

## Today's Take-Aways

### Celebrating The Things That Make PRH Great!

• In a lead up to National Nursing Week and Canada Health Day which take place the week of May 6th, we are inviting all staff and physicians to take a moment to share some comments about the things that make our health care team and PRH great. These will be posted in the cafeteria that week for everyone to see!

To collect these, a electronic submission form will be circulated starting tomorrow, so think about the shout-outs you want to share – big or small – there's lots to recognize and showcase!

We can't wait to see the results so be sure to look for the link in your email and on The Loop!

### District Stroke Centre

• The District Stroke Centre would like to acknowledge a few of our dedicated colleagues who demonstrated excellence in acute stroke care by meeting our regional target times for intervention during a Code Stroke.

On January 7th, in the Emergency Department, Dr. Svetlana Cakarevic and Code Nurse Baylie Corrigan, RN, with the contributions of the entire Code Stroke response team, achieved a Door-to-Needle time of 37 minutes (Regional Target 42 minutes or less) for administering Tenecteplase as the treatment for an Acute Ischemic Stroke.

On March 2nd, in the Emergency Department, Dr. Long Truong and Code Nurse Jessi-Lee Barney, RN, with the contributions of the entire Code Stroke response team, achieved a Door-to-Needle time of 33 minutes for administering Tenecteplase as the treatment for an Acute Ischemic Stroke. This team also achieved another benchmark time with a Door-In/Door-Out time of 57 minutes (Regional Target of 60 minutes) to transfer a patient from PRH to The Ottawa Hospital-Civic Campus for Endovascular Thrombectomy (EVT). EVT is a clot retrieval surgery that improves or, in some instances, reverses functional impairments that resulted due to an Acute Ischemic Stroke.

Your timely interventions ensured the best possible health outcomes for these patients. We wish to celebrate the positive impact you have made with your dedication and expertise in stroke care!



# Today's Take-Aways

## Garrison Petawawa Training Exercise

• As part of our ongoing work to strengthen connections with our external partners, we were pleased to welcome a team from Garrison Petawawa this afternoon as part of a military training exercise.

The exercise was led by our visitors as part of their training requirements for a specialized course and involved learning about our facility and our resources in order to prepare for deployment and collaboration with acute care facilities in various settings and locations.

Thanks to all staff and physicians who took part.

## Trillium Gift of Life Network (TGLN)

• In March, TGLN received 11 notifications of potential donors from our team at PRH. While these notifications were not suitable donors, we know that every notification matters and we would like to thank the following staff for allowing the opportunity for donation to be assessed:

Erica Robinson (ICU), Stephanie Lamont (ICU), Josie Huntley (ICU), Jordan Lee (ICU), Katie Kouri (ICU), Caitlin Morrison (ICU), Kaylena Richards (ICU), Chantel Rehkopf (ICU), Kirsten Doering (Medical), Jessie (ED) and Chantal Kingsley (ED)

On behalf of Ontario Health (TGLN), please extend a sincere thank you to your teams for their continued support and contributions to donation services.

## Departmental Updates

### Maintenance

• Just a reminder that a fire stopping contractor will be applying a fire retardant to the steel decking and beams on the ground floor entrance ceilings of Tower C from 1800 to 0300 Monday to Friday. This will happen after the Dialysis Unit staff and patients leave for the day. This phase of the project which began April 9th is scheduled to last four weeks in duration.

The work areas will be contained. However, circulation on the ground floor will not be allowed during this time. If you need to access Tower C after hours, please use alternate entrances on the 1st floor or come in through Tower B via the 2nd floor.

If you have any questions or concerns, please contact Andy Turton, Project Manager by email [andy.turton@prh.email](mailto:andy.turton@prh.email) or by phone (613) 633-6413.

We thank you for your cooperation and regret any inconvenience.



• The department is excited to announce the implementation of a new Maintenance Work Order System. The new system, eBase, will be accessed through a link on the Citrix Store Front. More info to come!

## Occupational Health and Safety

• Did you know that, while Measles is considered a childhood infection, anyone who is unvaccinated or doesn't have immunity can get it?

In fact, it's one of the most highly contagious viruses out there. Measles is so contagious that if one person has it, 90% of non-immune people who have close contact with them will become infected as the virus can linger in the air for up to two hours.

### Points to consider:

- A person who is infected is considered infectious four days before a rash starts and four days after.
- While there is no specific treatment available, supportive care may improve outcomes.

## Today's Take-Aways

Symptoms include:

- Fever (often greater than 40 C)
- Cough
- Runny nose
- Inflamed eyes
- A rash usually develops 3-5 days after symptoms start

Common complications are diarrhea, middle ear infection and pneumonia. Less common are seizures, blindness or inflammation of the brain. Though rare, death can occur.

The good news is that it is considered a vaccine-preventable infectious disease. Two doses of vaccine will provide immunity in 99% of people.

At PRH, MMR boosters will be offered on drop-in basis for employees in the Occupational Health Department on Thursday April 18th and 25th.

If you have any questions about your MMR status, or would like to schedule a vaccination appointment for a different date, please reach out to Occupational Health at extension 7202.

