

Today's Take-Aways

Infection Prevention and Control

- COVID positivity rates have been trending downwards which is great news!
- The COVID-19 outbreak on 2nd Medical that involved seven patients was declared over Feb.8th.
- Throughout the region we are starting to see some discussion around changes to COVID-19 safety measures, PPE use and testing. Our hospital's Command Centre will convene in a couple of weeks to take a look at what is being done in other hospitals and see if there is anything that would require re-alignment on our part.

Human Resources

- Just a reminder that you have until Monday, February 13th at 4 p.m. to provide your feedback about Employee Wellness Initiatives at PRH via the current Survey Monkey link that is in circulation. Thanks to the 232 staff and physicians who have already completed this short survey and provided their input! <https://www.surveymonkey.com/r/W3K6MXS>
- As part of a plan to reintegrate volunteers into the hospital setting, the management team will soon be asked to complete a survey of volunteer requirements for their department so that a list of volunteer positions and tasks can be developed.

Trillium Gift of Life Network (TGLN)

- Our hospital was recently recognized for our involvement with a tissue donation which began with a call to TGLN to notify them of the death of one of our patients. This notification "allowed the patient to leave a legacy of transforming the lives of others through ocular tissue donation."

"Thank you to the entire Pembroke Regional Hospital team for your invaluable contributions to donation services and for integrating the opportunity for donation as part of high-quality end-of-life care," wrote Jessica Chapman, Hospital Development Specialist for TGLN.

She added that, "Notifying TGLN within an hour of a patient's death allows for TGLN to screen for donation eligibility and have a donation discussion with the patient and/or substitute."

Departmental Updates

Acute Mental Health

- The unit is in need of some items for our patients. The following new or gently used men's items in size large and extra large are needed: sweatpants, sweatshirts, t-shirts, socks, mittens and winter hats. All items can be dropped off directly to staff on the unit.

Information Technology

- The hospital-wide migration to Office 365 continues with plans to move files over to the SharePoint platform. IT staff will be meeting with those impacted by the move in order to make the transition as seamless as possible.

Today's Take-Aways

Maintenance

• As part of the project work being done throughout the organization, a number of scheduled shut downs will be required in the coming weeks including those impacting electrical, water and medical gas. All impacted areas will be well-informed prior to each shut down with the regular contingency plans put in place. More details to come.

Procurement / Pharmacy

• PRH is currently participating in an RFP process for hospital wide Automated Dispensing Units/Cabinets. Part of this process includes on-site vendor demonstrations. Over 75 staff members from nursing, Pharmacy, IPAC, Occ. health, Maintenance, IT and Housekeeping participated in the first demo and Procurement would like to thank all staff for their feedback on the system presented. All evaluations are converted to a weighted score and the average per department is calculated. This on-site demo score is then added to an overall score that is comprised of technical and financial scores. The on-site demos are an important part of the evaluation, however they are not the sole criteria for vendor selection. There will be two more vendor demos on site in the upcoming months (dates to be confirmed and communicated shortly).

The implementation of Automated Dispensing Cabinets will transform medication delivery at our hospital. We look forward to your input in helping with this big decision. More opportunities for involvement with this project will be coming soon!

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

February

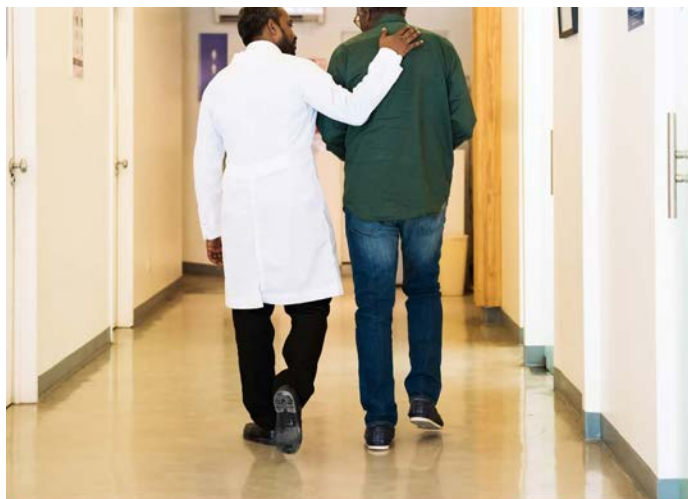
World Day of the Sick Feb. 11

Cardiac Rehab Week Feb. 12-18

Valentine's Day Feb. 14

Family Day (Statutory Holiday) Feb. 20

Pink Shirt Day Feb. 22



World Day of the Sick

"I myself will pasture my sheep; I myself will give them rest. The lost I will search out, the strays I will bring back, the injured I will bind up, and the sick I will heal"

