



Interior Health



Commitment to Quality Health Services in the Current Environment

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Land Acknowledgement

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dãkelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, Syilx, and T̓silhqot'in Nations where we live, learn, collaborate and work together.



Outline

- ➔ Health Services over the past few years
- ➔ A focus on workforce and people
- ➔ Workforce Planning and Actions
- ➔ Commitment to Care and Service-Rural and Urban approaches



Health Services over the past few years



GLOBALLY

COVID-19 pandemic since early 2020
World conflicts and environmental crises



B.C. AND CANADA

Toxic drug crisis was first declared in 2016 and is ongoing
COVID-19 exacerbated social issues



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Experiencing staffing challenges
Escalating natural disaster seasons





A Focus on People and Organizational Culture

HEALTH CARE PROFESSIONALS

- Growing need
- Choices and competition for people
- Corporate and Clinical staff

ORGANIZATIONAL CULTURE & WORKFORCE

- Retention
- Recruitment

Workforce in Interior Health

Metric	Pre-Pandemic	Current
Vacancy Rate	5.1%	13.7%
Turnover Rate	5.0%	6.5%
OT Rate	4.2%	9.1%
Number of Employees*	21,499	26,163

*Includes Casual Employees



Workforce-Planning and Actions



Retention Incentive



Health Career Access Program (HCAP)



Centralized External Recruitment



Employee Referral Bonus



New Grad Hiring



Leadership Retention



1.5x Premium Pay



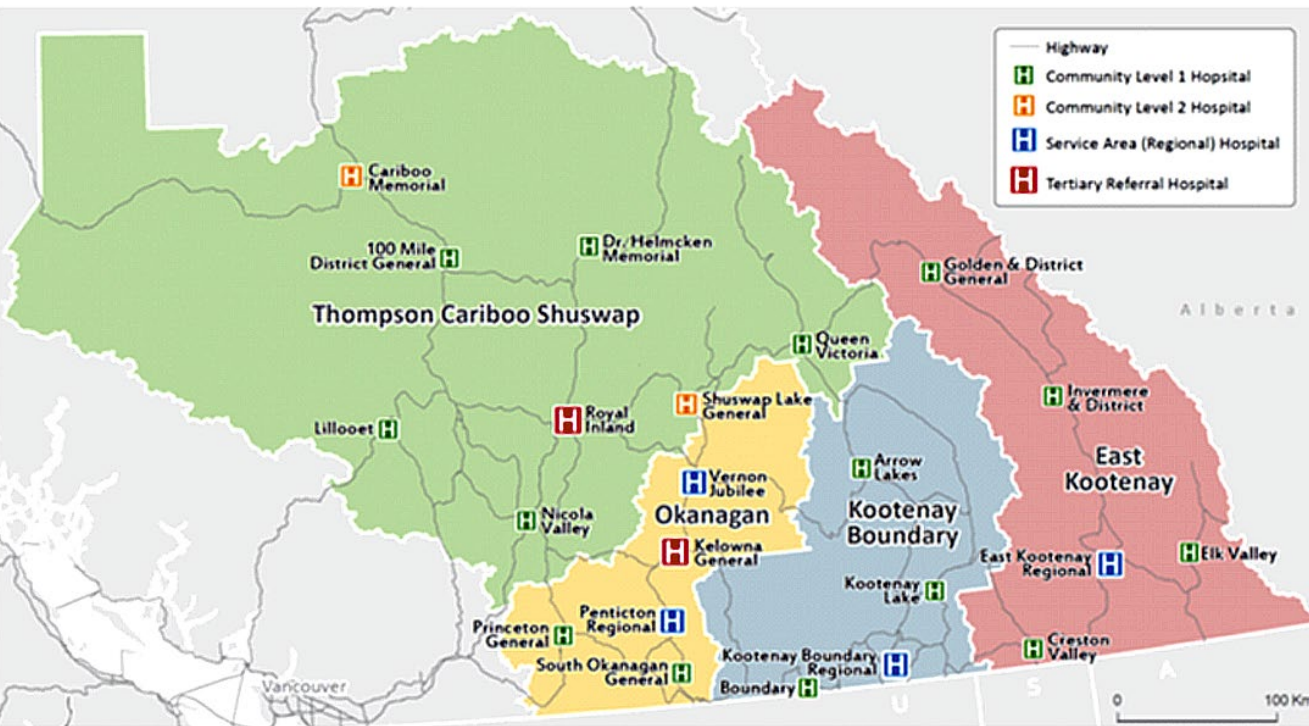
Travel Nurse Program and Internationally Educated Nurses (IEN)



Workplace Health & Safety Initiatives/ Investments



Commitment to Care and Service



Rural

- Grand Forks Community
→ Boundary District Hospital

Urban

- Kamloops Community
→ Royal Inland Hospital



Grand Forks Community (Boundary District Hospital)



- **Rural Community**
- **Hospital and Community Services**
 - 12 inpatient beds
 - Emergency Department-9500 visits/year
 - Distant neighboring health services
- **Challenges with Recruitment**
 - Staff and Physicians provide input
 - Inpatient Care and Emergency Department
- **Health Services impacts**
- **Commitment to Care and Service-investing in the community**



Royal Inland Hospital



- **Urban Community**
- **Hospital and Community Services**
 - 273 inpatient beds
 - Tertiary care hospital, supporting the Thompson Cariboo Shuswap region
 - Emergency Department-70000 visits/year
 - Many unique teams
- **Recruitment**
 - \$7.2 million investment to hire 134 FTE across support services and nursing
 - 54 new graduate nurses hired
- **Health Services impacts**
- **Commitment to Care and Service**



Questions

