



Today's Take-Aways

Patient Satisfaction

- We are happy to share that we have seen an increase in our patient satisfaction survey results over the past few months. In June, 67% of our patients rated their experience as a 9 or a 10 (out of 10) for having a very good experience. Everyone in this organization, regardless of their profession, has a key role to play in the patient experience. Congratulations! Your hard work and dedication is recognized by our patients!

Emergency Preparedness

- Please note that a mock Code Black exercise will take place tomorrow (Friday July 28th) at 11 a.m. in the Ambulatory Clinics department. This exercise will not be announced overhead and will be a unit specific exercise which will include participation from frontline staff. As with all Code of the Month exercises, please take the time to review the Code Black procedure in your Emergency Preparedness binder and speak with your manager if you have any questions.

Project Updates

- For those of you who may be wondering about the status of the Tower D window replacement following the car accident that took place last fall, we can share that it took several months to receive quotes on the work but in the end, the contract for the repairs was awarded.

Due to the location of the incident, the contractor requested an engineering plan for the temporary support of the upper wall structure so that the bottom glass and frame section can be removed safely. This plan has now been received. Unfortunately there was a delay in getting the supplies needed for the glass replacement, however these supplies are now on track to arrive next month. So, if all goes well, we are anticipating the repair to be done in late August or early September.

Mental Health Services of Renfrew County

- On July 21st, staff from the MHSRC Mobile Crisis Team, Acute Mental Health and Youth Case Management spent a half day with team members from the Youth Wellness Hub, a program administered by Renfrew Victoria Hospital.

Youth Wellness Hubs Ontario (YWHO) is an initiative that aims to bring the right services to youth (and their families) at the right time and in the right place. YWHO is a critical step toward improving Ontario's mental health and addiction services for youth and young adults. The Youth Wellness Hub provides system navigation services, social recreation and mental health and substance use counselling.

The Renfrew County Youth Wellness Hub officially opened on October 21, 2022. It is located in a renovated house that allows for a home-away-from-home feel.

Understanding the nature and the scope of the RVH Youth Wellness Hub while forging a close working relationship between the teams is an essential part of improving the quality of mental health and substance use services that are available for our youth.

Connecting with the CEO - In Case You Missed It

July 14, 2023

At PRH, we are proud to offer a variety of acute care services that meet the health care needs of our community and allow them to receive that care closer to home.

To achieve this, we regularly assess and identify service gaps and we look at ways in which we can align our programs to meet those needs.

With this in mind, we are currently exploring options for PRH to become a Schedule 1 facility (a designated psychiatric facility under the Mental Health Act set out by the Ministry of Health and Long Term Care) in order to better serve the patients with acute mental health needs.

Currently, our 15-bed Acute Mental Health unit provides county-wide care for those voluntarily admitted. As a Schedule 1 facility, we would be expanding our program to provide county-wide care for those involuntarily admitted.

When a patient is seen in our Emergency Department and is deemed to potentially be at risk for harm to themselves or others, a Form 1 is completed by a physician. A Form 1 is a request for that individual to undergo a psychiatric assessment to determine whether they need to be admitted for further care in a psychiatric facility, as an involuntary or voluntary patient, or if they should be discharged.

While the physician who completes the Form 1 doesn't need to be a psychiatrist, they must have personally examined the person within the seven days prior to completing the form – whether this be in the community, in a physician's office, in a clinic, or in an Emergency Department.

Once a Form 1 has been completed, patients are currently transferred to Ottawa for further assessment, whereas if we were to become a Schedule 1 facility, some of these patients would be able to remain at PRH for further assessment and care.

In order for this to happen, many steps need to be taken. These include some changes to our Acute Mental Health unit in order to make it safer for more acute patients, enhancements in the area of physician health human resources, and discussions around funding from Ontario Health.

We have already had a physical review of our Acute Mental Health unit. This review resulted in a list of recommendations for physical improvements which would allow us to proceed with a Schedule 1 facility application in the future. Over the next few years, we will be making some of those changes.

In the meantime, our Acute Mental Health unit will remain voluntary.

Definitely more to come on this so I will keep you posted!

Sabine

July 21, 2023

As you may recall, in early June we welcomed some guests who were assisting us with a visual audit of our public areas. The purpose of the audit was to take a detailed and critical look at how these areas appear to our patients and visitors who may be coming to the hospital for the very first time. Specifically, they looked at signage, wayfinding, the positioning of objects, clutter and branding.