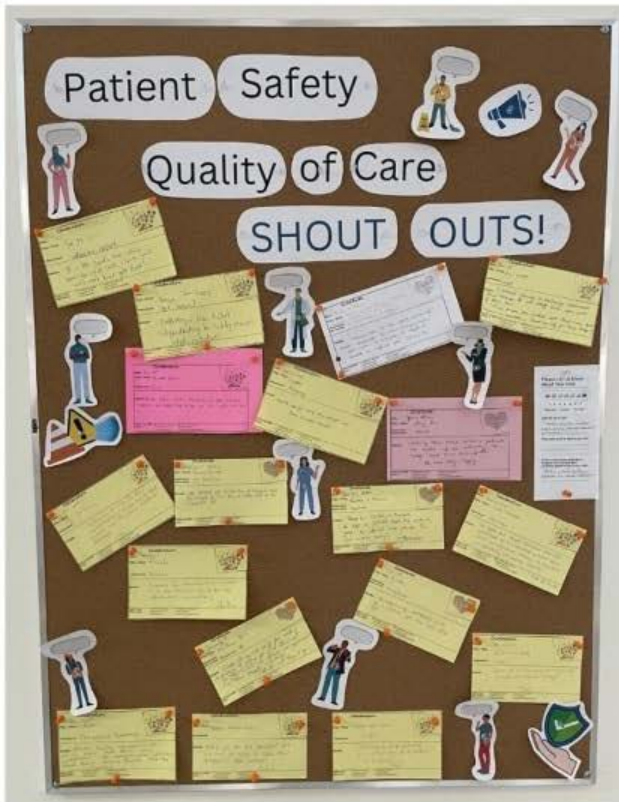
Ezekiel 34:15-16

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

Patient Safety Culture Survey &
Staff Engagement Survey Action Plans

YOUR FEEDBACK TURNED INTO OUR FOCUS!



7/14

TOTAL
ACTION ITEMS
COMPLETED

Combined Action Plan Results



The results of our Patient Safety Survey, completed in June 2022, highlighted the importance of recognizing staff for their involvement in patient safety.

The Accreditation 2023 team is pleased to announce the launch of our **"Patient Safety, Quality of Care Shout Outs" Recognition Board**. The Board can be found in the Cafeteria and celebrates staff who have been recognized for their contributions to ensuring patient safety and quality of care at PRH.

Do you want to be one of our weekly winners?

Take the 2minute self-reflection quizzes embedded in the Key Information Articles for a chance to win!



Weekly WINNER!
Daniel Klotz



Weekly WINNER!
Lauren Theberge



Weekly WINNER!
Katrina Thompson

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

BREAKING NEWS

tickets provided by:  the co-operators®



2 tickets to the April 1st
Ottawa Senators vs. Toronto Maple Leafs
NHL Hockey game hosted at the Canadian
Tire Centre in Ottawa are up for grabs!!!

Play a game of ACCREDITATION BINGO with us.
One BINGO card per person.

- Pick up your BINGO card starting Friday Feb 10th on your unit or at the Accreditation Education Board.
- Your goal is to complete each activity on the board (24 total).
- Submit your completed card by March 22nd at 12noon in the drop box at the Accreditation Education Board for a chance to win!

ACCREDITATION 2023 BINGO

One BINGO card per person. Your goal is to complete each activity on the board (24 total). Submit your completed card for a chance to win April 1st Sens tickets. Turn card over for more details and how to prove each activity is complete!

