

Today's Take-Aways

COVID-19 - Regional Updates

- As community transmission rates for COVID-19 trend downwards, we continue to meet with our counterparts throughout Renfrew County on a weekly basis in order to review the risk matrix for each hospital and then follow up with recommendations from the Renfrew County and District Health Unit. Currently, our region's positivity rate is approximately 9% compared to a provincial rate of 12%.

COVID-19 – PRH Updates

- While our outbreaks continue on Surgical and our two Medical units, we have not had to make drastic changes to our restrictions or our visitor policy. Going forward we believe that this will be a balance we will have to strike – always safety while maintaining some level of visitor presence in our facility recognizing the importance of it for our patients' care and well-being.

Human Resources

- As we continue to face staffing challenges throughout our organization, we would like to extend our gratitude and appreciation to everyone for your support as we transition to team models of care. This staffing model has long been a goal in our organization and we are now seeing the benefits as we are faced with challenges in our current circumstances.

In addition, we have integrated Health Care Aides (HCA) on Rehab, AMH and ICU who are supporting clinical operations and we are further exploring the role of HCAs in other units. We have also added Unit Support Workers on the Medicine unit to assist with non-clinical duties. Furthermore, we have welcomed an International Nursing Graduate to our Rehab program and hope that we will be able to expand this initiative in the future.

Finally, we have Advanced Care Paramedics (ACPs) joining our Emergency Department to provide support seven days a week. Expanding our health care team in these ways enables us to ensure that everyone is working within their scope of practice and contributing their knowledge and skills in the best way possible.

On behalf of the Senior Leadership Team, we would also like to extend our thanks to the many staff who have picked up additional shifts and filled in on short notice to help support our vision of delivering the safest and highest quality of patient care. As we continue to work on innovative models of care and alternate staffing models, we ask that you bring forward any ideas you may have to your manager; we would love your input. Going forward, we encourage everyone to respond to the Auto-Call Out feature for shift offers. Although this is a new system, it is helping improve the efficiency of our scheduling and staffing processes to get shifts filled and schedules populated in a timely manner.

- The team is working on Phase 5 of the Quadrant Scheduling & Analytics (S&A) implementation. By the end of September, work schedules for all PRH Employees will be detailed in S&A.

For Quadrant S&A training videos and reference material, log into e-learning and search the catalogue for Quadrant S&A Training. (<https://prh.dualcode.com/>)

Today's Take-Aways Continued

Also, online help/user assistance is available by selecting the question mark located on the top right-hand corner of menu bar. (<https://scheduling.pemreghos.org/dashboard>)



If you have any questions, comments, or concerns, please reach out to Tanya Parker at tanya.parker@prh.email

Infection Prevention and Control

- An overview of Outbreak Management:

Public Health Ontario guidance defines a hospital COVID-19 outbreak as two or more laboratory-confirmed COVID-19 cases (patients and/or staff) within a specified area (unit/ floor/ service) and period of time, where both cases could have reasonably acquired their infection in hospital.

Early recognition of COVID-19 outbreaks is critical as it allows control measures to be implemented prior to prolonged or widespread exposure of patients and staff and before the outbreak can spread to additional units of the hospital. When the PRH IPAC or OHS teams identify clusters of symptomatic patients or staff, the teams take immediate action to implement some of the added health and safety and IPAC principles we would normally use for an outbreak. Official outbreak declaration is provided by an outbreak management team and usually occurs 24 hours after initial notification of risk.

For each outbreak, an outbreak management team is established. This team is led by the Renfrew County and District Health Unit and has representation from the PRH IPAC and OHS teams. This team is responsible for declaring the outbreak, determining outbreak management strategies, monitoring active outbreak activity and declaring outbreaks over based on specific criteria.

Given that there is typically a period of time between identifying initial risk, investigating the risk and official outbreak declaration/ communication of strategies, we ask staff to remain vigilant. If you are working on a unit where a potential outbreak is being investigated and you are concerned that you may have been exposed to COVID-19, contact the Occupational Health Department (ext 8200). As per Public Health guidelines, only interactions within 2 metres of a positive case, for a cumulative period of 15 minutes over 24 hours without appropriate PPE are considered high risk. With universal PPE requirements in place, widespread staff surveillance testing (by RAT and/or PCR) during a COVID-19 outbreak is no longer required. The outbreak management team will identify level of risk and specify if healthcare worker testing is warranted. This testing is typically targeted to specific staff and based on outbreak investigation.

At this time, the following units remain in active COVID-19 outbreaks:

- Inpatient Surgical
- 2nd floor Medical
- 3rd floor Medical

Policy Updates

- Please note that our Social Media policy has now been updated to include new guidance about “friending” patients or clients. The new section which can be found in Policy Medical as part of the Social Media policy reads as follows:

“Many social media platforms enable an individual to ‘friend’ someone into their social network. ‘Friending’ a patient is not consistent with the need to keep a personal and professional separation. ‘Friending’ patients can compromise confidentiality and the privacy of both the staff member and the patient, while also blurring the boundaries of a therapeutic relationship.