•Are you current with your fit test? A properly fit-tested N95 mask is one of the best protections for your respiratory system when working with airborne hazards. Surgical masks, though useful for many patient care activities, are not respirators and should not be used for protection against airborne hazards. Measles, Tuberculosis (TB) and Chickenpox are just a few of the infectious agents that require an N95 versus a surgical mask. Aerosol Generating Medical Procedures (AGMPs) can release infectious particles into the air, so an N95 needs to be worn. And, if after conducting your Point of Care Risk Assessment (PCRA) you feel you need more protection than your surgical mask, reach for an N95 - you can't go wrong.

Remember, if it has been more than two years since your last fitting, if you've gained or lost a minimum of 20lbs or if you've had dental restructuring, it is time to get a fit test. To book your appointment, send Occupational Health and Safety an email at [fittesting@prh.email](mailto:fittesting@prh.email).



DAY OF MOURNING  
April 28<sup>th</sup>

Remember the Dead  
Fight for the Living

Marked annually in Canada on April 28th, the National Day of Mourning is dedicated to remembering those who have lost their lives, suffered injury or illness on the job, or experienced a work-related tragedy.

Unfortunately, we all know someone who has had this happen or have suffered it ourselves. Please take a moment on this day to reflect and commit to improving health and safety in our workplace.

Renfrew County Events

Renfrew 11:00 a.m. Swing Bridge Monument,  
Arthur St.

Pembroke – 2:00 p.m. Monument at the Pembroke Marina  
11 Albert St.



# Connecting with the CEO - In Case You Missed It

April 5, 2024

*As we head into April's first weekend, after hopefully seeing the last of the snow, I have a few items to touch on and share with you today.*

## **Monday's Solar Eclipse**

*As you're all likely aware, there's a lot of excitement around Monday's total solar eclipse which is anticipated to reach its peak around 3:25 p.m. This event is garnering lots of news coverage and will likely result in a lot of interest from staff, patients and visitors Monday afternoon. Occ Health has issued a memo today in anticipation of this that provides some good*

*safety tips and how to ensure that anyone interested in seeing the eclipse can do so safely.*

## **Strategic Plan Update**

*I'm very excited to share that our new five-year Strategic Plan was approved by the hospital's Board March 27th. I am very pleased with the final wording and feel that it truly represents the voice of our patients, their families and all of you, while giving us a living document to help guide the work we do over the next five years.*

*Over the next few weeks, we will be making plans to roll out the new Strategic Plan both internally and to the broader community. This includes development of the document for electronic and paper-based distribution which will feature photos that we plan to take next week, the creation of signage reflecting our new Vision and Values to post in key locations onsite, and information for our website, local media and social media. You will also see changes being made to Lean-affiliated communication tools that will reflect our new plan, drivers and enablers. I look forward to hearing any feedback you may have as we roll all of this out.*

## **PRH Parking Rates**

*I wanted to let you know first-hand that, in the next week or two, our public parking rates which have not been increased for some time will be going up by a small amount. While still in line with parking rates for hospitals of our size, we recognize that no one likes to hear about price increases however we will be doing some limited public communication on this including new signage and information on our website.*

*On a positive note, we will be introducing a daily parking pass with in and out privileges and we can confirm that there will not be any increase to staff parking rates at this time.*

## **Masking Changes**

*I'm sure many of you have heard about some of the recent changes to masking requirements in long-term care and other health care facilities. Please know that we have been monitoring this internally and we are in discussions with others in the Champlain region to ensure that everyone is aligned in their practice and thinking. We anticipate making some announcements with regards to this next week, so stay tuned!*

## **Measles**

*And finally, with so much about measles in the news lately, I wanted to take a moment to emphasize the importance of vaccination for this and other high-risk infections as vaccination not only helps to protect you, but all of your patients and loved ones as well.*

*IPAC and Occ Health will soon be sharing a measles memo with the most up-to-date information and what you as health care workers can do to protect yourselves and those in your care. Please do what's in your power to keep everyone safe and healthy. I got my booster shot today!*



# Connecting with the CEO - In Case You Missed It (Continued)

April 12, 2024

*I'm hoping you'll bear with me today as I have a fair number of newsworthy items to share – some that provide clarification, some that are updates and some that will ensure you are hearing first-hand about several new initiatives taking place.*

## **New Benefits Provider**

*As you likely saw in the April 5th memo that HR distributed, we will be transitioning to a new benefits provider for Health and Dental insurance coverage beginning August 1st.*

*I wanted to clarify that the actual benefits you receive won't be changing, only the company that provides them. This does mean, however, that you will be receiving new benefit cards and will have to provide this new information to some of your service providers. While we recognize that this may be a bit inconvenient, our HR team will be working to provide more information, resources and support as we get closer to the changeover date in order to make the transition as smooth as possible.*

## **Epic Implementation**

*It's been brought to my attention that there have been some comments circulating on social media around the hospital's purchase of Epic and how its implementation may result in job losses. I want to assure you that there is no truth to this rumour and I'm not sure where this suggestion may have originated.*

