

Appreciation for having the opportunity to "be heard" and asked your opinion as part of the planning stages

"PLEASE DON'T CHANGE..."

- ✓ Living our values - caring for the disadvantaged, downtown homeless and community engagement
- ✓ Educational funding
- ✓ Recognition awards – Values in Action, Unsung Heroes, Research, Volunteer days, Nursing awards etc.
- ✓ Summer BBQ and holiday events - various celebrations that brings colleagues together socially
- ✓ Our relationships/teamwork/collaborative environment

YOU ASKED US, SO WE'RE COMMITTED TO:

- ✓ Providing a safe working environment for all
- ✓ Helping you manage and support change
- ✓ Providing regular updates on the transition changes
- ✓ Engaging staff as we go forward together
- ✓ Helping you share our wealth of best practices across sites
- ✓ Helping you build relationships



of participants: **426**
(Staff, volunteers, physicians, leadership, CEO, board members)



+22 Patient, Family and Community Council members from St. Joseph's



of sites: **3**
Assessment period: **June to August**

It's official!
Aug. 1, 2017

