

## Today's Take-Aways

### COVID-19 Updates

- We are continuing to see an increase in the number of admitted COVID-positive patients as well as continued staff infections. Based on the current guidance that classifies an outbreak as two or more COVID-positive cases that are likely to be hospital-acquired, we also continue to experience outbreaks with one currently active on 3<sup>rd</sup> Medical and a possible outbreak on our Rehabilitation unit.
- Regionally, there are ongoing discussions about the value of patient admission testing for COVID, recognizing that, in the past seven weeks alone, 52% of COVID-positive admissions at PRH were symptomatic patients while the remainder were asymptomatic and were only identified as COVID-positive through admission testing.

### COVID-19 Bivalent and Flu Vaccine Clinics For Staff

- We've had a great start to the rollout of both the Bivalent COVID-19 Vaccine and the Flu Shot with staff clinics taking place regularly. A reminder that those receiving the flu shot will receive a ballot for a chance to win \$500 cash in a December 14<sup>th</sup> draw so don't miss out. Be sure to watch for the latest clinic schedules so that you can drop in for your vaccination(s).

## ← Accreditation →

A key part of the accreditation process is completing “instruments” or surveys with staff. This process provides valuable information for targeted improvement to ensure PRH is providing the best and highest quality of care possible.

During our preparation for accreditation, we have completed two surveys: The *Patient Safety Survey* and the *Staff Engagement Survey*. The results of each of these surveys were used to create organizational action plans aimed at improving patient safety practices and increasing staff satisfaction.

The Patient Safety Survey identified that our staff feel there are ways we can do better when it comes to patient safety and incident reporting. The action plan was created and broadly distributed to seek feedback from all staff. Our goal is to ensure that the action plan items will help bridge some of the gaps that staff identified when completing the survey. With action plan work ongoing, we will share our progress through monthly updates in *The Pulse* and ensure that both action plans are available to all staff.

## Today's Take-Aways Continued

### Emergency Preparedness

- As part of our recent Code Orange training, representatives from CNL stopped by to review our policies and supply status to ensure that the items needed in a Code Orange situation are up-to-date.
- November's Code of the Month will be Code Green (Evacuation). We will be working closely with the Pembroke Fire Department to schedule an exercise with one of our clinical units towards the end of the month.

### Departmental Updates

#### Emergency Department / Intensive Care Unit

- The ED is continuing to work with and expand the role of Advance Care Paramedics who have joined the team as part of an innovative pilot project. Our ICU is also working to enhance the team model.

#### Medical

- The department is working to get regular Lean huddles back up and running while educating our newest members about the Lean culture and how it lends itself to quality improvement.

#### Obstetrics

- Like Medical, LDRP is also working to revitalize the Lean work being done, starting with the addition of more meaningful improvement ideas. Lots more to come!

#### Clinics

- Recent result from a report card process regarding our District Stroke Centre shows that we are still providing excellent regional care! Way to go team!
- This month we are hosting two exchange students from Germany. Stay tuned for some details about their experience with us!

## Introducing Our Team Of "Super Users"!

The Lab Integration with Meditech and Anzer is set to go live the week of November 14th.

To assist with this, a clinical "Super User" team has come together and were provided training as subject matter experts, problem solvers, and leaders as we transition to a more electronic world.

Over the next few weeks, the "Super Users" will be reaching out to staff on the units to ensure that everyone is familiar and comfortable with the new process for Lab order entry. The "Super Users" will share experiences and challenges with each other as well as the CAPE team to ensure a smooth transition. If you are looking for support with Lab order entry, here are those who can help:

**Acute Mental Health: Colleen Ferneyhough and Jessica Bannister**

**Surgical: Lisa Best**

**Obstetrics: Lise Vaillancourt**

**Medical: Christine Jones and Nicole Jansen**

**Rehab: Jennifer Anthony and Karen Schaffel**

**Emergency: Jamie Lynn Thibault**

**Intensive Care Unit: Jillian Keyes**



A special thank you to this group of "Super Users" for stepping up to the challenge! Also, a thank you to the CAPE team, Clinical Education, Human Resources, and Clinical Managers for supporting the "Super User" training.

