



**TIMMINS AND DISTRICT HOSPITAL**  
**L'HÔPITAL DE TIMMINS ET DU DISTRICT**

**Diversity, Equity, Inclusion, Social Accountability, Anti-Racism Report**  
**Q2 – 2025/2026**

**Health Equity Report Card**

# A Message from Kate Fyfe TADH President and CEO



At Timmins and District Hospital, equity is more than a principle. It's at the heart of what our team does. Since the launch of our Diversity, Equity, Inclusion, Social Accountability, and Anti-Racism (DEISA-A) Committee in Spring 2023, we've been working together to build a health system where everyone has a fair and just opportunity to live well.

This quarterly report card reflects that work. It showcases the progress we're making to close health gaps and improve access, care, and outcomes, especially for those in our community who need it most.

From expanding SeamlessMD's digital mental health support to partnering with Misiway on diabetes education, and from culturally safe care training to improved discharge planning tools, we're advancing equity in tangible ways. We've also introduced faster lab result delivery, enhanced maternal and child health monitoring, and supported older adults through our summer student initiative.

These efforts are only possible because of the compassion and commitment of our staff, educators, and community partners. I'm deeply grateful for their dedication. Together, we're creating a more inclusive, responsive, and patient-centred health system for our region.

Thank you for your continued support.



## How is TADH meeting health equity priorities?

The TADH Diversity, Equity, Inclusion, Social Accountability, and Anti-Racism (DEISA-A) committee, formed in spring 2023, advises TADH leadership on **improving equity and social accountability**.

- The committee focuses on two main priorities:
  - Strengthening TADH’s work to support a Cochrane District health system where **everyone has a fair and just opportunity to have better health outcomes** and well-being.
  - Working together to **reduce health gaps and improve access, care and outcomes** for community members and populations who need support.

# Why does TADH share health equity report cards?

Our report card tracks progress on important initiatives and improvements made each quarter, with a focus on:

- New health **equity initiatives**
- Improvements in **processes and procedures** to support equity
- **Actions to reduce gaps** in health access, care, and outcomes.

# Health Equity Highlight

## SeamlessMD Mental Health Outcomes Analysis

Seamless MD is an online remote care management system funded by Ontario Health. It supports patients across our surgical and mental health programs. When patients are discharged from the Mental Health Unit or when they are referred to the waitlist for out-patient mental health services, they are referred to Seamless MD. This allows patients to keep a daily journal on their symptoms.

We've seen significant improvements in PHQ-9 and GAD-7 results for these patients, as well as a reduction in visits to the ED. The program asks questions around mood and negative thoughts and provides patient with recommendations and resources. The results of each entry are sent to a crisis worker at TADH who can escalate concerns, call the patient and recommend a plan of action to ensure the patient's success in community. This service has recently received additional funding to expand to partners at Weeneebayko Area Health Authority.

In September, Seamless MD provided data relating specifically to mental health outcomes in the context Emergency Department (ED), inpatient, and outpatient visits.

The results highlighted:

- A 74% decrease in average ED visits for mental health reasons from the period of Jan. 24, 2024–Jan. 31, 2025, with the implementation of SeamlessMD compared to without SeamlessMD.
- A 71% decrease in average inpatient visits with SeamlessMD compared to without.

The hospital looks forward to working with SeamlessMD on a case study showing how personalized digital mental health care can reduce repeat ER visits and hospital admissions while improving patient outcomes.

# What are new and ongoing health equity initiatives at TADH?

- **Collaborating with Misiway on diabetes education:** The hospital's Diabetes Education Clinic is collaborating with Misiway Milopemahtesewin Community Health Centre's Diabetes Education clinic to ensure consistency and continuity of care. The first collaborative education session was held at Misiway in September and focused on patient and family feedback to highlight their specific needs and develop future engaging education sessions.
- **Highlighting the Rehab/Stroke/Complex Continuing Care Unit:** We implemented a new personal support worker (PSW) staffing model increasing coverage from two to three PSWs on day shift and reducing night shift from two to one PSW. This change aligns staffing with peak rehabilitation activity during the day, enhancing support for daily living goals such as eating, dressing, grooming, and mobility. By improving collaboration among different disciplines, we expect to see a reduced average rehab length of stay and increased access to rehab beds, advancing health equity across the community and district.
- **Implementing the Blaylock Discharge Planning Risk Tool:** As part of ongoing Senior Friendly Care initiatives, the hospital has introduced the Blaylock Discharge Planning Risk Tool for all admitted patients aged 65 and older. This tool helps identify patients' needs and risks at home, allowing better support for discharge planning. It also provides insight into patients' health status and whether they may require referrals to allied health professionals during their admission.
- **Understanding Indigenous Patient Navigation services across Northern Ontario:** The Equity, Diversity, Inclusion, and Anti-Racism Manager met with the Coordinator of Indigenous Health Research from Health Sciences North Foundation to discuss the delivery and context of Indigenous Patient Navigation (IPN) services. This meeting was part of a research project examining IPN programs across Northern Ontario hospitals. The study seeks to map existing programs, understand their structures and supports, identify strengths and challenges, highlight promising practices and partnerships, and develop recommendations to enhance and expand IPN services in the region.