1. Discuss 5 ROPs with a Manager and how PPH policy meets these standards.	2. Complete a self-reflection Quiz from Accreditation Hub.	3. Participate in one mock tracer.	4. Talk to manager about quality improvement initiatives/has watch metrics are shared.	5. Have an Accreditation discussion with Accreditation Lead Danielle Rae.
6. Collect and review 10 Quick Tips.	7. Find and review a copy of the YODA Ethics Framework poster.	8. Show five co-workers where to access the electronic Accreditation Hub.	9. Complete the Workplace Violence eLearning module.	10. How is health information shared on your unit in your department?
11. Participate in an Accreditation discussion at a Lean huddle.	12. Participate in an Accreditation discussion with Accreditation Lead Danielle Rae.		13. Participate in a mock code or ask your manager about the Emergency Preparedness code of the month.	14. Provide the name of PPH's new Privacy Officer?
15. Complete a self-reflection Quiz from Accreditation Hub.	16. Educate a co-worker about a policy or standard work in your department.	17. Submit a Celebration Ticket for the Lean board.	18. Participate in an Accreditation discussion at a Lean huddle.	19. Identify a standard work in your department related to safety.
20. Participate in a LEAN Huddle.	21. Identify the nearest location of an Emergency Preparedness Station.	22. How many hand sanitizing stations are in your area or on your unit?	23. Answer one of Danielle Rae's Accreditation preparation questions.	24. Name the program used to input Patient Safety Incident Reports.

Accreditors on site!

 APR

3RD - 6TH 2023

More information: www.pamreghos.org/accred



Accreditation Education Board

STOP AND TAKE THE CHALLENGE

Come find the 'floating' education resource center for ALL THINGS accreditation. **Q-Tips included!**
-Submit your completed BINGO card here too.



LOCATION RIDDLE: The halls can seem busy with bustle until you find the location that's just to be still. You don't have to wonder, worry or grapple, These new doors belong to...

ENGAGING PATIENTS & FAMILIES



3RD- 6TH 2023

It's part of our practices everyday! Adding the patient lens to hospital initiatives is crucial to filling gaps in patient care.



ACCREDITATION | April 3 to 6, 2023

More Information:
www.pemreghos.org/accreditationhub

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

Key Information Articles & Quick Tips Recap!



RECENTLY RELEASED:

- 11. Quality Framework & LEAN
- 12. Dangerous Abbreviations
- 13. Information at Care Transitions
- 14. Client Identification
- 15. SBAR Communication Tool



QUICK TIP CAMPAIGN & SELF REFLECTION QUIZZES

EMBEDDED INTO ARTICLES!

Quick Tips provide an outline of KEY information about a PRH process in a condensed format.

Remember to collect the **hidden Quick Tips**

1. Resource for you during mock tracers
2. Entrance into the Grand Prize Draw at the end of the Campaign (March 31st)!

Collect them as hard copies or electronically

Examples of Common Accreditation Surveyor Questions:

What would you do if you discovered a patient privacy issue?

What education about hand hygiene/infection control is available to you?

How do you report incidents, safety events or errors that occur in your area?

What education/training opportunities have you had in the past year?

Can you tell me about any quality improvement projects that you or your team members are involved in?

Can you tell me about any training you have received on violence in the workplace?

If you came across a piece of equipment you use that is no longer working, what is your process to have it repaired?



ACCREDITATION HUB

Central space for all information related to Accreditation to be hosted. The HUB will be located within the Staff Resources Section of the PRH Website.

Less paper with increased accessibility!

[www.https://www.pemreghos.org/accreditationhub](https://www.pemreghos.org/accreditationhub)

Accessibility



PFAC Members Support Accessibility Improvements At PRH

On January 27th, we hosted three members of our Patient and Family Advisory Council (PFAC) as part of an accessibility walk-through for Towers C and D. The goal of the walk-through was to identify potential improvements in our buildings, as seen through the perspective of people with disabilities.

The improvement opportunities identified will help guide the Accessibility Planning Committee's work for the year.

Some of the improvements suggested by the PFAC members included:

- The need for clearer signage indicating the location of accessible parking spots for Tower D;
- Reducing the amount of signage at the Tower C entrance;
- The addition of a sign to indicate the location of our fully accessible washroom in Tower C;
- Changing door handles to levers.

Two additional walk-throughs at the Carefor site for Mental Health Services and our D'Youville warehouse location will take place over the next two months.



Top, from left: Tracy Gagne (PFAC), Marion Logan (PFAC), Mike Godbout (Plant Services Director), Andrew Keck (Manager of Quality and Risk Management), Anna Walsh (PFAC), and Sheldon Higginson (Manager of Occupational Health and Safety).