## Did You Know...AMH Has A Clothing Bank For Patients In Need

AMH has a clothing bank for patients who have urgent clothing needs. Since they have limited storage space on the unit, they have standardized the items that are accepted.

These include:

- Items that are clean and in good condition.
- Items that are comfortable and have some stretch to them are great!

The unit is currently in need of various sizes of men's pj bottoms, sweat pants, sweat shirts and t-shirts as well as women's pj bottoms and sweat pants or leggings.

If you have items to donate, please call extension 6145 to see if they can be used.

# LEAN IN

Lean Improvement Huddles have been the focus of our Lean Revitalization for the past few months. Many departments have been successful in gathering together for huddles on a regular basis and there has been a steady increase in the number of completed improvement tickets each month. In January 2022, across the hospital, there were 10 completed tickets and in September 2022 we successfully completed 21 tickets! Well done teams!

Improvement Huddles are an opportunity for frontline staff to identify problems within their department and work together to find solutions to those problems. These improvements often result in reduced errors, improved efficiencies, and streamlined processes. In recognition of the upcoming *Canadian Patient Safety Week* that runs from October 24th to 28th, and in the spirit of having Patient Safety as a focus of Accreditation, teams are encouraged to continue to identify improvement opportunities in their departments that directly relate to patient safety and quality of care.

Not only are huddles an opportunity to identify areas for improvement, but they are also a chance to celebrate and recognize accomplishments and team members for a job well-done. Every huddle concludes with a celebration ticket that recognizes teams or individual employees who have gone above and beyond. We know that everyday our teams strive to provide the highest level of care to our patients and we encourage all team members to continue to celebrate and recognize each other.

As we move closer to *Accreditation 2023*, we will be highlighting improvements and celebrations in *The Pulse* that relate to patient safety and quality of care. STAY TUNED!

## Get Your Flu Shot And You Could Be \$500 Richer!

It's time to get your flu shot! This year, it's more important than ever to get vaccinated as we are anticipating an influenza surge during this respiratory illness season.

As a bonus, everyone who gets a flu shot will receive a ballot for a chance to win \$500 cash! The draw takes place Dec. 14th. Drop-in clinics are now running!



# GRATITUDE

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

**Correction:** Please note that in the last edition of The Pulse, there was an error in one of the OR celebrations. It said the team managed a mental health patient but it was actually a MH (malignant hyperthermia) patient. Sorry for the error.

• **Patricia Savard** was celebrated for being a team player and coming to support the Surgical floor. While our intention was to have extra hands to support the change in acuity between a few patients, a case from the OR changed matters and we required her to take an assignment. We respect how challenging this was and how it interrupted her day. We very much appreciate Patricia's willingness to support the teams here at PRH! She is a great team player and has a great heart! Thank you!

*Heather MacMillan*

• A big thank you to all of our staff who worked diligently throughout the recent medical gas shutdown and to our Management team who supported the front line in the Command Centre.

*Michelle Godsell and Beth Brownlee*

• **Ralph Hatem from HR** was recently celebrated by Laurie Menard for being so well prepared for the LIS Champion meeting with his handout and education. Thank you for supporting us each and every day! *Sabine Mersmann*

• Incredible work by our **orthopedic team**; we had 12 patients admitted to PRH requiring a hip fracture repair and all 12 of them were in the OR within 48 hours! Another great example of how our team is providing best practice care to our patients. Thank you!