Being outsiders, they were able to see our spaces with fresh eyes and noticed things that could be improved but are often invisible to those of us working here every day.



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

In fact, when we accompanied our guests on their tour of the facilities, we also began to notice things that didn't make sense and clearly needed to be marked for change.

I am sure many of you have seen things while you walk through the building that you think should be changed, moved or removed.

With the final report now in hand, our small committee has taken the time to review the recommendations and we are in the process of prioritizing improvements based on those that are "easy fixes" (for example moving or removing some outdated signs), those that may involve a bit more work (replacing furniture or repainting), and those that may be beyond what we can budget for at this time (redoing our wayfinding).

Over the coming weeks and months, you will see some of these changes implemented and we will be working with departments going forward to ensure that there are clearer processes in place to guide some of the things we do around signage, branding etc.

One other thing I wanted to share with you about this audit was the impression of PRH that our guests took away with them. Neither individual had been here before and in their report they spoke of the fact that Pembroke Regional Hospital is "functioning well" and that the recommendations made are simply areas that could be improved to deliver a better visitor experience and more effective messaging.

They also noted how helpful all of you are, particularly when providing directions throughout the buildings, and they noticed a high standard of cleanliness throughout all the areas they visited. Kudos to all of you for contributing to this great first impression!

We will have more to share regarding the outcome of this audit and how we will implement the changes going forward.

Sabine



PRH Staff Association Treat Day

Featuring A Pint Of Hugli's Blueberries

Distribution Times/Locations:

Thursday, August 3rd

11:30 a.m. - 1 p.m.

(The Lunch Box, Tower A, 2nd Floor)

PLEASE TAKE NOTE:

1. Since it's holiday season, please ensure those on your pre-order list **WILL BE HERE** to receive their blueberries - we base our purchase numbers on pre-orders plus a small % extra so there is no waste.
2. Everyone needs to pre-order, either as part of a group or individually.
3. Pre-orders must be submitted by email to pr@prh.email by **4 p.m. Monday, July 31st**
4. All pre-orders must be picked up during the distribution times on August 3rd.

Please note that groups who pre-order are responsible for ensuring all staff on their lists:

- are active Staff Association members and are **IN THEIR DEPARTMENT**
- wish to receive this month's treat
- receive their items after pickup





Back to SCHOOL *Supply Drive*



We are partnering with the OPP and Victim Services to ensure that local students in need receive the new items they need for school.

All collected items will need to be dropped off to Carolyn Levesque's office (A128 next to the Foundation), by end of day, Friday, August 11th.

Here is a list of some of the items that are most in need;

backpacks, pencils, crayons, rulers, binders, lunch kits, folders, and shoes.

The OPP hopes members of the local community can help support this cause and ensure every child can start the school year off on the right foot.



Pembroke Regional Hospital's

GOT TALENT



We want to showcase the people we have at PRH and the work you do through an informative series of video vignettes.

If you have an interest in being one of those we feature, please email your expression of interest to:
carolyn.levesque@prh.email

Please include your name, your department, a brief outline of what you enjoy most about your work at PRH and why you would like to be featured.

CONSTRUCTION CORNER

With summer construction in full swing, you will notice that we have contractors just about everywhere at PRH. Our Infection Prevention and Control (IPAC) team is keeping a vigilant eye on them, ensuring that the safety of both patients and staff is maintained.

- The Tower A, 4th Floor south wing on our Obstetrics unit is getting closer to completion as the T-bar ceilings have now been installed as well as the patient lift rails. The nursing station will be ready soon for staff.

- The Tower A, 3rd Floor Day Surgery unit is moving along as expected. You will now see that they have installed an Infection Control corridor linking Tower B to Tower D so as not to disrupt access during construction.

- The Tower A, 3rd Floor north wing has received its first coat of paint and will soon be ready for the ceiling, while the procedure rooms are almost ready for drywall.

- The Tower B roof replacement has reached its half-way mark towards completion and is looking very good.

- The construction tender for the Tower C main level new entrance and relocation of the Pharmacy will close on August 1st. We anticipate a late fall start of construction there.

- As a reminder, we are getting close to our Medical Air three-day shutdown that will commence August 15th.

