

Today's Take-Aways

Regional Updates

- Across Ontario, it is estimated that there is a backlog of 200,000 surgical procedures. The Ottawa Hospital, Queensway-Carleton Hospital and Montfort are all currently at about 80% of surgical capacity, unable to achieve 100% due to staffing challenges that they face as they continue to provide assistance to long-term care and retirement home facilities.
- A steadily rising number of COVID cases in Ottawa is having some impact on hospitals in that area, but this has not yet impacted hospitals in Renfrew County where the community transmission risk is still considered low.
- All hospitals are also experiencing challenges with swabbing demand, coupled with the fact that the turn-around time for testing is currently 48-72 hours.
- A regional sub-committee has been created to look at the challenges created by ALC (Alternate Level of Care) patients as well as management of the patient population with dementia. While our hospital is experiencing fewer challenges on this front, it's important and helpful to be part of the regional team.

Human Resources

- The final Pandemic Pay report has been submitted today and the final installment of Pandemic Pay for eligible staff will be issued Sept. 18th.
- The memo "Work – Self Isolation" that was issued September 15th outlined a new procedure for asymptomatic staff and physicians which should help staff and physicians to return back to work in a more timely manner if they have a family member with COVID symptoms at home who is awaiting test results. Work is also being done around the process for returning essential/critical staff or physicians to work if they are in a higher risk category which would involve consultation with public health on a case by case basis.
- Please note that any PRH employee who has family dental and extended health coverage through the hospital's Manulife plan, with dependent children ages 21-25 inclusive, who attend an accredited educational institute full time, are still eligible for coverage. Please contact Human Resources with the dependent's name, date of birth, and proof that they are still attending school full-time so Manulife can be informed and coverage can be continued.

eLearning

- A memo is accompanying today's communication distribution regarding a new, mandatory, attestation module that has been added to eLearning and must be completed by all staff and physicians by October 1st.

Long-Term Care

- A team from PRH will be visiting Valley Manor in Barry's Bay on September 25th to assist with their outbreak planning.

Today's Take Aways...Continued From Front

- PRH is currently assisting Marianhill with outbreak measures and we are also looking to them for assistance with our dementia unit.

Staff Screening

- All staff and physicians are reminded to use the electronic screening tool before the start of each shift, or a paper copy when this isn't possible. For auditing purposes, you only need to keep your electronic clearance notification or paper copy for the current day.

Instructions for uploading electronic screening tool to your phone's home page:

Android:

Launch Chrome for Android and open the website or web page you want to pin to your home screen. Tap the menu button and tap "Add to Home Screen". You'll be able to enter a name for the shortcut and then Chrome will add it to your home screen. The icon will appear on your home screen like any other app shortcut or widget so you can drag it around and put it wherever you like. Chrome for Android loads the website as a "web app" when you tap the icon, so it will get its own entry in the app switcher and won't have any browser interface getting in the way.

iPhone, iPad, iPod Touch:

Launch the Safari browser on Apple's iOS and navigate to the website or web page you want to add to your home screen. Tap the Share button on the browser's toolbar. It's on the bar at the top of the screen on an iPad and on the bar at the bottom of the screen on an iPhone or iPod Touch. Tap the "Add to Home Screen" icon in the Share menu. You'll be prompted to name the shortcut before tapping the Add button. The shortcut can be dragged around and placed anywhere, including in app folders - just like a normal app icon.

PPE

- A change to the Universal Masking policy has been made that indicates that anyone entering the building (except at the staff entrance) will be provided with a procedure mask to wear based on an elevated risk of community transmission. Those entering the building via the staff entrance are reminded to wear their own mask from home until they reach their workplace at which time they will switch out for a procedure mask.

Supply Status

- Our PPE supply situation is in good standing. The Ottawa Hospital has recently secured an order of 50 million gloves and it is understood that we will have some access to this stockpile.

Clinical News

- A plan for the ramp down of services has been developed which could be implemented should we face staffing or bed shortages. To monitor the situation, daily meetings are held to assess surgical capacity.

- Our waiting area sub-committee continues to look at ways to safely manage waiting spaces throughout the hospital including the possibility of external waiting areas.

Discussion Topic At Next Week's Huddles - The PRH Intranet

As we work to update and transform the PRH Intranet, we will be seeking feedback about the current format and content from you!

At next week's Huddles, Jennifer Kennedy will be stopping by to ask a few questions about Intranet usage and seek out suggestions for improvement.

Until then, take a look at our existing Intranet and start thinking about what you like about it, what you don't and how we can improve the tool. Thanks!

