

Today's Take-Aways

Senior Leadership Team

- Our Senior Leadership Team is well aware of how difficult things have been over the past few weeks with regards to staffing issues and how challenged departments have been to ensure our patients are safe and well cared for. They appreciate the difficulties that everyone is experiencing and are confident that the work being done to find solutions will help ease the pressures in the coming weeks and months.

COVID-19 Vaccination Rollout

- We are anticipating imminent communication from the province with regards to the rollout of a third dose of the COVID-19 vaccination for certain members of the population. Please stay tuned for more communication on this.

- In the meantime, our hospital is once again planning to provide assistance to the Renfrew County and District Health Unit if there is a need to host a mass vaccination clinic. The renewed effort, if required, would be on a smaller scale than that undertaken at the Pembroke Memorial Centre and would be staffed by some of our retirees, led by Trudi Wren. This clinic would be put in place to assist with a potential third dose rollout and could also be used to assist in the vaccination of the 5-11 year old population when that effort is approved.

Mandatory Vaccination Policy Rollout

- We are very pleased to report that 98.3% of our staff are either fully vaccinated or in the process of receiving their second dose of the vaccine. This vaccination rate is one of the higher ones in region.

We currently have 13 unvaccinated staff who are on unpaid leave however we continue to work with them and provide support to them and are hopeful we will be able to see some of these individuals return to the workplace.

- All hospitals now have an obligation to report their vaccination numbers to the Ministry of Health for staff, physicians, learners, volunteers and contractors.

- Our visitors are also adapting well to our mandatory vaccination policy.

2021 Flu Shot Campaign

- Starting Friday, we will be offering the flu shot to our inpatients. We have a nurse who will be visiting all of the units and will be able to administer the flu vaccine to eligible patients who have a physician order. The schedule will be Mondays, Wednesdays and Fridays for the next two weeks and we will then re-evaluate the process to see how this is working.

- Since launching our flu shot clinics for staff on Monday, a total of 172 individuals have already received their vaccination! What a great start to our 2021 campaign! Additional clinic dates will be added next week so stay tuned!

Today's Take-Aways Continued

Critical Care

- The region is experiencing pressures with regards to paediatric care and capacity – not specifically related to COVID. As a result a regional group is being pulled together to look at this.

Acute Care

- A regional committee looking at Alternate Level of Care (ALC) patients is being resurrected as there has been a resurgence in the number of ALC patients in hospital. The group will be looking at ways to transition these individuals from hospital back into the community, to long-term care facilities or to transitional facilities if necessary. Some long-term care facilities are having staffing issues which is also impacting this transition.

Supply Status

- We are continuing to feel the effects of global supply chain issues and are working with other hospitals in the region to support each other and help meet each others' supply requirements. We are experiencing many back orders for items and are working with impacted departments to find substitutions where necessary. Our Materials Management department would like to thank everyone for their patience with regards to these ongoing challenges.

Departmental Updates:

Emergency Department

- As of October 18th, the three-page carbon copy 'Doctor's Order' form has been replaced by a single-page form that looks identical in nature. The only difference is that it reads 'ED Only' at the bottom. This change in practice will hopefully decrease error risk that accompanies the labelling of a three-page document. Please continue to photocopy the form and place in the 'pharmacy pick-up bucket' as we do with other single-page documents and fax to pharmacy for STAT orders only.

The inpatient areas are to continue using the three-page 'Doctor's Order' form and the blue cards.

Change to process in the Emergency Department:

Once the physician has written orders on the new single page 'Doctor's Order' form and they have been sent to pharmacy, a line will be drawn under the order with the date, time and staff signature to act as a communication tool to all other staff that the order has been sent.

New single page form



The image shows a single-page 'DOCTORS ORDER' form. At the top left is the logo for 'Holland Health Services'. The form includes fields for 'ALLIED TO', 'PATIENT ID', 'ROOM', 'WARD', and 'NURSE'. Below these is a table with columns for 'DATE & TIME', 'LABORATORY TEST', and 'DOCTORS ORDER'. At the bottom, there is a 'SIGNATURE VERIFICATION' section with columns for 'DATE', 'SIGNATURE', and 'TIME'. The text 'ED ONLY' is printed at the very bottom of the form.