# What are new and ongoing health equity initiatives at TADH?

- **Health equity training for clinical educators:** In September, the clinical educators participated in a health equity learning session with a focus on the identifying social determinants of health, practicing inclusive language, reflecting on privilege, addressing unconscious bias, and understanding accessibility.
- **Recognizing the signs of human trafficking training:** Members of hospital staff including social workers, registered nurses, and the leadership team attended community service provider training to build awareness, strengthen responses, and increase collaboration in addressing human trafficking. The session was hosted by Timmins and Area Women in Crisis in partnership with the Regional Anti-Human Trafficking Committee, and featured Karly Church as the keynote speaker. During the session, Karly shared meaningful insights drawn from her lived and frontline experience.
- **Enhancing Indigenous cultural competency:** TADH Diabetes Education staff have registered or completed the San'yas Indigenous Cultural Safety Training Program, with the goal of 100% completion by the end of 2025.
- **Promoting a diverse workforce:** TADH completed the process to become a Rural Community Immigration Pilot (RCIP) designated organization. Since its designation, the hospital has submitted 24 RCIP applications, with 18 now approved. Successful RCIP applications are a positive development for the hospital. The program helps bring skilled healthcare workers to our community, filling staffing gaps, and supporting long-term stability. It also strengthens our workplace by adding cultural diversity, new perspectives, and languages that help us better serve our patients and community.

# How has TADH improved processes and procedures to support health equity?

- **Highlighting estimated discharge date (EDD):** The hospital continues to utilize the EDD, which enables staff to reassess patients' needs twice weekly during rounds. It also provides patients with an estimated discharge date, helping them plan for their transition from hospital to home.
- **Improving processes for patients with accessibility needs:** Following patient feedback, the information services/information technology department has installed a new display screen in the Central Registration waiting area. The screen allows patients to see their registration number when it is their turn, helping to create a more organized, efficient, and accessible check-in process.



# What actions has TADH taken to reduce gaps in health access, care, and outcomes?

- **Streamlining laboratory test results:** The hospital's laboratory team has introduced a new digital pathology system that accelerates the delivery of laboratory results. Previously, specimen slides (including tissue samples) were prepared and shipped by courier to University Health Network for pathologist review. Now, slides are digitized and transmitted instantly for remote analysis, allowing physicians to receive results more quickly to support timely diagnosis and treatment.
- **Summer student employment initiative:** The hospital hired summer students to support the Rehabilitation Program, Hospital Elder Life Program, and Behaviour Supports Ontario Program to maintain and enhance service levels over the summer. This initiative provided coverage for staff vacations while improving patient access, experience, and outcomes, especially among the older adult patient population.
- **Maternal and child health updates:**
  - Implemented new open care infant warmer which will be used for safe transportation of sick babies from the operating room back to the Neonatal Intensive Care Unit.
  - Implemented a central fetal monitoring system (also remote access system) to allow for careful monitoring of pregnant patients and easier patient triage. The remote system increases access to care and enhances opportunities for providers to review potential health concerns.
  - In the spring, two educators completed training to deliver Fetal Health Surveillance (FHS) education. This summer, they successfully offered the FHS course to staff at TADH and extended the opportunity to colleagues across the district, including participants from Kapuskasing.
  - Participated in a train the trainer for the Neonatal Resuscitation Program training course to be able to offer the course to Maternal Child Health.

# The next TADH Health Equity Report Card is coming in January!



**Merci, Miigwetch, Thank you!**

For more information on TADH and its health equity initiatives, contact: Equity, Diversity, Inclusion, Anti-Racism Manager Jenna Wilson at [jwilson@tadh.com](mailto:jwilson@tadh.com).