Employee Discounts



Looking for staff discounts?

All staff discounts, employee offers, promotional codes and other PRH perks can now be found on the Staff Resources section of the PRH website:

<https://www.pemreghos.org/staffdiscounts>

What discounts are there?

PRH Staff Association / Insurance Providers
Local Health and Fitness Facilities / CAA
Scrubs / Access Perks / Perkopolis
Park 'n Fly and more...

COVID Alert

Download the app to protect yourself and your community.

The COVID Alert app lets you know if you may have been exposed to the virus. You can then get tested and keep you and your community safe. The app is voluntary: The more people who choose to use it, the more effective we will be at stopping the spread of COVID-19.



COVID Alert is:

- **Free.** Download it in Apple and Google app stores.
- **Easy to use.** Install it and stay safe on your daily journey.
- **Safe and private.** It never collects your health information, location, or identity.



LDRP

September 1 - Excellent teamwork last night with a difficult case. Thank you **Daniel, Richard, Heather, Dr. Nicholson, Laurie Langille, Dianne P. and other departments who were involved.**

Emergency Department

August 4 - Thanks to **Emily Garrett** who went after work to get everyone smoothies. Also a big thank you to **our team who dealt with a difficult trauma and to Sue** who came to work Sunday for support.

July 25 - **Bryan in Housekeeping** went above and beyond for nursing staff tonight. We were dealing with a lot and had to change patient rooms frequently due to many ED visits. He was so kind helping us to stay organized and kept smiling throughout.

August 14/15 - To **Deidra C. from the Resource Team, Zach, Deva and Karen in ICU.** Everyone agreed to stay extra hours to ensure our patients were well cared for. **Karen** who worked extra all week and weekend and anyone else who helped us over the weekend. We so appreciate your effort!

August 17 - **Jordan M. from Resource** team stayed late to help us in ICU, working 16 hours.

August 20 - Thank you to **Alexis and Kristina** for helping us with orders and assistance with transfers in ICU.

Rehabilitation

Thanks **Sonya Silver** for all your help with Alpha Fims and **OT/PT** for helping with our discharges.

K. Verch from the Lab helped with setting up a patient for breakfast - going above and beyond.

Thanks to **Matt** for walking our patients. They appreciated it and so did we!

August 19 - Thank you to **Hailey Bolt** who had a very challenging 12-hour day on Rehab and handled it like a champ. She did not lose composure and provided excellent patient care.

August 17 - Gratitude for our Lean Huddle board. We brought forward improvement ideas that were recently implemented. I got to use the new portable scale with my patients today and it was so much easier to weigh my patients and the new furniture looks lovely.

Medical 2A

September 8 - Thank you to **Annette Davidson** for covering Medical for the next two weeks.

COVID Communications

A Review of What Worked Well and How Internal Communications Are Being Improved

Over a period of three weeks in late May and early June, Lisa Bradley and Jennifer Kennedy, two members of our COVID Communications Working Group, attended 20 department huddles, on and off site, in person and virtually. The pair spoke with approximately 200 staff, gathering feedback about what was working well and what could be improved with overall internal communication. They also canvassed for thoughts about the way PRH was communicating with staff during the first stages of the pandemic.

The common themes that came out of the huddle visits were:

- Staff want to be able to trust the information they are receiving and appreciate the transparency of information that has been shared during the pandemic.
- Staff want the information to be sent out in a timely manner. They appreciate hearing the updates in real time and not a month after the fact. This has been a very positive change with the weekly COVID updates.
- Staff want the information to be shared across the organization in a variety of ways to ensure it reaches as many people as possible and is a consistent message for everyone (email, printed text, online through the PRH website and The Loop).
- Staff want the information to be easy to find, and suggested making information “searchable” through the use of key words in documents.

Staff acknowledged that things were changing rapidly, but appreciated knowing that PRH was making decisions with regional and provincial guidance. Early on, they stated that seeing senior leaders speaking directly to staff on video was very important to them. They felt that the messages they were getting from senior leadership and managers were consistent. This consistency meant that they trusted the information even more.

Staff appreciated the mix of written text and video. One observed that “during stressful times, you think you are absorbing information, but you are not”, so they knew that they could go back and review newsletters and videos. People also really liked the mix of video topics and appreciated that some of the videos were made by co-workers, such as the wellness videos on stretching and mindfulness.