Today's Take-Aways Continued

Staff are responsible for ensuring their interaction with patients is through PRH official methods; for example, email and phone, and meets the professional boundary guidelines outlined by their professional association or regulatory body.

This policy recognizes that people who are already 'friends' with PRH staff on social media may present at PRH for care or treatment, and this is unavoidable in a small town. In such instances, staff are responsible for ensuring that their interaction with these individuals, with regard to the care or treatment they receive at PRH, is likewise through PRH official methods.

The recommended course of action is that any patient requests for 'friendship', direct message, @replies, or post comments/responses within social media sites be ignored and addressed subsequently in treatment. Should the behaviour persist, the recommended course of action is that the patient be blocked. This is to preserve the integrity of the therapeutic relationship and protect confidentiality."

PRH Foundation

- The current iteration of *Catch the Ace* has seen \$150,000 in ticket sales to date, \$75,000 of which is going to PRH.
- The Black & White Gala is 70% sold out and we already have \$100,000 in event sponsorships.
- The next round of Auto Lotto will launch October 25th.
- We are excited to launch a special Christmas 50/50 draw this year which will run November 29th to December 20th.

CONSTRUCTION CORNER

Tower A:

- Work on the 5th floor Cancer Care Project for Pharmacy is ongoing with occupancy anticipated in mid-September. The corridor and the rooms are being painted. The heat exchanger lines were insulated. There are still some unresolved building automation control issues to be ironed out.
- The Surgical Day Care project is about two months ahead of schedule. Asbestos and abatement work in the new chapel area is complete and is ongoing in the new electrical room on the 4th floor and in the Nutrition Room (Kitchenette).
- Temporary walls were installed on the 4th floor LDRP for infection control.
- In the new Physician Lounge, painting, sprinkler and fire alarm system upgrade work were completed. Waiting on the millwork.
- On the 1st floor, the concrete floor was repaired in the Laundry Room, in A181 and in the Women's Washroom. Waiting on a contractor to install new vinyl flooring in the washroom.
- Two major shutdowns will take place in the next 4-6 weeks, one affecting medical gas and the other impacting hot and cold water. More details and planning to come on this.

Tower B:

- In patient room B376, there has not been any more water infiltration from the outside. However, a water pressure test will be conducted using a boom lift before the walls are re-established.
- The MRI chiller compressor failed and had to be replaced. This occasioned six days of downtime. A spare compressor was purchased to minimize any future disruptions in service.

Tower C:

- Replacement roof work ongoing and is about 50% complete.
- Finance was relocated to the 2nd floor.

GRATITUDE

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

• IPAC department would like to celebrate **Amanda Godin**. She currently is managing two COVID outbreak units and has been on the units talking with staff and visitors. She has shown great support to her staff and to the IPAC team. Thank you Amanda for your hard work and effort. *Jennifer Krieger*

• I would like to recognize the contribution that **Shelby Visutski** has made to onboarding of new staff in the ED and ICU this week. Shelby's enthusiasm and willingness to help out when needed made a big difference in welcoming our new employees. *Laurie Menard*

• Shout out to the **OR/Surgical Teams**...In the month of July we had eight hip fractures and all of them had surgery within 48 hours of admission with an average time of less than 24 hours! Incredible work!! *Beth Brownlee, Michelle Godsell and Heather MacMillan*

• I would just like to commend **Carissa** on her skills and abilities as the Group Leader in ICU yesterday. She navigated the role of GL with confidence, intelligence and skill while having a patient assignment and mentoring a medical nurse while she was there as a 1:1. She assisted me with an admission when I was required to take a third patient. She takes responsibility for the unit and supports the other nurses in their practice/care of their patients. She is a real asset to the department. *Kerry McDonald*

• Katie from Medical Affairs celebrated **Sam Moreau and Tim Graham from IT** during our status update meeting for their help with the physician and learners onboarding process. Thank you for your great help and efficiency in getting this completed! *Sabine Mersmann*

2022/2023 Quality Improvement Plan



Quality improvement is a priority at the Pembroke Regional Hospital. One of the ways in which we demonstrate this is through the development of an annual Quality Improvement Plan (QIP).

Due to pandemic pressures, it has been two years since the previous QIP was developed. Many things have changed during this period. Therefore, prior to developing the 2022/2023 QIP, significant time was spent consulting key stakeholders and reviewing data to help guide the development of this year's hospital drivers.

Consultations were completed with the Pembroke Regional Hospital management group, Medical Advisory Committee, Patient and Family Advisory Council and the Board Quality and Patient Safety Committee. The results of the Staff Satisfaction and Engagement survey were also reviewed. Furthermore, a variety of data was examined to help support decision making related to change ideas.