## **Emergency Department Physician Shortages**

*As some of you may be aware, and as you may have heard in previous communications, we are experiencing some staffing challenges in our Emergency Department with some gaps in physician coverage. We know that this will be an issue in the coming weeks and months, with a number of periods where we will only have three physicians in a 24-hour period instead of the usual five.*

*While we can assure you and our community that this will not result in any type of closure, it may well cause longer wait times for our patients. We are currently preparing public communication on this as well as a reminder about when to use the ED and when to use alternative health care services and providers.*

## **Work on Violence Prevention**

*At Thursday's Management meeting, Brent McIntyre shared an update on some of the work taking place around prevention of violence in the workplace and I'm happy to say that there is a lot of work being done, some visible and some behind the scenes.*

*One example of this is the discussions taking place around communication device reliability and plans with IT to purchase new portable phones that will have improved connectivity throughout the complex and also have the ability to connect to our nurse call bell system.*

*There is also some work being done in relation to the use of panic buttons by staff and a great deal of continued training around the use of de-escalation techniques.*

*We are also exploring expanded opportunities with our existing commissionaires to if we might be able to have them stationed in areas of higher risk as a visible presence. Looking at this possibility is one way of trying to strike a balance between what we need to do in order to keep all of you safe and looking at what is financially possible. But nothing is set in stone.*

*We are also investing some money in our AMH unit to make safety-based improvements where they have been identified.*

## **Paediatric Surgical Program Launched**

*Las week I was part of a very special announcement as CHEO launched a new regional paediatric surgical program to address the wait list for surgeries for children and youth in eastern Ontario and bring care closer to local families.*

## Connecting with the CEO - In Case You Missed It (Continued)

The initiative, led by the Kids Come First Health Team and supported by funding from the Ontario government, brings the CHEO Day Surgery program to Brockville General and Carleton Place & District Memorial Hospital to complete day surgeries like appendectomies, tonsillectomies, hernia removals and orthopedic surgeries.

With these already underway, the goal is to complete 300 procedures by 2025, and expand to even more hospitals in eastern Ontario. I am currently co-chair of the Kids Come First Regional Pediatric Surgical Working Group, a sub-committee of the Kids Come First Health Team.

### **PRH Launching Ontario Lung Screening Program**

And finally, at this morning's CEO Breakfast hosted by the PRH Foundation for local donors, I shared as part of a hospital update that we will be accepting patients starting this summer for the Ontario Lung Screening Program as we become a new site to offer this important cancer detection program.

Using low dose CT, those eligible for the program are current or former smokers aged 55-74. We will be screening up to 500 patients per year to start. So much going on and coming up – it's exciting!



## **PRH Staff Association Treat Day**

**Featuring A 100 mL bottle of maple syrup**

**from Mapleside Sugarbush**

### **Distribution**

**Tuesday, April 30th**

**11:30 - 1 p.m. The Lunch Box**

**Pre-Order Deadline - Wed. April 24th, 4pm**

### **New Process**

**All Pre-Orders Must Be Submitted Through Forms**

**<https://forms.office.com/r/n03GEveWXj>**

#### **To Assist With Pre-Order Process, Please Note The Following:**

1. Everyone needs to pre-order - either as part of a group or individually.
2. Be sure to include correct and current last names on pre-order lists.
3. Alphabetize all pre-order lists if possible.
4. Ensure that those on your list are still in your department.
5. Confirm that those on your list want to pick up their treat as part of your group order.



Please note that, as Carolyn Levesque is stepping back from some of the Staff Association work in order to focus more strategically on PRH communications and marketing, some of our other committee members are taking on a various duties related to Treat Days and other activities.

We are also working to improve some of our processes.

This month, we are launching a new Treat Day pre-order process using "Forms".

Please use the link in the poster to complete all pre-orders.

Thank you for your assistance and understanding during this transition.



# CELEBRATIONS

To include a special message in this section, email [celebration&recognition@prh.email](mailto:celebration&recognition@prh.email).

- I am sharing this lovely celebration from a patient Dr. Haney saw in a follow up appointment:

He wanted to pass along what a positive experience he had. He noted that the **medical and nursing team** were attentive and caring but also highlighted that the **clerks, porters and housekeeping staff** were friendly and welcoming and made him feel very comfortable and reflected a positive culture.

Hope it can be passed along to housekeeping and the porters. Everyone makes an impact on the patients whole experience! Fantastic work, everyone! *Heather Macmillan*

- I would like to celebrate the **entire IT Team** for their dedication and hard work in helping the CMH department complete our full transition to MS365 and meet our deadline of March 31st! I would also like to celebrate the **CMH department** for jumping onboard to learn new workflows and embrace change with a full transition to MS365. Thanks! *Tanya Hamber*

- Celebrating **Dawn, Bryan, Linda, scott and Elaine from EVS** for ensuring a quick response to a safety incident on AMH. They took a very difficult situation and did what they do best to ensure a safe and clean environment for staff and patients. *Chester*

- Celebrating **Deann Caroll (Medical)** for going above and beyond to provide excellent patient care.