Pictured to the right and below:

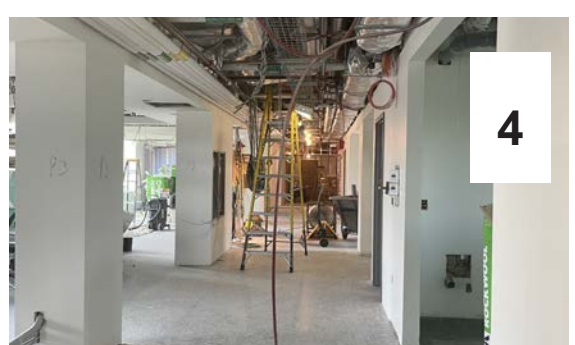
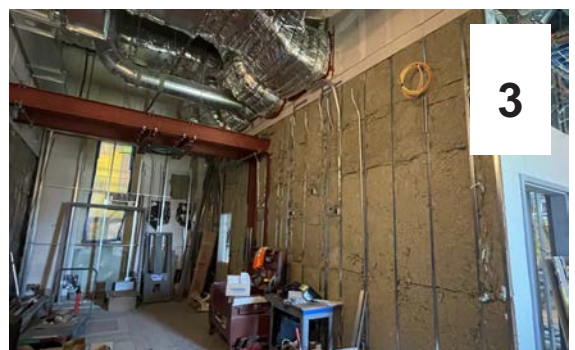
1. The 4th floor nursing station nears completion.

2. The newly constructed Infection Control tunnel in the 3rd Floor rotunda, Tower A. This tunnel will allow traffic to continue on to the Tower D OR suits from Tower B and the elevators during Phase Three.

3. The walls in the new Cysto procedure room are being prepped for drywall.

4. The main corridor in the north wing is primed and soon ready for ceiling installation.

5. The Tower B roof replacement is well underway.



LEAN IN

On July 19th, members of the Senior Leadership Team visited the Rehabilitation unit as part of their monthly Gemba walk in order to learn more about the Mentorship Training Program that is being used to educate staff.

The new program has been funded through \$7,000 worth of specialized grant funding from the Champlain Regional Stroke Network which was applied for and received in the spring of 2022.

To date, nine staff have received training, with plans to hold additional sessions this fall for up to 11 additional team members.

As part of the program's development, staff were asked to identify gaps in training and mentorship was a recurring theme. In addition it was noted that, when staff are asked to be a preceptor, mentor, or to provide orientation to a new staff member, there was previously no formal structure around how to be an effective mentor.

In the end, a one-day interactive and informative training session was created that incorporates education, role-play, discussion and more, and touches on a number of key topics including mentorship, preceptorship and coaching, effective communication, providing constructive feedback, conflict resolution strategies, team building, reflective practice, and also touched on topics such as moral distress and work-life balance.

Participants also receive a tool kit upon completion of the program to support them going forward.

The team credited Clinical Educator Erin Van Allan for assistance in teaching the skills and noted that the educational Powerpoint presentation that forms part of the program is generic enough that it can be rolled out in other areas of the hospital as the program expands.

Staff took the opportunity of the Gemba walk to highlight some feedback about the program including how it provided an opportunity to learn more about co-workers on a personal level, and how helpful the use of a self-assessment tool was as part of the learning.



Education Tips: Medication Vials

Did you know

The cap on medication vials is a dust cap only. These caps do not provide protection against microbes.

The rubber access port of vial tops must always be swabbed with single use 70% isopropyl alcohol swab. Allow 10 seconds for solution to dry prior to accessing with a needle.

(Institute for Safe Medication Practices, 2017)



Education Tips: Blood culture order entry

Did you know

When a physician orders blood cultures, it must be order entered twice into the lab system.



1 order entry =
1 set of cultures
Drawn from one site only
Does not meet adult standards
(Exception - 1 order entry for pediatric patient = 1 bottle only)



2 order entries =
2 sets of cultures
Drawn from two separate sites
(entered at the same time)
Meets minimum standards

To receive a true positive culture for blood stream infection, the sample from two separate sites must both have the pathogen (germ) present to ensure it was not accidental contamination.



