

## Welcome to our new website – we’ve built it for you!

This new website is designed for all people, including patients, families, visitors, and health care partners who rely on our site as a vital and trusted source of information about our programs, services and a great place of work.

Why did we, as a team, tackle a new website build?

Well, it connects directly with two of our [Strategic Plan’s](#) priorities: improve the patient experience; and focus on equity and social accountability. The main drivers propelling the website redesign include:

- **Improving its navigation**, so that it’s easier to find what you need;
- **Updating its design features** to enhance your experience; and
- **Embedding advanced accessibility features**, aligned with the Accessibility for Ontarians with Disabilities Act, so that everyone can access the information they need, when they want.

In designing it to meet these goals, we took into consideration feedback we’ve received over the years from you, our virtual visitors, and our Patient and Family Advisory Committee.

You can expect much of the same needed information – such as [Emergency Department wait times](#), [what to bring with you to the hospital](#), and how to use our [Telemedicine program](#) to access specialists in other parts of the province. But there’s also new information like what’s on the [menu](#) at our cafeteria and more details on individual programs.

Speaking of what’s new, I’ll also be using this blog space to provide regular updates on our collective work to provide patient-centred, exemplary care to Northerners.

Since joining the hospital as CEO and President in 2020, I’ve witnessed the dedication and excellence of all our team members, from to staff to physicians, all working to ensure the best possible quality care for patients.

Did you know that...

- This fall, our Environmental Service team was selected from more than 150 nominations from across Canada for the Canadian Healthcare Housekeeping Association Award. The award recognizes the exceptional contributions of housekeeping staff in maintaining a clean, safe, and welcoming environment for patients, staff, and visitors.

- TADH recently received an Accredited with Commendation designation as part of our Accreditation process. This designation highlighted our areas of excellence, such as our commitment to providing quality, safe care close to home, and leadership that fosters an open and innovative approach to managing service issues. The process also underlined areas that remain a priority as part of our commitment to continuous quality improvement – for instance, ways to enhance patient safety. As part of this work, our quality and safety committee, made up of both staff and patients, will be tasked with development of the workplan which will include patient and family voice.
- As part of improving the patient experience, we are looking to grow our [Patient and Family Advisory Committee](#). The committee is recruiting new members who bring with them diverse backgrounds and experiences. If you, or a family member, have spent time in the last three years at the hospital, and have a passion for helping to improve the patient and family experience, please consider applying. Your voice matters and can help make a difference!

At Timmins and District Hospital we embrace a culture of continuous improvement, so you can expect further changes to this website in the coming months. Websites are also dynamic platforms, constantly shifting and evolving with new programs and information, so there will be more changes to come!

In the meantime, if you have feedback on how this new website can be improved or what you'd like to see included, let us know by emailing [communications@tadh.com](mailto:communications@tadh.com) or filling out the form at the bottom of the page.

Take care,

Kate Fyfe

President and CEO