Four main drivers were developed as a result of the consultation process including:

- Develop processes to improve communication and care decision involvement for patients and families receiving care.
- Develop plans to ensure Accreditation Canada's standards are met in 2023.
- Establish staffing models that can be implemented in 2023 to stabilize the workforce.
- Improve skills among staff, management, and physicians through training, mentorship and orientation.

The full QIP can be accessed via our website at <https://www.pemreghos.org/qualityimprovementplan>.

A copy will also be posted on unit huddle boards, and we encourage you to discuss this further with your managers and team as we all work towards the implementation of the QIP.

Accreditation

What is an ROP?

Accreditation Canada defines a Required Organizational Practice (ROP) as an essential practice that organizations must have in place to enhance patient safety and minimize risk.

ROPs are categorized into six patient safety areas, each with its own goal. In the Accreditation Canada Qmentum Program, there are a total of 31 ROPs.

Watch your Lean huddle board "Accreditation" section for more information about ROPs at PRH.



ACCREDITATION
CANADA



Save the Date!

The PRH Staff Association is going ahead with planning for in-person events this holiday season!

December 3 - Dinner/Dance @ Germania Hall

December 11 - Family Party @Petawawa Civic Centre

LEAN IN



BEFORE

AFTER

Huddle Board updating is in progress! Over the next few weeks, we will be working to freshen up Huddle Boards across the hospital as we continue to focus on reimplementing our Lean Daily Management System.

Some changes you will notice:

- Removal of outdated information
- Completed Improvement tickets will be collected (to make room for new improvement ideas)
- Addition of an Accreditation Section on each Huddle Board
- Addition of a Huddle Tracking Sheet as we strive to improve the consistency of Team Huddles (there will be a prize for teams who successfully gather for 80% of their huddles)
- Posting of the 2022/23 Quality Improvement Plan and Staff Satisfaction & Engagement Survey results
- Ensuring all Huddle Boards have new improvement tickets, gratitude tickets, magnets and clips, etc.

New To Our Board of Directors



"My name is Jenny Hodgson and I am currently living my best life as a take-out restaurant owner in Petawawa. I also teach part-time at Algonquin College.

I have held a wide variety of jobs but with all of them, I remained connected to my community by participating in many fundraising events, either as a supporter of these events or a committee member. I am most proud of my children as they are my biggest accomplishments.



"My name is Marsha Hawthorne and I reside in Beachburg. I have more than 15 years of municipal experience and I am currently the HR/Compensation Coordinator for the Township of Whitewater Region. My skills are in finance, labour relations and HR. I have diplomas in Business and Municipal Administration and I'm currently working at obtaining my CHRP. I joined the Foundation Board to give back to the community, recognizing the importance of having quality medical services in our backyard.



Week #17

Estimated Jackpot

\$47,000.00 !

www.PRHcatchtheace.ca



Plaques can be purchased for the garden by businesses or individuals and dedicated in memory or in honour of someone special.



*Have a photo taken with your plaque at the Giving Garden and posted on our social media. (optional)

*Businesses will be listed with logo on our "Giving Garden" web page at PRHFoundation.com



Individual Pricing	Corporate Pricing
\$100 / 1 year	\$250 / 1 year
\$200 / 3 year	\$500 / 3 year

Special promo!
Purchase before August 31st to get \$50 off the individual 3-year price or \$100 off the corporate 3-year price

www.PRHFoundation.com/givinggarden/



Sunshine Gift Shop

Another Auxiliary Project

SUMMER 2022 SALES

40 % OFF REGULAR PRICES

AUGUST 15TH TO 26TH

BOOTS, SHOES, SLIPPERS, FALL CLOTHING & DECOR

50% OFF ALL REGULAR PRICED

MERCHANDISE AUG. 27TH TO SEPT. 2ND

de TOUR BONNECHERE

Sunday, August 28, 2022

A timed self-supported road ride
celebrating cycling in the Ottawa Valley

FOUR ROUTES

- 100 k Monarch of the Mountains
- 65 k Bonnechere Beauty
- 50 k Gravel Grinder
- 20 k Cave Coaster Family Ride

OR: Create your own virtual
tour and ride it anywhere

LOCATION

All routes depart from
Legion Field, Eganville

REGISTRATION

online at
tourdebonnechere.blogspot.com



2021 Winner
Ottawa Valley
Tourism Association
Special Event Award

Money raised will support initiatives driven by the Renfrew County Mental Health and
Addiction Planning Table, the Eganville Food Bank as well as the vital work of other
partner community agencies.



Congratulations
Week #16 Winner

Opal Rosamond

\$2,450!

Ticket #P-1156371
Card#22 - 10 of Diamonds

Week #17 Estimated Jackpot
If the Ace of Spades is caught is over: \$47,000

www.PRHcatchtheace.ca



Congratulations
Week #17 Winner

Constance Chippure

\$2,824!

Ticket #Q-1919789
Card#26 - 7 of Clubs

Week #18 Estimated Jackpot
If the Ace of Spades is caught is over: \$52,000

www.PRHcatchtheace.ca

LifeWorks

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