Current three-page carbon copy form



The image shows a three-page carbon copy 'DOCTORS ORDER' form. It has the same layout as the new form, including the logo, patient information fields, and the order table. However, it features three hole punches on the left side, indicating it was part of a carbon copy set. The text 'ED ONLY' is not visible at the bottom of this page.

Today's Take-Aways Continued

Maternal Child Care

• Effective November 2nd, all newborns registered at PRH will receive the new thermal imprinted hospital ID bands. These new bands will contain patient identifiers as well as a QR code and a matching band (minus the QR code) will be printed for each birth mother. All registration and impacted clinical staff will receive standard work for the new process prior to implementation.



Plant Services



• A new maintenance work order request system will be launched in the coming weeks. Megamation is a new, very user friendly system that will be accessed through the Citrix Store Front using your current username and password. Stay tuned for the launch date!!

CONSTRUCTION CORNER

• Please note that we are starting the annual fire alarm inspection and testing tomorrow (Friday, October 29th). This will consist of verifying the proper functioning of smoke and heat detectors, fire extinguishers and fire alarms.

The contractor will be working throughout the buildings over the next few weeks and we appreciate your patience and understanding.

The sprinkler, fire pumps and pre-action systems were inspected by a different contractor in September.

Should you have any questions or concerns, please contact Michelle Giles at extension 8050 or Mike Godbout at extension 6290.

• A contractor will be drilling through a concrete wall in the Tower B 1st floor link on Monday, November 1st, from 8 a.m. to 5 p.m. The location is next to the Social Worker Office A150 and inside the Kitchenette / Laundry area in AMH A149.

Containments will be installed in both areas early on Monday morning to contain the dust along with the use of negative air and HEPA vacuums. The work is expected to be noisy.

The core drilling is required for a sprinkler pipe to go through the wall and it will bring water to the 5th floor fire suppression system. We regret the inconvenience and appreciate your understanding.

Guardian Angels

Dr. Stewart



Pembroke Regional Hospital Foundation  Fondation de l'Hôpital Régional de Pembroke



Congratulations

WEEK #13 WINNER

Brian Ranger

\$1,934

TICKET #M-4906437

Card #21

Revealed: Ace of Clubs

www.prhcatchtheace.ca



Congratulations

WEEK #14 WINNER

Brenda Shillington

\$2,047

TICKET #N-2336513

Card #14

Revealed: 5 of Clubs

www.prhcatchtheace.ca

Next weeks ESTIMATED Jackpot, if the Ace is caught is over: **\$38,000!**



Current Facts and Figures

- **Renfrew County:** 2 active case, 10 deaths
- **Ottawa:** 221 active cases, 603 deaths
- **Ontario:** 12,883 active cases, 9,865 deaths

Foundation News

Pembroke Regional Hospital Foundation



Fondation de l'Hôpital Régional de Pembroke

AUTO LOTTO
FOR HEALTHCARE

**IS YOUR DRIVEWAY
READY FOR THIS?**

BUY TICKETS



Auto Lotto is in full swing! Get your tickets now to get entered into the second *Early Bird Draw* on November 4th for an Entertainment Package including an 82" TV!

The grand prize draw is on December 9th for the brand new 2022 Mitsubishi Outlander ES SUV.

You don't want to miss this! Get your tickets now at www.autolotto.ca



3 TICKETS

\$5

10 TICKETS

\$10

40 TICKETS

\$20

WWW.PRHCATCHTHEACE.CA

Play PRH *Catch the Ace* to win BIG and support the Hospital! Get your tickets at the Mural Café on Mondays and Tuesdays from 9:30am-2:00pm or online anytime at www.prhcatchtheace.ca. Draw closes at midnight on Tuesdays and the winner is announced live on Facebook on Wednesdays.