*Beth Brownlee, Michelle Godsell and Heather MacMillan*

• I want to thank the **Maintenance department** FOR THEIR KINDNESS AND PROFESSIONALISM this summer. When I call them, they are always willing to help me especially with the air conditioner on second floor. Their staff is exceptional. Thank you. *Betty Ann Spence*

• A shout out to **Hailee Liedtke** who was recently pulled to help in the ED and was helpful and a great team player. Thanks on behalf of the team. *Annette Davidson*

• I would like to say Thank You to **Garry Engler** for facilitating a Zoom conference call for a patient on 2nd Medical. His assistance and compassion were greatly appreciated. *Kelly Malley*

• The COVID-19 Command Centre would like to celebrate **Lori Ann Borne** for taking the creative initiative to have Flu Shot t-shirts made for the Occ Health/Vaccination team in order to boost promotion of the clinics and build some team spirit!

## Equity | Diversity | Inclusion

### Upcoming Recognition and Celebration Dates

#### October

Oct. 16-22 International Infection Prevention Week

Oct. 16-22 Workplace Bullying Awareness Week

Oct. 23-29 Spiritual Care Week

Oct. 23-29 Respiratory Therapy Week

Oct. 24 - Diwali

Oct. 24-28 Canadian Patient Safety Week

October 27-30 Canadian Intensive Care Week

October 31 Halloween

#### November

Nov. 1-7 National Patient Transport Week

Nov. 6-12 Allied Health Professional Week

Nov. 7-13 Medical Radiation Technologist Week

Nov. 11 Remembrance Day



## Guardian Angels



*Dr. Linde Corrigan - "You are every med student's dream come true! Thank you taking me under your wing and teaching me so much during my time here. This experience strengthened my clinical skills and raised my awareness to diverse situations. You're truly a great role-model and phenomenal preceptor! Thank you so much!"*



*Rita Amodeo - "In a time where gaining Canadian clinical experience is extremely difficult, you made it possible! Thank you for going above and beyond for students!"*



Week #2— \$2500 estimated Jackpot!

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

*The 2022 Black & White Gala raised*

**\$215,750!**

*Thank you!*



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# CONSTRUCTION CORNER

## Tower A:

- Commissioning of the new equipment and systems is still ongoing as part of the 5th floor *Cancer Care Project* for Pharmacy. All the ventilation ducts were professionally cleaned.
- The *Surgical Day Care Project* is completing work for the new chapel. Asbestos abatement was completed on the 3rd floor in the old OR area and demolition has started. A medical gas shutdown was required on October 13th in order to install new shut off valves.
- Work resumed on the 4th floor LDRP where a new suspended ceiling was installed in the Rotunda. The perimeter walls are being patched and fire-stopped. Mechanical contractors visited the site for quoting the plumbing repair.
- In the new physician lounge, the millwork is being installed.

## Tower B:

- The shower floor and drain in the bathroom of patient room A161 was repaired. It was leaking into the ICU.

## Tower C:

- The roof replacement work was completed on both sides of the Board room. The main roof is almost complete with the metal flashing remaining. The water leakage issue inside the building was resolved as it was coming from the higher penthouse roof.

## Tower D:

- The metal flashing around the roof perimeter was installed last week and the roof work is now complete.

## Other:

- Work started on the replacement of electrical wiring and data cables for the parking lot gates. The power and data will be coming from Tower C and no longer from the house at 192 Deacon Street. This will allow for the demolition of the houses in order to create more parking. Additional conduits will also be installed across Deacon Street at the same time for future electric vehicle charging stations.



## Emergency Preparedness

On October 13th, there was a planned Code Grey medical gas shut down.

The Materials Management department, Maintenance Department and Management team prepared contingency plans prior to the shut down. The Command Centre followed the Incident Management System for Code Grey during the shut down and all clinical units were responsible for converting patients requiring Oxygen and Suction to portable systems.

The medical gas shut down lasted approximately 2.5 hours and all staff efficiently and effectively responded to the task. This planned Code Grey medical gas shut down provided the Emergency Preparedness Committee with valuable information to support the PRH Code Grey Plans.



