

Today's Take-Aways

COVID-19 - Regional Updates

- While the recent rate of COVID-19 transmission has been high in Ottawa, Renfrew County hasn't had the same experience and thankfully, the number of new positive cases in the Ottawa area seems to have plateaued at this point.
- The Ottawa Hospital is in the process of completing an analysis of how, if at all, the reduced isolation period for staff is impacting COVID-19 transmission within the hospital. We are anticipating hearing results of this analysis in the coming week.
- There is great support in maintaining the current visitor policies, particularly given the regional staffing shortages, in so far as the role essential caregivers or care partners and visitors can play in terms of patient care.

COVID-19 – PRH Updates

- We continue to meet on a weekly basis with all hospitals in the region to monitor the situation and find ways to align on any necessary amendments to current practice.
- Given our move to passive screening, we are working with maintenance to remove all screening booths in order to declutter the entrances.
- At this point all admission testing for COVID-19 is continuing.

Senior Leadership Team

- The team recently met with the staff from IT as part of a Gemba Walk where the new Helpdesk process was reviewed and showcased. As part of this information sharing they spoke with staff about the changes and spoke with a recent user of the system.

Infection Prevention and Control

• *Initiation of Additional Precautions* - As a reminder, Additional Precautions must be instituted as soon as symptoms suggestive of a transmissible infection are noted, not only when a diagnosis is confirmed. Any staff member may initiate Additional Precautions for a patient, placing the signage specific to the type(s) of Additional Precautions at the entrance to the patient's room/bed space. The Infection Control team must be notified when Additional Precautions are initiated on any patient. The Infection Control Practitioner will verify that precautions are appropriate.

• *Discontinuation of Additional Precautions* - While any staff member may initiate Additional Precautions (AP), only the Infection Control Team may discontinue AP. The Infection Control Team monitors all patients on isolation and will discontinue AP when there is no longer a risk of transmission of the microorganism or illness.

• *COVID-19 Organizational Risk* - Recently, the IPAC and Occupational Health and Safety leads for Renfrew County's acute care facilities created a COVID-19 response document which outlines the level of organizational and community risk.

Today's Take-Aways Continued

Based on specific indicators, organizational risk is categorized as Green, Yellow, Orange or Red. Each colour category has corresponding activity related to IPAC and OHS. The indicators are reviewed weekly by the Renfrew County Leadership team, in consultation with Dr. Robert Cushman, Acting Medical Officer of Health, and the risk category is updated.

The Management team will be updated weekly on the category of risk and will review with their teams. Any major changes in health and safety practices as a result of this scoring will be communicated broadly via email, hospital communication channels and discussed at huddles.

- *Monkeypox* - As of July 25th, 2022, there are 326 confirmed cases of Monkeypox in Ontario and zero confirmed cases reported by the Renfrew County and District Health Unit (Public Health Ontario, Epidemiological Summary: July 25th, 2022).

An algorithm has been developed by the Infection Control Team outlining screening and management for patients presenting to the hospital with signs and symptoms of Monkeypox. The algorithm is available in the Emergency Department resource binder and will soon be accessible via Policy Medical.

Any patient presenting with suspect or confirmed Monkeypox must be placed on Droplet Contact + N95 precautions, provided with a medical grade mask to be worn at all times, placed in a private room with dedicated toileting and must be instructed to limit movement within the Hospital. If you have questions regarding management of patients with suspect Monkeypox or testing, please contact a member of the Infection Control Team at extension 7106.

Occupational Health and Safety

- On average, the number of COVID-positive staff who are unable to come to work each day is in the mid-high teens at this point. Many are being brought back after day five under the new Work Self-Isolation guidance. All staff who test positive on a rapid test are also being brought in for a PCR test at this time, however, their isolation period is based on the date of their positive rapid test.

Accreditation

- Preparation for our onsite survey (April 3-6, 2023) is underway. Thank you to everyone who participated in the Patient Safety Survey. We exceeded our minimum threshold with 229 survey responses. A summary of the survey results and draft action plan will be shared via Lean Huddles in the coming weeks.

Departmental Updates

Emergency Department / Intensive Care Unit

- The department is moving forward to welcome advanced care paramedics to the ED team and Health Care Aides to ICU in mid-August.