- Celebrating **Krystal Graham from Food Services** for helping assemble bagged meals to send to the ED.

- Congrats **Kailyn from Rehab** on doing consolidation. You will be a great nurse! Keep caring about patients!

- Thank you **Mel (Rehab)** for the excellent care you provide every day. Specifically, I was able to witness you walking a patient on her "longest walk" to date on 2nd Medical. The joy in her face and her sense of accomplishment at her progress gave me goosebumps. *Brent*

- Congratulations **Jackie Morrison, HR**, on the successful onboarding of our most recent co-op students. They will have an enriched placement experience with your guidance.

- **Hunter Robinson (RT)** stepped up to do education on vent modes - skills day. Lots of positive feedback. Great presentations!

- Thanks to **Jonathan, Lauren and Cassie from DI** for all your hard work during clinic on March 5th with 100 patients in four hours. Great teamwork!

- Thank you to **Lauren, Erica and Melissa H.** (DI) for assisting with an inpatient when I needed some extra help. *Katie*.

- Thanks to **Laurie Tomasini** for buying the flowers for the chapel in time for the Memorial Service and Easter. This was wonderful. It looks so nice. *Sabine*

- Thanks to **Sheldon Lanthier** for helping with and advising on a safety matter quickly and efficiently. The department appreciates the support. *Sarah*

- Thank you **Rita Amodeo (Medical Affairs)** for taking the time with me today to explain the Medical Learners program. Your knowledge of this is much appreciated. *Laurie T.*

- March 11 - **Pharmacy's Med Rec team** from Friday and the weekend worked very hard to have work caught up going into the weekend. The weekend Med Rec team kept up with a very heavy pace.

- Celebrating the **AMH team** - *My wife recently spent the week on the unit. I want to thank your staff for the wonderful service. She received care when she needed it. The staff was always friendly and cheerful. Everyone we encountered had the same attitude from the cleaners to the doctors and everyone in between.*

# CELEBRATIONS

• **AMH team, in particular Jen, Bailey and Kelly** - Celebrating and acknowledging the very stressful and difficult situation that took place on the unit in March. I am very grateful for your professionalism, compassion and ability to safely care for our patients and each other. I am grateful for everyone's safety and high quality care. *Cheryl*

• Kudos to the **MRI booking team**. Last month I corrected a total of two errors in wait time and this month I corrected one error in wait time. This is just amazing; the previous months were 50+ errors. This was very time-consuming on everyone's end. Please keep up the good work. Katie in Finance has had less errors from us as well. I truly believe it is the consistency at the booking desk that is helping to diminish errors in wait times. *Lindsay*

• Katie Hollahan celebrated Sarah Mellish for taking over and running the Lean huddle when Katie was unable to do so and for closing some of the tickets. Well done! Thank you, *Sabine*

• Celebrating **Jillian Keyes (ED)** for sorting through a large box of items found in an old filing cabinet and making sure everything made it to where it needed to go! *Kaley*

• Celebrating **Caitlin Morrison (ICU)** for demonstrating strong leadership skills in the ICU on April 8th and 9th when there was high patient turnover. *The ICU Team*

• Celebrating **Allyssa Rabishaw (ED)**. Her clarification email for the temporary patient she was involved with was extremely helpful as she was able to give the second patient identifier required to reconcile, huge time saver! Thanks again! *Amy Warlich Pharmacy*

• I want to extend my gratitude to **Lisa Bradley and Cheryl Summers** for their assistance in coordinating all of the teams and the shots that we needed to do for our recent Strategic Plan photoshoot with John Butler Photography, and for assisting throughout the four and a half hour photoshoot both onsite and at The Grind.

While I remained with John the entire time, each of them did a great job ensuring other members of the management team were updated on moving timelines and that the next team was ready for us when we arrived.

I would also like to extend my kudos to members of the management team and staff from the following areas who participated in the photoshoot and were very accommodating for what was required:

**Obstetrics, Surgical Day Care with EVS staff, Inpatient Rehabilitation, Pharmacy, Medical, Diagnostic Imaging (MRI), Mental Health Services and County of Renfrew Paramedics, Ortho Clinic and Food Services**

We look forward to seeing the final product and photos. *Carolyn Levesque*

• Congratulations to the **Obstetrics team** on achieving 100% on the most recent ARO screening audit. *Rachel Robertson and Michelle Godsell*

• Great job to the **Endoscopy and Surgical Day Care team** on coming together and establishing a draft care model that aims to assist with improving patient flow to the OR and promoting staff safety during off hours! *Heather MacMillan and Michelle Godsell*

• Thank you to **Erin and Caroline** for your knowledge, expertise and work on switching our current eLearning system to the new Surge learning platform that is due to be launched at the end of April! We appreciate your efforts in moving this forward! *Rachel England and Michelle Godsell*

• I would like to celebrate **Lauren Theberge** for all her assistance in the capital equipment purchase process. So much work happens behind the scenes to get the purchase order prepared and out to vendors. Thank you for helping make our workflows as efficient as possible and for your support throughout the process. *Beth Brownlee*



