

WIN 6.1 - Creating a Positive Work Environment

Lesson 4 - Key Programs

Orientation

Jane Hastie, Hamilton Health Sciences Centre:

At Hamilton Health Sciences where a bit of a perfect storm, I think, is happening, where we are challenged because we are very lean—we have limited resources—yet we have great demands for professionals to be here and to fill roles. We need leaders to be supportive of the concept of recruitment that is not only going to happen in our community, but broader. And what will that mean in terms of changing their practice as leaders? And I think it's significant.

Rhonda Lewis, The Scarborough Hospital:

At Scarborough Hospital we place a high value on IEHPs, so we not only work with bridging programs, we also make sure that our managers recognize that individuals are IEHPs and may need a higher level of on-boarding or perhaps a longer period of orientation so that they can integrate themselves and they can familiarize themselves with—with practices, equipment, software, structure that they are not familiar with.

Jane Hastie, Hamilton Health Sciences Centre:

We have to talk about the people—how do you fit in to this department? You know, when do we have lunch? How do we—where do we hang our coats? How do we talk to each other? That's a different kind of leadership that we're asking.

Rhonda Lewis, The Scarborough Hospital:

For IEHPs, they are walking into an environment where they are not familiar. They are not familiar with the equipment, some of the software, some of the practices, as well as legislation. So it's important for—from the IEHP side to make sure that they have equipped themselves with the knowledge, but it's also important on the staff side, the existing structure, to be able to welcome them and support them, and integrate them into the organization by providing services that support them.

Jane Hastie, Hamilton Health Sciences Centre:

It's basic civility. But to a certain extent we've lost some of that civility. So this is a great opportunity, I think, to rebuild integration the way it should be.

Rhonda Lewis, The Scarborough Hospital:

It is much easier for an organization with an embedded diversity program to be able to accept and integrate IEHPs in that kind of a culture than it is for an organization without such a high degree of focus.