PRH Foundation

- 60% of the sponsorships have been secured for the Black and White Gala.
- Plans are being made for the upcoming launch of the new donor wall.
- The next AutoLotto event returns October 25th to November 24th.
- Stay tuned for details about a new Festive 50/50 draw taking place December 20th.

Human Resources

- The department is in the process of re-launching the hospital's volunteer program, starting with recruitment for volunteers to assist with wayfinding. Our volunteer policy is also being refreshed and the team will be working with departments to create a revised list of volunteer opportunities going forward. More to come in the weeks ahead!

Today's Take-Aways Continued

- As part of our efforts to maximize our staffing resources, the department has reached out to previous employees who were part of our vaccination clinic team. We are hopeful that some of these individuals may have an interest in returning to work in some capacity given the opportunity.

Surgical

- The department is heading into its second scheduled two-week summer slowdown and is excited to welcome a new EMT and Urologist to our group of specialists.

Emergency Preparedness

A Code Yellow exercise was conducted by the Medical Unit staff with the objective of using the Code Yellow tools to mitigate the risk of patients who have the potential to go missing from the unit.

The Code Yellow Patient Description Log was completed for a patient and staff recognized that completing the description based on memory of the patient had it's challenges. Some key mitigation strategies were discussed and placed on the Lean Huddle board as improvement opportunities for Code Yellow:

- Identify patients early - Ensure that a wandering bracelet is applied for all patients who are at risk. Unfortunately, some patients slip out fast and the wandering system doesn't capture them leaving and for those units that do not have a wandering system in place, consider filling out the Code Yellow Description Log in advance. It's much easier to complete a description when the patient is in front of you!

- A picture says a 1,000 words - bearing in mind privacy policies, consider approaching the patient and/or substitute decision maker to supply a recent photo to keep in the room or on the chart.

- Ensure the patient stands out - patients who wear street cloths while in hospital easily blend in with the crowd. Think of something that they could wear to readily identify them should they leave the unit unnoticed.

Congratulations to the staff of the Medical unit for coming up with and sharing some creative ways to mitigate the risk of a missing patient!

GRATITUDE

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

- I would like to celebrate **Betty Ann Spence** for assisting with the transfer of a patient to their new home. It was a stressful event and Betty Ann showed poise and calmness that really helped de-escalate the situation and made it a smoother transition. *Caroline Froment RN, BScN*

- The IPAC team would like to celebrate the **ER nursing staff**. The ER nursing staff work incredibly hard to ensure patients receive a COVID swab before being sent to the floors. This helps the patients come off isolation precautions as soon as possible and the overall flow of the hospital! *Ashley Duhn, BSc., BScN., MScN., RN*

- Thank you to **Alycia Fraser** for providing summer vacation coverage in Administration, Clinical Administration and Maintenance. Your skills, hard work, flexibility and dedication are very much appreciated and do not go unnoticed. *Sabine Mersmann / Laurie Tomasini*

- I would like to celebrate **Corinne Clark**, she always goes above and beyond for patient care at PRH! *Rachel England*

- On behalf of the IPAC department, we would like to thank the **IT department** for their support and ongoing help with our computer issues that we experience. Their patience and knowledge is appreciated more than they know!! *Jennifer Krieger, RN*



Our Guardian Angels



"Thank you Dr. Sirzyk for going above and beyond and assisting the team with the extensive paperwork for a patient. Outstanding patient care!"



"Spending a night in the emergency department is never easy, however having Nancy for my nurse made things more bearable. Her kindness, patience and efficiency and the fact that I felt that she went out of her way, to make me feel more comfortable was wonderful. PRH is lucky to have you on their team. Thank you!"



"I would like to acknowledge Dr. Chang and the team, Michelle, Naomi and Sandra for their great care at the Orthopedic Fracture Clinic. They go beyond their line of duties to give the patients the best care, especially during these COVID times. Even through my good times and bad times, they were always there for encouragement. I will forever be grateful."



Week #14

Estimated Jackpot

\$35,000.00 !

www.PRHcatchtheace.ca

Giving GARDEN

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

\$100 / 1 year

\$200 / 3 year

Corporate Pricing

\$250 / 1 year

\$500 / 3 year

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

www.PRHFoundation.com/givinggarden/

PRH Staff Satisfaction And Engagement Survey – July 2022

A Summary Of Some Of Our Strengths And Areas For Improvement

A sincere thank you to everyone who completed this survey. We had tremendous participation with a total of 598 responses which represents approximately 75% of our staff.