# CELEBRATIONS

• Laurie Menard celebrated **Sarah Selle** for all of her help with staff engagement surveys and for her support in collecting important information at huddles to help us make improvements. She also celebrated **Annette Davidson** for her help with coverage in ICU and for her support to the team with challenging issues. Thank you both! *Beth*

• Brent McIntyre celebrated **Kevin Heideman** for his work on NVCI training and taking the GPA course. Brent said he is always stepping up when needed and is doing a great job on training staff. Well done! Thank you for all you do! *Sabine*

• Beth celebrated **Alycia Fraser** for taking on the challenge of covering a new role. We truly appreciate you doing this. We know this is not easy. Thank you for taking this new opportunity! Thank you, *Sabine*

• Andrew Keck celebrated **Rachel Robertson**. He truly appreciated you assisting him when he was off sick with setting up the workspace for the modified worker. He was so stressed about not being there but said she took care of everything so that the job could be done. Thank you so much for stepping in! *Sabine*

• Celebrating some of the OR/Surgical staff who were recently recognized for achieving long service milestones.

Let's Celebrate!



• Mental Health Services organized a Spring Purge that took place Friday, April 12th. A few staff members at the Pembroke site went in on a pizza lunch and cake. I would like to thank **all the MHS team members who participated in this at individual sites**. Although we only got a few pictures for the Pembroke site, collectively we were able to get rid of a lot of items that have been hanging around for some time and rejuvenate our space, so it is less cluttered. *Erica*



Closet photos:  
“Before”, left, and “After”, right.

# Emergency Preparedness

The Code of the Month for April is Code Grey.

A Code Grey aims to respond to in-facility utility disruptions or external severe weather incidents in a timely and appropriate manner to protect human health, property and the environment.

A Code Grey is called with the purpose of defining a course of action to follow in the event of an infrastructure loss or failure e.g. electricity, water, heating, cooling, ventilation, medical gas supply (oxygen, medical vacuum, medical air, nitrous oxide, nitrogen), telephone or computer network infrastructure.

For more information, refer to the policy "Code Grey - Infrastructure Loss or Failure" on policy medical.



## Quality Improvement Plan (QIP) Driver Update

The end of March brought us to the end of our 2023/2024 QIP. There has been a lot of work completed over the past year and there is a lot to celebrate. If you recall, in 2023/2024 we committed to:

- Improving the percentage of staff who were up-to-date on violence prevention training (GPA, NVCI);
- Reducing the number of days nursing staff work without their full complement;
- Improving the percentage of medication reconciliations completed upon discharge;
- Preventing never-events;
- Improving patient satisfaction related to discharge communication;
- Improving staff and physician satisfaction survey scores.

Over the past year we have seen improvements in all of these drivers.

The percentage of staff now up-to-date on violence prevention training has increased from 40% in 2023, to over 85% in 2024.

The number of days nursing staff work without their full complement is now only two days per month. That's down from 14 at this time in 2023 and 25 in 2022.

Completion of medication reconciliation on discharge has increased from 50% at this time last year to 80% currently.

Zero never-events occurred this year.

Patient satisfaction related to discharge communication improved from 58% last year at this time to 77% currently.

Staff and physician satisfaction scores improved, specifically related to communication and Senior Leaders communicating organizational plans and priorities.

We want to thank everyone for all of their hard work over this past year to make our QIP a success and we look forward to tackling new quality improvement drivers in our new QIP.

To access the full report on last year's QIP and the new QIP please visit <https://www.pemreghos.org/qualityimprovementplan>.





As a small gesture to contribute to the well-being of our planet, and to show gratitude for the land that we live and work on, we are inviting all available PRH staff and physicians to join us on Earth Day as we tidy up our grounds.

HAPPY



# Earth Day

APRIL 22, 2024

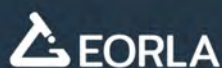


**Date: Monday, April 22nd**  
**Time: 12 - 1 p.m.**

Distribution of supplies will take place at the Tower A, 1st Floor Entrance (next to the Foundation)