Top right: The group examines the wheelchair ramp exiting Tower C.

Bottom right: Staff share future plans for the Tower C lobby while touring.





Guardian Angels



"I am nominating Molly Darby for the Guardian Angel Program and wish to pass on my sincerest thank you to her for her compassionate and wonderful care she gave me while I was in hospital the days leading up to Christmas, Christmas Day, and Boxing Day. Molly embraced the true Christmas spirit with her kindness, going above and beyond to assist her patients in her care. Molly didn't have to be asked to complete a task as she was always one step ahead of my request(s). Molly is attentive to her patients. I appreciated the Christmas card she gave me and to all her other patients in her care. I looked forward to seeing what daily Christmas apparel she would be wearing. How fun is that. I can imagine she embraces and celebrates other special days (i.e. St. Patrick's Day, Canada Day, etc.) by dressing accordingly. You can see how Molly loves interacting with her patients and helping to ensure their hospital stay is stress free and pleasant. Well done Molly you are amazing."



"I am nominating Robbie McLaughlin for the Guardian Angel Program and wish to pass on my sincerest thank you to him for his excellent nursing care he gave me while I was in hospital the days leading up to Christmas and on Christmas Day. Robbie demonstrated his passion and dedication to nursing and being a team player member. Robbie is a very compassionate, engaging, and amusing nurse and made my hospital stay very pleasant. I was extremely impressed that he was able to set up the IV in my arm as it is unbelievably difficult to do so, and he was able to do so on his first "stab". Placing IVs is a stressful and painful experience for me. I truly enjoyed the effort he took to lift my spirits at "the day at the spa". Having my hair washed did a world of good for me and he knew exactly that I needed that. Robbie enjoys his nursing career and embodies it through his smiles even if he is wearing a mask you can see his whole face light up and the compassion he displays. Keep on doing the great work you do Robbie."



Lynda Aird

"Thank you for the compassion you've shown to my husband."



Week #18— \$35,000 estimated Jackpot!

www.PRHcatchtheace.ca



**COMMUNITY
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HEALTHCARE**

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
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- ★ Register as a group or individual
- ★ Choose a fun or challenging way to raise funds for your Regional Hospital
- ★ Then be featured on myFM as a Healthcare Challenger and get some great prizes!



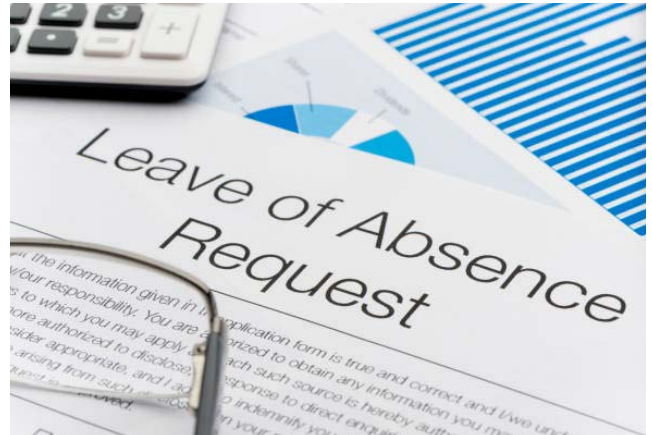
www.PRHFoundation.com

Human Resources

Leaves of Absence Frequently Asked Questions (FAQs)

I think I need to go on an Leave of Absence (LOA). What do I do?

Connect with your HR Consultant! Reach out to Micayla Sewell (ext. 6504) micayla.sewell@prh.email or Shelby Visutski (ext. 6754) shelby.visutski@prh.email to chat about your options and what leave may be best for you!



Pregnancy and Parental Leave

This could include leaves needed for pregnancy, surrogacy, adoption and parental need. Please reach out to your HR Consultant at least a month before your need for leave to discuss the details.

Caring for a sick loved one?

Family Caregiver Leave - (Up to 8 weeks)

Up to 8 weeks per calendar year to provide care or support to certain family members for whom a practitioner has issued a certificate stating that they have a serious medical condition.

Family Medical Leave - (Up to 28 weeks)

Up to 28 weeks in a 52-week period to provide care or support to certain family members for whom a practitioner has issued a certificate indicating that they have a serious medical condition with a significant risk of death occurring in a period of 26 weeks.