LEAN IN

The Lean Improvement Huddle

The Lean Improvement Huddle is a key element of the Lean Culture at PRH. Lean Huddles are brief (15 minutes), stand-up team meetings that happen around a visual huddle board. Huddles occur anywhere from daily to once-a-week on a set day and time depending on the department. Here at PRH there are 56 huddles scheduled every week!

Lean is built on 'Respect for People' who do the work – the Lean Huddle is meant to be an opportunity to involve all team members to have a voice within a department and PRH as a whole.

The Lean Huddle is focused on reviewing day-to-day operations and immediate needs within the departments (staffing, supplies, health and safety), identifying, prioritizing and reviewing improvement ideas (keep those improvement tickets coming!), recognizing and celebrating a job well-done, and checking on the progress of any projects or department drivers with which the team may be involved.





Thanks To The Nook Creperie

A huge THANK YOU to the Nook Creperie for generously donating an order of individually packaged wraps to our ED/ICU team on Wednesday. They were a delicious surprise!



PRH Staff Association Seeks Treasurer

The PRH Staff Association is currently seeking an individual who could fulfill the role of Treasurer on its Executive.

This role would be fulfilled in a volunteer capacity.

For more details about the position, or if interested, please contact Carolyn Levesque at extension 6165 or by email at carolyn.levesque@prh.email

WHAT'S ON the MENU

NOVEMBER 1-5, 2021

Monday – BEEF STEW SERVED WITH A BUN

Tuesday – SPINACH CANNELONI WITH MARINARA SAUCE AND CAESAR SALAD

Wednesday – SWEET & SOUR MEAT BALLS WITH RICE AND GREEN BEANS

Thursday – HOT BEEF SANDWICH WITH POTATO WEDGES AND PEAS

Friday – BEEF STROGANOFF WITH A GREEN SALAD



GRATITUDE

- Congratulations to **Jessica Manny RN, Brianne Laabs RN, Emily Petersen RN, and Sarah Williams RN** for completing the PRH critical care orientation program and achieving greater than 80% on the final critical care exam.

- “Thank you to **Aimee Dunn** for bringing in some clothes to help some of our patients in need.” *Rachel England*

- “Thank you to **all staff who participated in the Mock Code Orange CBRNE held in the ED on October 19th**. This exercise gave us an opportunity to practice our emergency preparedness plan and provided some great opportunities for quality improvement. Your time and collaboration was much appreciated!” *Kayley Lapierre*

- “Thank you to **everyone who helped ensure the recent safe delivery and transfer of pre-term twins at PRH**. The collaborative efforts of all involved contributed to the tremendous care for these tiny patients.” *Dianne O'Connor*



Ways To Celebrate Halloween At PRH

- Decorate your workspace/office door.
- Wear orange and black .
- Wear a costume where appropriate. (individually or as part of a group)
- If you're wearing Halloween attire (costume or colours), email pr@prh.email by 2:30 p.m. to be entered in a draw.

Friday, October 29th

Bring the spirit of Halloween To PRH!



NOTES:

- Decorations and costumes should be work/hospital appropriate and incorporate appropriate PPE.
- To schedule costume photos, call 6165 or submit your own to pr@prh.email.



PRH Staff Association Treat Day

Featuring An Individually Packaged

Sesame Seed OR Cinnamon & Raisin Bagel

(Please indicate how many of each bagel are required for pre-orders)

Distribution Times/Locations:

Tuesday, November 9th, 9-11 a.m.

In The Lunch Box, Tower A, 2nd Floor



The Back Forty Bagel Barn is a local (Deep River) family-owned and operated business, bringing freshly wood-fired, handcrafted bagels to our community.

Their founder, Greg Merrill, has teamed up with his eldest daughter Kyra, to bring their dream of operating a bagel business to life.

The Back Forty Bagel Barn produces fresh and preservative free bagels which are perfect for breakfast, a late-night snack, or anytime in between!