# Pizza & Pop With Pierre

Friday, October 28th

1:30-3 p.m., The Lunch Box

As Pierre transitions into retirement, everyone is welcome to join him at a drop-in-style, "parting" pizza and pop event.

No formal speeches, just an afternoon snack and an opportunity to chat and wish him well.



# PIZZA



Hôpital Régional de  
Pembroke  
Regional Hospital



## 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](mailto:pr@prh.email) by 2:30 p.m. to be entered in a draw.

## Monday, October 31st

**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](mailto:pr@prh.email).



## 25% OFF NEW MERCHANDISE

FALLING LEAVES FALLING PRICES SALE

October 12<sup>TH</sup> – 18<sup>TH</sup>

JACKETS & VESTS

October 19<sup>TH</sup> – 25<sup>TH</sup>

PANTS, LEGGINGS & SWEATERS

October 25<sup>TH</sup> – November 1<sup>ST</sup>

HATS, GLOVES, SCARVES, SHOES, BOOTS

November 2<sup>ND</sup> – 8<sup>TH</sup>

ALL REGULAR PRICED MERCHANDISE



\* No further discounts will be applied to sale price

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Hurry! This offer is only valid until November 15, 2022. If you are already insured with The Co-operators, we appreciate your business.

# The PRH Staff Association Presents The 2022 Christmas Dinner and Dance Saturday, December 3rd At Germania Hall, Pembroke



Doors open at 5:30 p.m. / Ullrich's Roast Beef & Chicken Buffet Served at 6:30 p.m.  
Dance 9 p.m. to 1 a.m. (Music by VSM Entertainment) / Prizes  
Pizza late lunch / Complimentary Non-Alcoholic Beverages

**TICKET COST: SA Members \$25 / Non-Members \$40  
Dance Tickets Only (9 p.m. to 1 a.m.) \$10 in Advance.**

Tickets will be sold in A128 (next to the Foundation) during the following hours:  
Nov. 1st, 2nd, 4th, and 8th - 10 a.m. to 12 p.m. and 2-4 p.m.  
Nov. 9th 10 a.m. to 12 p.m. / Nov. 14-23 - Times To Be Determined  
Ticket sales will close at 4 p.m. Nov. 23rd or when the event is sold out.  
Dance Only tickets will remain available until Nov. 30th.



All payments by CASH or CHEQUE



#### RESERVED SEATING:

Full tables or single seats will be booked on a first-come, first-serve basis.  
If booking a full table, all tickets must be paid for at the same time to reserve. All reservations are final.  
All tickets are non-refundable. For more information, call Carolyn @ 6165 or email pr@prh.email.

# Ottawa Stroke Summit 2022

November 18, 2022



The Champlain Regional Stroke Network is pleased to announce that registration has opened for the sixth Ottawa Stroke Summit on Friday, November 18, 2022. This virtual, accredited event will be supported by the University of Ottawa's Department of Continuing Professional Development.

The Ottawa Stroke Summit is the Champlain Region's largest gathering of stroke care professionals. Building on the success of our prior stroke summits, the event will bring together regional provincial and national stakeholders in a knowledge exchange forum to advance stroke care.

## SUMMIT HIGHLIGHTS



482 Summit  
Delegates in 2021



Sponsor and Poster  
Exhibits



12 PRESENTATIONS  
2 DEBATES  
30 SPEAKERS



Access to recordings  
of all presentations  
for one full year



87% of participants  
reported that the  
Ottawa Stroke Summit  
2021 exceeded their  
expectations!

## SUMMIT OBJECTIVES



To discuss and share supports, strategies, and resources that will improve the care and experiences for persons living with stroke.



## REGISTER HERE!



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*Congratulations*  
Week #1 Winner

**Cathy Dobson**  
**\$720!**

Ticket #A-2500715  
Card#34 - 4 of Spades

Week #2 Estimated Jackpot  
If the Ace of Spades is caught is over: \$2500

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