

WIN 6.1 - Creating a Positive Work Environment

Lesson 2 - Hospital Profiles: HHS

Jane Hastie, Hamilton Health Sciences:

Well at Hamilton Health Sciences we like to think of ourselves as proudly diverse, and with great intentions to be always inclusive. Hamilton is a huge area, of course, with half a million folks, but we look after the region as well, and so we are serving large and broad communities around us, and the diversity is significant. We are known in Hamilton as a place for many immigrants to come to - you know, I'm not sure if it's just because we're a welcoming community, or if there's great opportunities to be had here. But either way I think we represent a huge, diverse population here in Hamilton.

Daniela Beckford, Hamilton Health Sciences:

You have the diversity now in the patient population; you have to kind of match that if you want to maintain the patient's safety, be a patient-centred focus healthcare organization. You want to drive the diversity in the workforce as well. And you need that innovation and international experience, and sometimes the cultural and linguistic competence.

I had the honour of being asked to lead this project, which is the Internationally-Educated Nurse and English as a Second Language Nurse Integration Project here at Hamilton Health Sciences that is funded by the Ministry of Citizenship and Immigration and the Government of Ontario. We started because of a need to actually help and support these internationally-educated nurses that were coming; and a need for the managers to understand what their role should be in supporting them.

This is a big organization. Like we have about 15,000 staff - physicians and volunteers, and we have about 4,130 nurses in all categories. When I'm looking where these people are coming from I think we have them from all over the world. So some of them will be primary-care nurses within Hamilton Health Sciences, but obviously we created this—this collaboration employment model not only for us, but to help them being hired within the community of Hamilton Health Sciences, and outside of Hamilton Health Sciences—in long-term carers, in public health, some of the doctors—physician offices, in some of the clinics—so we have them actually in all the provinces right now. I don't think it's one province in Canada that one of our participants is not in there.