Some of the key take-aways were:

Teamwork is strong at PRH

- 79% of employees say that the people they work with treat them with respect.
- 77% say that the people they work with help each other out.
- 71% of employees feel like they belong to a team.



Staff Feel Engaged

- 78% of employees are comfortable bringing an idea forward to their team or supervisor to improve their workplace.
- 74% of employees are willing to put in a great deal of effort to help PRH succeed.
- 76% of employees say they have opportunities to bring forward challenges and issues to the person they report to.

Staff Want To Ensure Their Workplace Is Safe

- 92% of employees feel free to speak up if they see something that may impact the safety of a co-worker or themselves.

Our Team is Invested in Improvement

- 76% of employees actively participate in improvements made in their department.
- 86% believe that the performance of their department contributes to the goals of PRH.
- 85% of employees believe it is important to be aware of their department's performance in order to help identify areas for improvement.

Areas Needing Improvement:

Senior Leadership Communication

As identified in the survey: Only 30% of employees believe our Senior Leaders (CEO, VPs, Directors) openly communicate organizational plans with staff and 50% of staff feel our Senior Leaders are committed to providing a safe and healthy workplace.

To address this, our Senior Leaders will:

- Improve their communication, connection and engagement with frontline staff.
- Attend Huddles across the organization on a regular basis.
- The Senior Leadership Team will conduct monthly Gemba walks throughout the organization to learn about, and recognize quality improvements implemented by staff.
- The Senior Leadership Team will broadly communicate hospital-wide priorities and project details, along with progress reports several times a year through existing hospital communication tools and channels.

Ensuring Staff Involvement And Continuous Quality Improvement

As identified in the survey, 49% of staff felt they are given an opportunity to be part of the process when changes are made in their unit, department or work area and the same percentage feel that PRH is always looking for ways to improve.

To address this, improvement Huddles will begin again across all departments with support from our Lean Process Improvement Manager in order to provide staff with opportunities to bring forward improvement ideas and be involved in changes and decision-making.

Inspiring Staff To Do Their Best

In the survey, 44% said PRH inspires them to do their best.

Going forward, we will focus on recognizing and celebrating exemplary job performance and achievement through peer recognition and Hospital-wide recognition using our communication tools and personal recognition by our Senior Leadership Team.

Staff Satisfaction and Engagement Survey – Full Results

Question	Stongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
TEAMWORK					
The people I work with treat me with respect	36%	43%	14%	5%	2%
The people I work with help each other out	32%	44%	14%	7%	3%
I feel like I belong to a team	30%	41%	15%	10%	5%
COMMUNICATION & FEEDBACK					
The person who I report to clearly communicates what is expected of me in my job	28%	38%	16%	11%	7%
The person who I report to frequently provides me with useful feedback on my performance	19%	33%	23%	15%	10%
The Senior Leaders (CEO,VP,Directors) communicate organization plans openly with employees	6%	24%	29%	25%	16%
ENGAGEMENT					
I regularly provide feedback to my immediate supervisor.	20%	48%	19%	10%	3%
I regularly provide feedback to my immediate co-workers	19%	51%	21%	6%	3%
If I have an idea to make my workplace better, I am comfortable brining it forward to my team or supervisor(2022)	29%	49%	11%	8%	3%

Question	Stongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly Disagree
I have an opportunity to bring forward challenges and issues to the person I report to.	30%	46%	12%	7%	5%
I am willing to put in a great deal of effort in order to help this organization succeed.	26%	48%	21%	4%	1%
This organization inspires me to do my best	13%	31%	29%	16%	11%
Overall how satisfied are you with your job	20%	39%	19%	17%	5%
QUALITY & SAFETY					
I believe that the goals of the organization will improve the quality of care for my patients and/or my co-workers	20%	42%	27%	8%	3%
I will freely speak up if I see something that may impact myself and/or my co-workers' safety	45%	46%	6%	2%	1%
I am satisfied with the quality of patient care/client service provided by myself, my team, and my department.	22%	46%	15%	11%	6%
My organization takes effective action to prevent violence in the workplace	22%	38%	19%	13%	8%
I believe that our Senior Leaders(CEO,VPs, Directors) are committed to providing a safe and healthy workplace	14%	36%	25%	17%	8%
I would recommend my department/program to my family and friends as a place to work	18%	36%	23%	15%	8%
I would recommend Pembroke Regional Hospital to my family and friend as a place to work	13%	32%	29%	16%	10%
INVESTMENT IN IMPROVEMENT					
I actively participate to help make improvements in my department	25%	51%	18%	4%	2%
I believe that the performance of my department/work area impacts the success of the goals for the organization	42%	43%	10%	3%	2%
It is important for me to understand what the goals are for the organization for this year.	23%	46%	24%	5%	2%
PRH is always looking for ways to improve	12%	37%	27%	17%	7%
It is important for me to be aware of my department's performance to help identify areas of improvement	26%	59%	11%	3%	1%
Learning is an important part of my daily work	49%	45%	4%	1%	1%