**Our trusted laboratory medicine partner for the next 10 years!**



## Celebrating Medical Laboratory Professionals Week

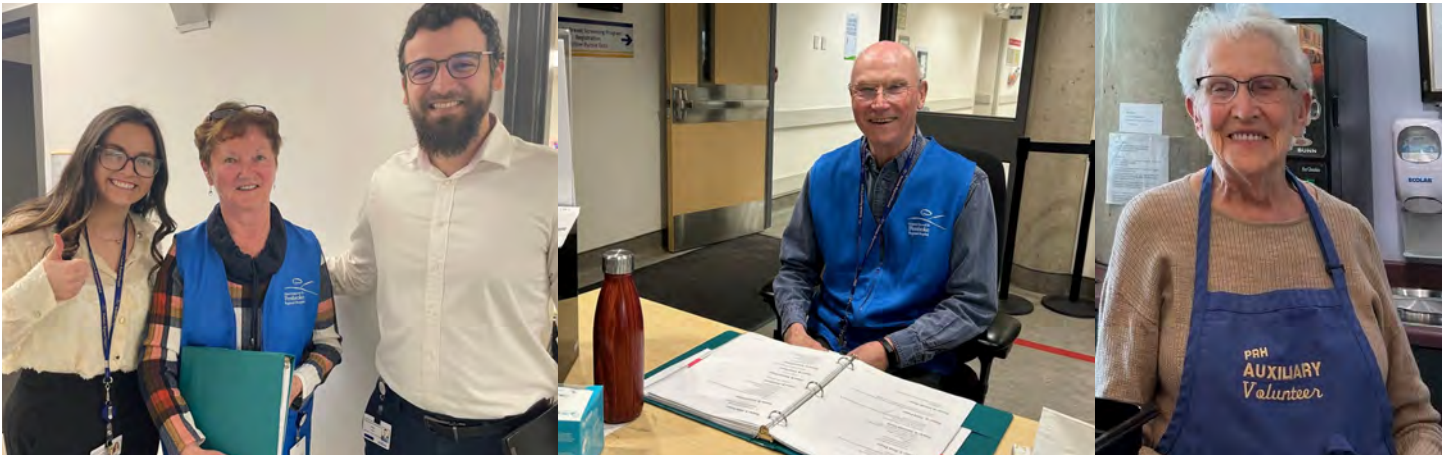
Behind every lab test are medical lab staff who are a valuable part of our health care team.



# THANK YOU VOLUNTEERS!

**April 14-20 is National Volunteer Week!**

This week, we celebrate the volunteers who are a valuable part of our health care team and enhance many aspects of our hospital through their contributions to the PRH Auxiliary, Board of Directors, PRH Foundation, Patient and Family Advisory Council, Spiritual Care Program and Volunteer Services. Shared here are photos of just some of valuable volunteers!







**GovDeals**<sup>®</sup>  
A Liquidity Services Marketplace

**PRH Sells Surplus Items  
on GovDeals.ca. Check it  
out to find great deals!**

# CONSTRUCTION CORNER

## Tower A:

- *Cancer Care Project:* Working on issues with the room pressure monitoring system whenever there is a power outage. The actuator valve was repaired on RTU 2 with the water balancing being scheduled. Heat skid high temperature issue requires some work to address low flow conditions. Parts were ordered for the humidifier valve. Working on the knocking of condensate cooler and on the steam heat trace.

- *Surgical Day Care Project:* Phase 3 in the south wing is coming along with ceramic tile and drywall being installed in the patient rooms. Terrazzo floor repairs are almost complete on the east side. The west wing has been demolished and waiting for the old plumbing to be replaced. Asbestos abatement was completed in this area and in the patient rooms on the west side of the 2nd floor for the plumbing repairs and for the heating radiator removal. This phase is scheduled to be completed by the end of September leaving the MDR room on the 1st floor to renovate and be complete by January.

- On the 4th floor (Obstetrics), the plumbing was completed in the new shower room. The fire alarm addressable detectors were certified in the west and north wings.

- The wall repairs and painting were completed in the kitchen and cafeteria where the water and heating lines were replaced.

- A roofing contractor mobilized on site and will be starting the replacement of the roof above the staff entrance and corridor.

- Another stained glass panel was installed in the remaining window in the Chapel.

## Tower B:

- The sink and counter were removed in the Med Room B390.1 to accommodate new workstations.

- A gate and railings were installed on the Rehab deck for the safety of our patients.

## Tower C:

- *Main Entrance Project:* The general contractor set up infection control barriers and anterooms. A subcontractor will be working in the evenings for about one month to apply a fire retardant to the steel beams and deck.

Phase 1 of this project includes relocating Mulvihill's Pharmacy, creation of a new large waiting room and main entrance lobby. Also included in Phase 1 is a complete update of the fire alarm and sprinkler systems as well as the installation of a new air handling system to bring the older building up to code.

When Phase 1 is complete, they will demolish the old pharmacy and raise the floor in order to house the Sunshine Gift Shop.

## Tower D:

- *Medical Day Care Project:* The contractor installed infection control barriers in the fire side lounge area and demolition started inside with the ceiling and HVAC ducts removal. This area will become the temporary patient area while the existing systemic therapy space gets renovated.

- Renovations in the Pembroke Family Medicine Teaching Unit (PFMTU) on the 4th floor is waiting on a few HVAC controllers and replacement doors.

- The water booster pumps were replaced with new variable flow energy efficient ones.

# CONSTRUCTION CORNER



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# Foundation News

Pembroke Regional Hospital Foundation



Fondation de l'Hôpital Régional de Pembroke

## GUARDIAN ANGELS



Terri Burdan



Chanda Silva

Thank you to everyone who participated in the Community Challenge for Healthcare!



**Catch the Ace**

PROGRESSIVE LOTTERY

# Week #15

# \$135,000.00

Estimated Jackpot if the Ace of Spades is caught!