PLEASE TAKE NOTE:

1. Pre-orders should be placed for large groups, however, individuals can pre-order too.
2. Pre-order lists must be emailed to carolyn.levesque@prh.email by 12 p.m. November 2nd.
3. Pre-orders must be picked up between 9 a.m. and 11 a.m. November 9th.
5. If you don't pre-order, you CAN still pick up your item on distribution day WHILE SUPPLIES LAST.
6. Please note that groups who pre-order are responsible for ensuring staff on their lists get their items.



Did you know?

For the MED CARTS and WOWs...

Make sure to keep the Med Carts plugged into the designated wall outlets. If power issues with a Med Cart and access is required urgently for medications, call clinical resource x6820.

There is a main power switch located at the back that will need to be turned on should the battery drain completely.



NOVEMBER GO LIVE

IPAC electronic documentation

Med Carts to Surgical

Baby and Mother ID bands

What's NEW

IPAC and violence flags visible on Evacuation Patient Status List

Medication reconciliation on discharge fix for greyed out home medication

What's Next

Electronic smoking cessation form with HL7 connection to Ottawa Heart Institute

Lab Order Entry from Bedboard

ID Bands by registration type

Blue = Acute; Pink = Rehab; Green = AMH

Gemba Walk

Recently our PRH Senior Leadership team visited the registration desk in Tower D to talk with Lisa McKay, Registration Clerk, and the Project Cape Team about the implementation of the new thermal printed hospital ID bands.

The new ID bands contain the patient identifiers and easy to use barcode. Currently there is one universal ID band for all types of patient encounters/admissions.

Hospital wristbands printed at registration and admission helps to ensure positive patient identification for every interaction. They give caregivers access to the information they need at the

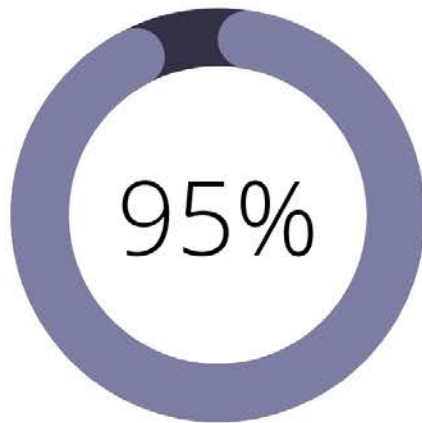


**We continue to look for clinical champions please contact
CAPE Project Office in D202.2 extension 8302**



HOW DID WE DO?

IV PUMP AUDIT RESULTS



*We would like to celebrate nurses throughout the hospital for the **outstanding achievement of overall percentage of 95% compliance across the hospital!***

Thanks for your ongoing commitment to patient safety!

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- A total of **20,937 pump uses** were logged!
 - What do we do with the data?
 - Look for areas of improvement
 - Look for trends in programming errors or overrides, such as which medications had the most errors or overrides
 - Look at the way the pump is drug library is programmed and see if adjustments need to be made.
-



ALWAYS PROGRAM MEDICATIONS INTO THE DRUG LIBRARY

CAN'T FIND A DRUG IN THE DRUG LIBRARY?
HAVING DIFFICULTY PROGRAMMING A DRUG?

Contact **clinical education team** and one of us will be happy to assist

- **Caroline** x6320 (portable phone)
 - **Erin** x6644 (office) x5140 (pager)
 - **Amanda** x8540 (office) x5141 (pager)
- education@pemreghos.org

OR

Send us an email to the **IV pump team**, and describe what happened. This email team includes **pharmacy!**

Send your questions or feedback to

IVpumps@pemreghos.org

Remember: If you can't find a drug in the drug library, **do not choose "Maintenance IV fluids."** The proper choice is to use the key pad, select **"N"** and look for **"No drug selected."**

You would **only** use this is if you cannot find it in the drug library. Don't forget to send us an email so we can see what happened and how we can fix it