New Spring Line: PRH Clothing and Accessories



Yoga Jackets (Women's and Men's styles) **\$60**
• Optional embroidery on the right sleeve \$5 extra

T-Shirts (Women's and Men's styles) **\$30**
• Optional embroidery on the right sleeve \$5 extra

Ball cap \$38

* *Tax and PRH embroidered logo included in price. Spring/Fall jackets and fleece sweatshirts 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.





Guardian Angels



Caitlin Morrison



Scott Lange



Kelly Khan



Sharon Allain and
Sam Moreau



Jennifer Carson

Thank you to
Jeremy Connor from IT
for hosting another
successful LumberFEST,
raising almost \$2,000 for
the *Cancer Care Campaign!*

www.PRHcatchtheace.ca

Catch the Ace
PROGRESSIVE LOTTERY

YOU
COULD WIN!
\$283,000.00

Estimated Jackpot if the Ace of Spades is caught on Aug 2nd 2023!!!
Deadline 11:59pm on Aug 1st.

Lottery License RAFR220643



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GALA

Celebrating Local Healthcare

Returning October 14th, 2023

Tickets on Sale NOW!

CELEBRATIONS

To include a special message in this section, email celebration&recognition@prh.email.

• Kudos to everyone who assisted with the July 13th planned power outage. I would like to acknowledge the **Maintenance and IT staff** for being very well prepared and for being readily available during the outage. Also thank you to **Amanda Godin and Annette Davidson** for leading Command Centre. *Laurie Menard*



• Thanks to the generosity of the **Petawawa Civitan Club**, a number of clients affiliated with Mental Health Services of Renfrew County (MHSRC) will be able to take part in Equine Assisted Learning this fall.

In partnership with Greener Pastures Equine Programs, the Civitan Club's \$2,000 donation will enable individuals to receive hands-on experiential learning through horse/human interaction and non-verbal communication. This new funding will cover the cost of four, two-hour sessions for six new participants and four, 90-minute sessions for six former participants who were part of an Equine Therapy pilot project in 2022.

Pictured here at the cheque presentation, from left, are Erica Mulligan (MHSRC), Darlene Lambert (Vice-President, Petawawa Civitan Club), Kristy Melcher (MHSRC) and Sydney Sheppard (MHSRC).



• Naomi and Julia (Decision Support) would like to celebrate **the staff on LDRP** for completing and submitting their clinical chart audits electronically. Thanks for streamlining the auditing process. *Julia Reddy*

• I would like to say a great thank you to **Dr. Nicholson**. She was so helpful on July 23rd and she stayed here for a very long time. Same goes to **Dr. Unni and Dr. Zakko!** Thank you, *Dr. Cakarevic*

• The patients on the Acute Mental Health unit enjoy spending time on the patio and it's no surprise why. It's thanks, largely in part, to the unit's **Recreation Therapist, Shannon Reckzin**. With her contagious personality and positive energy, you can't help but smile when you meet her. Thanks to donations from a co-worker in another department and a community member, patients were recently able to spend some time gardening...therapy for the soul. *Julie Pilatzke*



CELEBRATIONS

• A special thanks to those staff who volunteered to participate in support of Camp Day at Tim Hortons on July 19th. The following staff joined the team at the Robinson Lane location in Pembroke to help out behind the counter: **Ralph Hatem, Micayla Sewell, Bailey Kehoe, Thea Nicolai and Sharon Allain.**

Pictured below:

Store Manager Varinder Singh and Ralph Hatem cover the drive-through window.

Micayla Sewell and Bailey Kehoe get some practice on the coffee machine and posed with Hospitality Lead Kate Ryan.

Thea Nicolai and Sharon Allain work on drink distribution with Trainer Diana Delorme.



• “I felt that I needed to write to you about my interactions during my TKR. The doctors were great. I had **Dr. Epps pre-op, Dr. Mathew, Dr. Farag and Dr. Murray.** I was impressed by their time taken to make sure I was understanding and participating in my care. Dr. Epps even came into the room where I was being prepped to discuss my complicated medical history with Dr. Farag. **The nursing staff in surgery, post-op and on the ward, were also exceptional.** They didn’t just do their tasks and move on, but took the time to interact in a manner that was greatly appreciated. I even have to admit that the meals were very good. I’ve never had hospital food that I could say that about.” *Fay Bennett (Surgical patient)*

• “I have to send my appreciation and thanks to the **nursing staff in ED, Surgical, the OR team and the staff on 2nd floor, Tower A.** I was taken care of in such a kind, concerned and efficient manner by all your staff; I was discharged with thorough and diligent instructions. I had to compliment you and your staff.” *Liz Polatynski (Surgical patient)*

- Celebrating **the Educators** for an excellent skills refresher to the OR team on July 14, 2023.
- The Surgical team is super happy to have a confirmed patient advisor for the Surgical program!