[www.PRHcatchtheace.ca](http://www.PRHcatchtheace.ca)

Draw date April 24th at 10am  
Deadline to purchase tickets 11:59pm on April 23rd

Presented By **OK TIRE**

## Saturday, May 11th, 2024

Canadian Nuclear Laboratories  
Laboratoires Nucléaires Canadiens

Presents

**HEROES RUN FOR HEALTHCARE**

with Friends

**Mike's Hardware**  
BROS. SALES & SERVICE

2KM Super Heroes Run Sponsor

Registration now opened!

[www.HeroesRunForHealthcare.ca](http://www.HeroesRunForHealthcare.ca)

# MAKE EVERY TICKET COUNT

PLAY SPRING LOTTO TO SUPPORT LOCAL HEALTHCARE

PLAY OUR EXCLUSIVE 50/50

OTTAWA VALLEY **YAMAHA**

PRESENTS

**SPRING LOTTO**

FOR HEALTHCARE



## OR Team Building And Training

On April 12th, the CMPA (Canadian Medical Protective Association) joined the hospital for Grand Rounds, but they graciously came to the OR leadership meeting before that to do some team building work, specifically around psychological safety and finding your voice.

Representatives from CMPA previously worked with us for the Never Event Driver and they continue to work with us on building improvements within the OR culture.

The photos below are from the teamwork activity which helped participants reflect on each individual's communication style and appreciate different perspectives.





COMING  
SOON

Effective April 28th, 2024  
all elearning will be via Surge

WELCOME TO

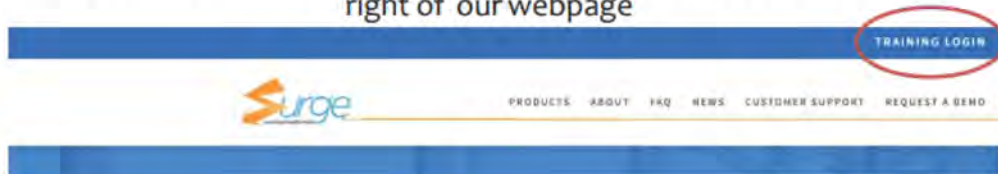


## HOW TO ACCESS SURGE LEARNING

To access Surge Learning, please visit our website  
[www.surgelearning.ca](http://www.surgelearning.ca)

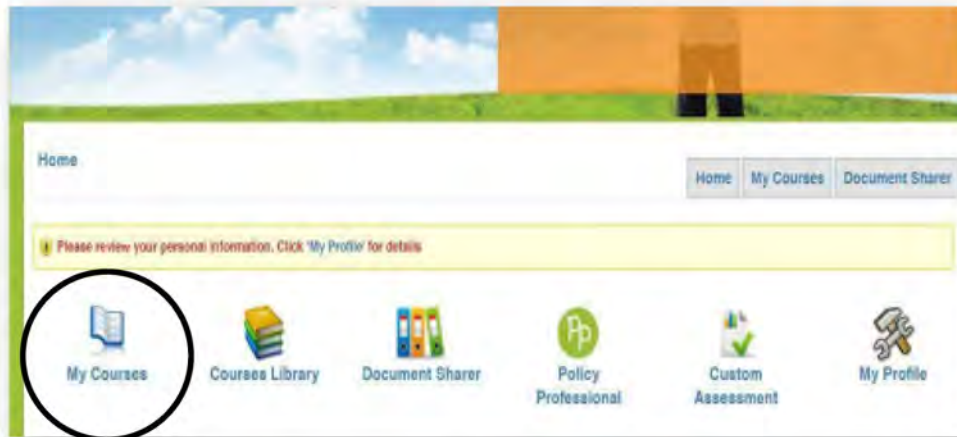
- Access from any device with the website above
- Link will be added to intranet as well

Once you have reached our website, Click **Training Login** on the top right of our webpage

A screenshot of the Surge Learning login form. It features the Surge logo at the top. Below the logo are two input fields: 'sitecode.username' and 'password'. There is a checkbox labeled 'Remember site code' and a blue 'Sign in' button at the bottom.

- **Site code:** PRH.P#####
  - Type PRH followed by a period, then type P followed by your number.
- **Password:** same password you use for PRH

# Welcome to Your Home Page!



To get started click my courses...

FUNCTION	WHAT IS IT FOR ...
<a href="#">My Courses</a>	Courses that have been ASSIGNED to you, whether to yourself individually or as a group/department
<a href="#">Courses Library</a>	Resource Library of OPTIONAL e-learning courses

## Completion of Required Courses



My Courses

When education, policies and procedures are assigned to you, you will find those items in **My Courses**. These courses may be assigned to All Staff, your specific department, YOU specifically, or they may be recommended as an optional (non-mandatory) course.

### My Required Courses

Search

Search For Course...