Critical Illness Leave -

An unpaid job-protected leave of absence of up to 37 weeks (in relation to a critically ill minor child) or 17 weeks (in relation to a critically ill adult) within a 52-week period.

Critically ill: A person's baseline state of health has significantly changed and their life is at a risk as a result of an illness or injury. This does not include chronic conditions.

Personal Leave of Absence

Should the need arise for a personal leave of absence this discussion would begin with your departments manager. They look to approve leaves on a case by case basis based on organizational and departmental need. Should you leave be approved your manager will connect you with HR to process and discuss any questions you may have.

Reservist Leave

An employee who is a reservist has a right to an unpaid leave of absence should they be;

- Deployed inside or outside of Canada
- Participating in Canadian Forces military skills training

The employee must be employed at the organization for at least 3 consecutive months. The employee must also provide the employer with advanced notice in the form of a written document including the start and end dates needed for the leave.

Sick Leave

Please refer to Sandra Griffiths (ext. 7214) sandra.griffiths@prh.email for any inquisition regarding requirement for leave due to medical need (this includes sick leave before maternity)

A Successful Mini Skills Day At PRH



On February 7th, Clinical Education hosted the first Mini Skills Day since the start of the pandemic.

The event was a great success with approximately 20 nurses in attendance.

Nurses had the opportunity to learn about PICC lines, nasogastric tube insertion and albumin infusion.

Clinical Education will be organizing three more Mini Skills Days for 2023 and will be planning a large Skills Day for the month of March as we continue to work on supporting the ongoing education driver organizationally, and the RPN scope of practice.

Thank you Hope Weisenberg and Nicole Jansen for helping with the event!



Now Available: PRH Clothing and Accessories



Spring/Fall Jackets (Women's and Men's styles) **\$70**
• Optional embroidery on the right sleeve \$5 extra

Fleece sweatshirt **\$35**
• Optional embroidery on the right sleeve \$5 extra

Glass etched ornament **\$20**

Travel mugs **\$25**

Winter hats **\$20**

*T-shirts, yoga jackets
and baseball hats
coming in the spring!*



CELEBRATIONS

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

- Thank you **Sarah Dubé (HR)**, for your due diligence and assistance to prepare our CNO submission for the annual Nurse Renewal Check. *Laurie Tomasini*
- Thank you **Nancy Methot (Clinical Admin)** for creating "Standard Work" for the annual Nurse Renewal Check. *Laurie Tomasini*
- Many thanks to **Karen Boire (Patient Information)** and **Jeremy and Paul (IT)** for helping onboard Dr. Charlesworth in record time. Thank you to the **Stroke Prevention Clinic team, Danielle Malone, Katie-lyn Rabishaw and Colleen Gribbon** for making a much-needed clinic happen in Dr. Timpson's absence. *Julia Reddy*
- Thank you to **Sarah M.** for stepping in to monitor my work email and scheduling requests when I was away ill. It was wonderful and appreciated having her help me. *Carmelita P.*
- The Geriatric Day Hospital team would like to celebrate **Sheldon Lanthier**. We have been having problems with heat down in our offices and he truly cared and he made sure that the problem was solved and we are nice and warm now! Thank you so much Sheldon! *The GDH team.*
- Celebrating **Sharleen** for her support in re-organizing the ICU Med Room.
- Celebrating **Kaitlyn Brunet (Endoscopy)** for being a team player who helps fill out the department's stickers and helps with the checklist and loading scopes. Kaitlyn makes the days run smoother!
- Thanks to **Terry (Environmental Services)** for checking in every hour to see if I needed help on the "bed shift". You are a hard worker. *Colleen Van Wert*
- **Jenny Huang** is a rock star for covering/filling in when staff were ill/unavailable Jan. 10th and 11th.
- I would like to celebrate the **entire Diabetes team** for always pulling together to support clients and each other. The team accommodates, makes changes on the fly and always goes the extra mile with smiles on.
- Congratulations **Karie Bissonette** on successfully completing your PICC Insertion course. Way to go! *Sandy, Lisa, Mya and Marcey.*
- Thank you to **Heather Armstrong** for supporting one of our outpatients to find their way to the Diabetes education class in Tower D. Your compassion and caring is greatly appreciated. *Lisa Bradley*
- I would like to extend a big thank you to *Laurie Tomasini* for going above and beyond in helping me get set up and organized for my first week at PRH. Her kindness and compassion really shines through. I'm so fortunate to work with her. *Melanie Henderson*
- Celebrating the *Food Services team* for always being accommodating and quick to provide patient trays on a moment's notice.
- Thanks to **Jody and Angela** for their extra efforts to work through a challenge in payroll this week. Your dedication is appreciated. Thanks also to **Tanya and Ralph** for pitching in to support the Payroll team.