Staff appreciated that their managers were able to tailor information to their particular department to let them know of any changes that would directly impact them. Many groups continued to hold team status updates to stay informed about the COVID updates. For example, Plant Services held a team huddle right after the COVID Management call, so that Mike Godbout could relay that day’s information directly to staff. Many managers sent out weekly email updates highlighting new changes that would directly impact the staff in their department.

A challenge for some areas was ensuring staff who worked part-time, evenings, nights or weekends were up to date as the information was changing so rapidly. Many areas printed out the COVID updates/COVID related memos and put them in a binder or on a bulletin board for people to easily access new updates when they started their shift. Some areas created a COVID huddle board that was be updated daily. Some staff just asked their colleagues “what do I need to know?” There was general acknowledgement that staff had the personal responsibility to stay as informed as possible.

Through the huddle visits it was discovered that approximately two-thirds of PRH staff are members of our PRH Facebook group, The Loop. Feedback was very positive from this group who appreciated the “push notification” of The Loop as well as the ability to ask questions/post comments and have a quick discussion within the closed Facebook group. They liked being able to access The Loop from the comfort of their own home and found that it was a quick and easy way to stay up to date.

As the pandemic went from crisis to a “new normal”, staff felt that they were paying less attention to the PRH communication. Some staff talked about information fatigue and said “just tell me what I need to know”.

Based on feedback that was received, the following changes have been implemented:

- A “shorter” version of The Pulse staff newsletter will now continue as a weekly update on Wednesdays. It will include COVID specific updates as well as other current items of interest.
- A variety of information will be posted on the PRH website in the Staff Resources section including staff discounts, COVID updates, answers to questions from the “covid19questions” email, video links and more. This section does not require a login and can be accessed from anywhere, anytime.

The hospital is also in the process of transitioning the PRH Intranet to a new user-friendly platform that can be accessed outside of Citrix and will become the go-to site for all current information. Stay tuned!

We appreciate the continued work being done to ensure good communication within our organization.



CONSTRUCTION CORNER

Rehab Roof/Deck Project: The flood test is proving successful with no water leaks reported. There is currently 10 cms (4 inches) of water covering the entire roof for a 48-hour period. Over the weekend, two new drains were installed and two drains were relocated. The paving stones were delivered this morning and the installation will be starting next week after the insulation. The metal flashing is being installed along the perimeter walls. The workers are being innovative using rubber boots and foam to float their equipment and supplies.

Tower A Roof Project: The contractor started this week with a crane on site today to bring down disconnected air conditioning units and to hoist new material onto the roof.



Foundation News



- Starting Thursday September 17th, Catch the Ace cash tickets sales are available to staff at the Mural Café!
- Un-Gala @ Home tickets available at www.prhfoundation.com/ungala

Guardian Angel Message

Too many Angels to name...

My father was a patient at PRH on several occasions before he passed away earlier this year at the age of 91. I spent many hours with him at the hospital and was always impressed with the care and attention he received. This is my thank you to everyone who played a role in his care.





Next week's features:

Tuesday, Sept. 22 - Beef Lasagne

Wednesday, Sept. 23 - Hummus/Chicken Wrap

Thursday, Sept. 24 - Chicken Tetrazzini



HOUSEKEEPERS APPRECIATION WEEK | SEPTEMBER 13-19, 2020


To the healthcare housekeeping heroes working tirelessly to help keep our communities safe,

WE THANK YOU!



Electronic Staff Self-Screening Tool

- Before arriving at work, you must complete the online self-screening questionnaire (located on the Staff Resources section of the PRH website) or via the QR code below, or fill out a paper copy at the staff entrance.
- If you pass screening, you will be able to come in to work, if you fail screening, you will be asked to contact Occupational Health and Safety at ext. 8200
- Staff entering PRH via the staff entrance will be able to wear a cloth mask from home until they reach their workplace and can switch out for a procedure mask.
- Staff entering through any other entrance where active screening remains will be asked to show their electronic screening email or fill out a paper form so screening can be tracked.



Week #9 Winner
 Congratulations
Theresa Lance
 Weekly Pot \$1,052
 Winning ticket #1-6155201
 Card #8 - 8 of Hearts

Week 10 Draw is now LIVE!
 Progressive Jackpot now **\$14,028** and climbing
PRHcatchtheace.ca

Current Facts and Figures

- PRH - 0 COVID positive patients
- Renfrew County:
 - 7 active cases, 1 death
 - 25,114 tests completed
 - For more detail visit www.rcdhu.com.
- Ontario:
 - 5,138 active cases, 2,822 deaths
 - 3,398,563 tests completed
 - For more detail visit www.ontario.ca.