Show  Sort By

Education Year | 2022

The colour legend on the right of page, helps you identify priority courses:

- Pink: Courses that are highlighted in pink are Past Due
- Yellow: Courses that are highlighted in yellow are Coming Due within a 30-day period

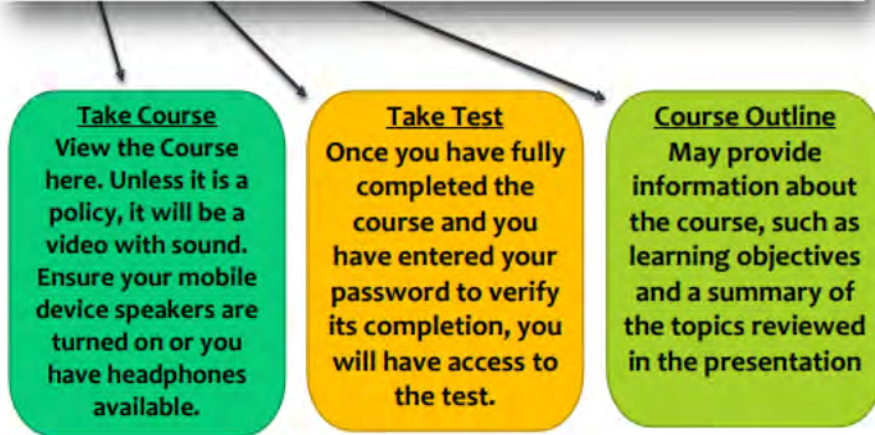


Courses Assigned To Education Group (Department)

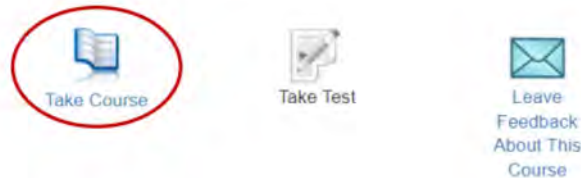
Title	Length	Education Group (Department)	Due Date	Course Completed	Test Completed
Number of Courses: 0					
Total Course Time: 0 hour(s) 0 minutes 0 seconds					

# How to Take a Course?

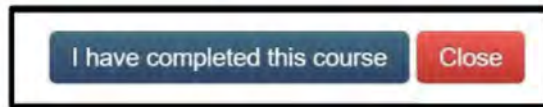
Click on the title of the Course/Policy you wish to take. You will then see a screen that looks similar to this:



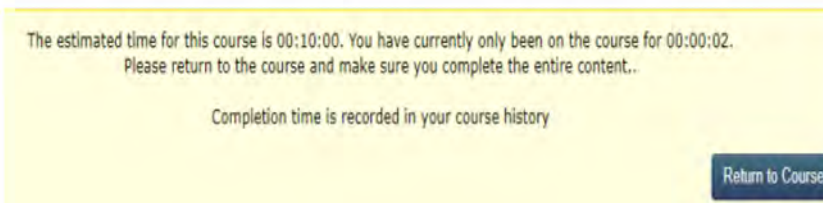
Click on **Take Course**



Your video/policy will load. Once you have watched the course, click on [I have completed this course](#)



**Please watch the course fully. If you try to close the education without watching its full duration, the system will remind you that you have not watched the whole module.**







sitecode.username

password

Remember site code

Sign in

**COMING  
SOON**

**Training Sessions for  
Staff  
30 minute sessions**

## Online sessions

**April 24th - 1300-1330**

**April 24th - 1330-1400**

**Use link: <https://meet.goto.com/585148021>**

**Access Code: 585-148-021**



**April 26th - 1300-1330**

**April 26th - 1330-1400**

**Use link: <https://meet.goto.com/616477293>**

**Access Code: 616-477-293**



## In-person sessions

**April 19th - 1300-1330**

**April 19th - 1330-1400**

**April 19th - 1400-1430**

**April 19th - 1430 - 1500**

**In room**

**C142**



# New Fall/Winter: PRH Clothing



**Softshell Vest - Navy/Black** (Women's/Men's styles)  
**\$60 including tax and PRH logo**  
 • Optional embroidery on the right sleeve \$5 extra

**Long Sleeve Shirts** (Women's and Men's styles)  
**\$45 including tax and PRH logo**  
 • Optional embroidery on the right sleeve \$5 extra

*Spring/Summer items are still available to order as well.*

Please note that all PRH items are sold at cost. As a result, no additional discounts will be applied.



## Upcoming Recognition and Celebration Dates

### April

- National Medical Laboratory Week  
April 14-20
- National Volunteer Week - April 14-20
- National Organ and Tissue Awareness Week  
April 21-27
- Administrative Professionals Day - April 24
- National Day of Mourning - April 28

### May

- National Physiotherapy Month
- Critical Care Awareness and Recognition Month
- Asian Heritage Month
- National Physicians' Day - May 1
- Cinco de Mayo - May 5
- Mental Health Week - May 6-10
- Occupational Health and Safety Week  
May 6-11
- National Nursing Week - May 6-12

PEMBROKE REGIONAL HOSPITAL  
SUNSHINE GIFT SHOP

## SPRING TEA & FASHION SHOW

TICKETS \$20 AT THE GIFT  
SHOP

FRIDAY, APRIL 26

DOORS OPEN AT NOON FOR  
SANDWICHES & TREATS

FASHION SHOW BEGINS AT  
1:00

OUR LADY OF LOURDES  
CHURCH

Call 613 732-2811 ext 6180 to reserve  
tickets and pick up at door (cash only)