HELLO
FEBRUARY

LEAN IN



During the Gemba Walk on January 25th, the Senior Leadership Team met with the Super User/CAPE Team to learn more about their role in the launch and implementation of the new Lab Information System featuring an electronic Lab order system.

As part of the information session, each Super User had an opportunity to highlight positive aspects of their launch experience and ways in which similar future rollouts can be improved. Part of this included recognizing the importance of early communication and education regarding the new systems and the value of having support available for evening and night staff.

The Senior Leadership Team is looking forward to meeting with the Lab team to hear more about the launch from their perspective.



In the 2022 Staff Satisfaction & Engagement survey, only 49% of staff felt that they were given the opportunity to be involved in the process when changes are made in their department and that PRH is always looking for ways to improve.

In response to these results, we committed to getting improvement huddles happening consistently across PRH again to give staff the opportunity to identify and improve processes within their department.

In October, we set a target that by March 31, 2023, 80% of huddles would be happening in all departments every month.

Through hard work and a commitment to continuous quality improvement, our teams have reached and surpassed that target – with 92% of huddles happening in January!

Since September, our teams have come together to complete 228 improvement tickets and have recognized 407 celebrations through celebration tickets!



Tower A:

- Since all systems are now functioning as intended, the last day of commissioning for the 5th floor *Cancer Care Project* for Pharmacy is scheduled for Monday, February 13th. A few minor deficiencies still need to be corrected in the rooms. The occupancy permit from the City should be forthcoming. Planning will start shortly for the move into the new sterile rooms.

- Regarding the *Surgical Day Care Project*, most of the work was focused on the terrazzo floor repairs and on the relocation of the plumbing stacks (boxed-in wall sections containing pipes). Exploration work was conducted in the 2nd floor Kitchen ceiling for laying out the 3rd floor sink drain pipes.

- On the 4th floor (LDRP), the plumbing stack was relocated in the Nursery and new grounded electrical receptacles were installed for patient care. In the south corridor, a main sprinkler line, a cable tray and a new vital power electrical panel were installed.

- In the 5th floor A537 washroom and in the A536 Housekeeping Room, some partition walls were removed and new plumbing was roughed in for a toilet and sinks.

- Another section of the collapsed drain pipe in the corridor floor in the lower loading dock was replaced which affected the women's washroom.

- Lockers were installed in the new physician lounge. The renovations are now complete.

Tower B:

- The heating controllers continue to be replaced throughout the building with the focus this month on the 1st floor Rehab area.

Tower C:

- Cell phone cabling work was conducted throughout the building.

Tower D:

- Cell phone cabling work was conducted throughout the building.

D'Youville Warehouse:

- Concrete was poured and levelled off in both weight scales floor cavities and in the washing machine trench.

Emergency Preparedness

The goal of Emergency Preparedness is to ensure the safety and protection of patients, visitors, staff and all persons that enter the Pembroke Regional Hospital. The *Code of the Month* for February is Code White. A table top exercise for this took part on our Acute Mental Health Unit this morning at 11 a.m.

Please take time each month to review your Emergency Preparedness Workstations, Flowsheets and Policy.

Please direct any concerns and/or questions about emergency codes and your role to your immediate supervisor.

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JAN. 30TH
to FEB.
28TH | ALL ITEMS
\$10 to \$55 | SUNSHINE
GIFT
SHOP

ALL BOOTS, SHOES and SLIPPERS
Come early for best selection of sizes!

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's a website 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're 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 www.workhealthlife.com for convenient access to wellbeing support!

Haven't tried LifeWorks yet? Login to www.workhealthlife.com and search Pembroke Regional Hospital. Follow the instructions to create your own account