The secret to slowing down and relaxing this summer is to make small, short-term changes that reduce stress and give you some space to kick back, relax, and make happy memories.

Congratulations
Week #12 Winner

Cheryl Gervais
\$1,987!

Ticket #L-2437628
Card#38 - 9 of Clubs

Week #13 Estimated Jackpot
If the Ace of Spades is caught is over: **\$32,000**

www.PRHcatchtheace.ca

Congratulations
Week #13 Winner

Kristi Beatty
\$2,174!

Ticket #M-1296943
Card#7 - 2 of Hearts

Week #14 Estimated Jackpot
If the Ace of Spades is caught is over: **\$35,000**

www.PRHcatchtheace.ca



EMPLOYEE DISCOUNTS

- Looking for hotel and attraction discounts for your summer vacation plans?
- Looking to see if we have any discounts for phone plans?
- Need a cheaper rate for Park 'N Fly?
- Looking for group insurance rates?
- Want to learn more about the PRH Staff Association?
- Trying to find discounts for Canada's Wonderland (Perkopopolis), Calypso or Logos Land?

Visit **Staff Discounts** on the PRH website!

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

CONSTRUCTION CORNER

Tower A:

- Work on the Cancer Care Project has been delayed due to delays in shipping of required items.
- Asbestos abatement in the area for the new chapel is now complete. Demolition will take place in that space in the coming week.
- New piping work will be taking place in the coming weeks that will necessitate the closure of the kitchen for several days. More details to come on this.
- Work on the new physician lounge is nearing completion.

Tower B:

- Work is being done in B376 to determine the cause of an ongoing leak.
- Roof work is continuing.

Tower C:

- Work is now complete on the ground floor area housing the Geriatric Day Hospital.
- Roof work is ongoing.

Tower D:

- 95% of the roof work is complete.

Miscellaneous:

- The concrete pillars for the new hospital sign at the corner of Bell and Mackay Street have been poured and we are now awaiting delivery of the sign.
- Various moves are taking place within the organization in order to facilitate phases of construction. This includes the upcoming move of the Finance office from 5th Floor Tower A to 2nd Floor Tower C.

Christmas In July Celebrated At PRH





Your donation matters

It matters to every patient across Canada. Because it's something we can do today to help others wake up healthier tomorrow.

Upcoming blood donation events

Germania Club Pembroke
15 Bennett St. Pembroke

Thursday, August 11
2:00 pm to 7:00 pm



Join Canada's Lifeline
Book now at blood.ca or call **1 888 2 DONATE**

K0201

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.



Sunshine Gift Shop

SUMMER 2022 SALES

40 % OFF REGULAR PRICES

JULY 4TH TO JULY 17TH

SUNGLASSES, SCARVES, HATS, BELTS

JULY 18TH TO JULY 31ST

PURSES, JEWELLERY, WATCHES, GIFTWARE

AUGUST 2ND TO AUGUST 14TH

BABY, SLEEPWEAR, SUMMER CLOTHING

AUGUST 15TH TO 26TH

BOOTS, SHOES, SLIPPERS, FALL CLOTHING & DECOR

50% OFF ALL REGULAR PRICED

MERCHANDISE AUG. 27TH TO SEPT. 2ND

LifeWorks

Access your
Employee and Family
Assistance Program
24/7 by phone or website.

English: 1-844-880-9142

French: 1-844-880-9143

www.workhealthlife.com

LifeWorks offer a full breadth of services for your work, health and life.