September 10th, 2 p.m.
Save the Date!
More details coming soon!

PEMBROKE
GOLF CLUB
Est. 1922



Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

Civic Holiday - August 7

Labour Day - September 4



Thanks to everyone who cast their vote in last week's quick poll.

Just wanted to send out a **Save the Date** now that **Friday, December 1st** has been reserved for the *Staff Association Christmas Dinner and Dance* at Germania Hall.

The event will be catered by Ullrich's and DJ Big Mike of VSM Entertainment will run the dance. Decor by Creative Perspectives.

We are excited to finally see the return of our Christmas party! Hope you will join us!

Take a Break - Have Some Fun!

Looking for something fun to do on your break or lunch? There are now a variety of games available in the bike rack corridor for staff to borrow and use in the cafeteria, on the deck or on the grass just beyond the deck.

Just be sure to return everything when you are done so others can enjoy them.



If you are looking for staff discounts on summer attractions etc. be sure to check out the *Staff Discounts* section on the *Staff Resources* section of the PRH website:

www.pembrokeregionalhospital.ca

If you are looking for a discount for the Calypso Waterpark this summer, send an email to pr@prh.email to receive a discount code that allows you to buy up to six day passes at a group rate.

We also have discounts for Park 'N Fly, Canada's Wonderland (through the Perkopolis site) and more!

SHOP.TICKETS.TRAVEL.



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How to Register

- 1 Scan to go to perkopolis.com
- 2 Enter your corporate email address
- 3 Look for an email from us with a link to complete your registration.



Save on everyday purchases and so much more

Your employer has partnered with Perkopolis, so you can save more on everything from clothes and groceries, to events and travel. This perks program is free for you, so start enjoying members-only offers today.



JULY SALE



AT THE PRH SUNSHINE GIFT SHOP

30% OFF ALL REGULAR PRICED MERCHANDISE

(PLUS STAFF/VOLUNTEER DISCOUNT)



Your donation matters

It matters to every patient across Canada. Because it's something we can do today to help others wake up healthier tomorrow.

Upcoming blood donation events

Germania Club Pembroke
15 Bennett St. Pembroke

Thursday, August 10
1:00 pm to 6:00 pm



Join **Canada's Lifeline**
Book now at blood.ca or call **1 888 2 DONATE**

K0201

Tour de BONNECHERE



Sunday

August 27, 2023

Four Scenic Routes from Wild to Mild

100 km Monarch of the Mountains ~

65 km Bonnechere Beauty ~

50 km Gravel Grinder ~

20 km Cave Coaster ~

OR Create your own virtual route

Celebrate after with
Live Entertainment
BBQ ~ T-shirts ~
Door Prizes

Money raised will support mental health initiatives throughout Renfrew County, the Eganville Food Bank as well as the vital work of other partner community agencies.



For more information and to register online visit: tourdebonnechere.blogspot.com/



Feel supported and connected with your confidential 24/7 Employee Assistance Program, a trustworthy, innovative wellbeing resource



Did you know that the Pembroke Regional Hospital offers you access to LifeWorks? It is an online platform with content and professional support accessible at all times to strengthen your wellbeing. You won't want to miss out on everything LifeWorks has to offer, so join the fun today!

Why you should join LifeWorks

- 1 Get support 24/7, 365 days a year with a confidential employee assistance program (EAP) whether you are expecting a baby, isn't getting along with a neighbour, or feeling overwhelmed at work.
- 2 Get help to bring out your best with hundreds of wellbeing articles, podcasts, tools, videos and more.
- 3 Access self-guided journeys to improve communication, mindfulness, sleep and more with CareNow programs.

Ready to get started? Visit app.lifeworks.com or download the LifeWorks app today in the [Apple Store](#) or [Google Play](#) for convenient access to wellbeing support!

Website: login.lifeworks.com

How to Login

Haven't tried LifeWorks yet? In the platform, click on "Login".

Your username is **pembroke** and the password is **EAP**

Call: **1-844-671-3327**