

## Today's Take-Aways

### COVID-19 – Regional Updates

- Regionally there have not been any significant changes. While hospitals have received some new provincial documents, none of these are changing current practice.

- Other hospitals are experiencing the same issues that we are – staffing challenges, high volumes of patients with high acuity levels etc.

A lot of patients are being seen with exacerbated symptoms related to chronic illness. Depending on the facility, these issues are impacting hospitals in different ways with some having to adjust service delivery.

- Anecdotally, we have heard that the wastewater results are trending downward which may indicate that we've hit a bit of a plateau in case transmission which is good news.

### Visitors

- There has been a lot of discussion around the region with regards to the status of hospital visitor policies as some hospitals are considering a return to intermediate visitor restrictions. For now we plan to remain status quo.

- We will be doing some public communication around the continued requirement for non-patients to present proof of vaccination. So long as active screening remains in place there is no foreseeable plan to remove this requirement in regional hospitals.

### Infection Prevention and Control

- It is important that staff remind patients to wear a mask (when able) anytime a healthcare worker is providing direct care and when they have visitors.

- Our COVID-19 outbreak on 3rd Medical was declared over earlier this week.

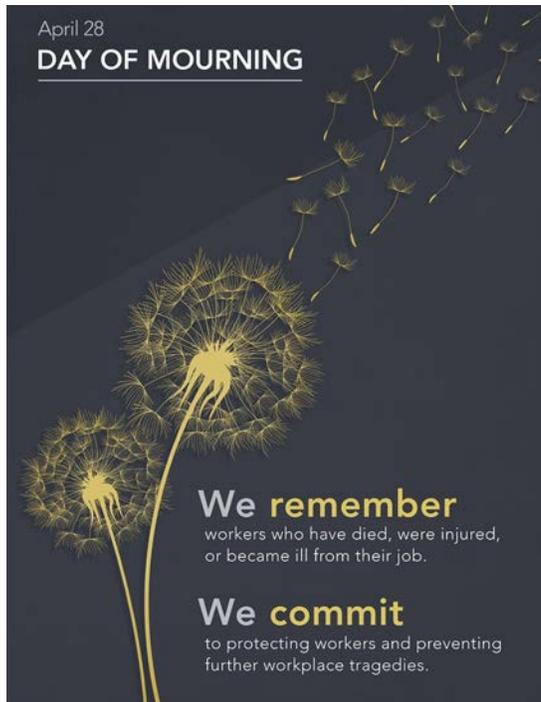
### Occupational Health and Safety

- We continue to have a high number of staff away due to COVID-19. Today alone, there are 54 staff absences and 20 back at work on work self-isolation. We continue to bring back as many as safely possible under the current guidance.

- April 28th is one day we should keep in mind. The National Day of Mourning is a day to remember and honour those who have died, been injured or suffered illness in the workplace. Besides the hazards we face each day, it has been made worse by the effects of COVID-19 and the stress it has added to our lives.



## Today's Take-Aways Continued



Please take a moment on this day to reflect on those you know who have been injured on the job and commit to working safely to protect yourself and those around you. Work safe.

### Human Resources

- We are still struggling to staff various areas of the hospital and we continue to use agency nurses as one way of ensuring we have the appropriate coverage for our patients.

### Supplies

- While we currently have no PPE supply issues, we are hearing from other facilities that they are having issues getting testing kits. In other areas we continue to see supply chain challenges and no shortage of back ordered items. Materials Management is also experiencing staffing issues.

### Staff Engagement Survey

- Beginning on May 2nd, the Pembroke Regional Hospital will be conducting the 2022 Staff Engagement survey. Prior to COVID, this survey was conducted annually to hear from staff with regards to Communication and Feedback, Staff

Engagement, Teamwork, Investment in Improvement, and Quality and Safety.

We recognize that the past two years have been a tremendously difficult time. The COVID-19 pandemic has caused unprecedented pressures and stress on our healthcare team which has impacted staff engagement and satisfaction.

We believe this survey is a valuable way to hear from all team members as we recover from the pandemic and plan for the future. We encourage everyone to participate to help identify areas for improvement and set priorities to support our organization.

The anonymous survey will be open for two weeks, starting Monday, May 2nd and will close on Sunday, May 15th. Please watch for the link to the survey in your email and on *The Loop*.

As an incentive to complete the online survey, there will be prizes awarded for departments with the highest % completion rate for small, medium and large groups.



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

**English: 1-844-880-9142**

**French: 1-844-880-9143**

**<http://www.workhealthlife.com>**

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



## PRH Seeks Members For Equity, Diversity, and Inclusion Committee

The Pembroke Regional Hospital is excited to announce that it is forming an *Equity, Diversity, and Inclusion (EDI) Committee*.

The purpose of this committee is to provide advice to the Senior Leadership Team (SLT) on matters of policy and operational matters related to equity, diversity and inclusion.

The *EDI Committee* will be comprised of staff representing various employee groups - CUPE, ONA, Non-Union and SLT.

We encourage participation from those who:

- Are committed to matters of diversity, inclusion, and equity
- Are willing to look at diverse perspectives and challenge mindsets
- Have lived experience from diverse backgrounds

Ultimately, the committee's goal will be to support and assist in ensuring that the Pembroke Regional Hospital is a welcoming, safe, and diverse place for all.

If you are interested in being a part of this committee, written expressions of interest will be accepted and reviewed. These can be forwarded to Sarah Dube, at [sarah.dube@prh.email](mailto:sarah.dube@prh.email) by **4 p.m. Friday, April 22nd**. For more details, please reach out to Sarah.



# Equity | Diversity | Inclusion

### Where To Find Staff Discounts

Looking for some 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?

**Looking for a discounted gym membership?**

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

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



# Lab Team Celebrates EORLA'S 10th Anniversary And National Medical Laboratory Week

In recognition of the 10th Anniversary of the Eastern Ontario Regional Laboratory Association (EORLA), and as part of the celebrations for National Medical Laboratory Week (April 10-16), our Senior Leadership Team toured our onsite lab April 13th guided by Laboratory Operations Manager Al Lupish. #eorla

SLT brought some packaged treats for the team and took the opportunity to celebrate the staff and their work.

Over the past 10 years EORLA has had many accomplishments including:

- Processing approximately 13M patient specimens annually – that's over 130,000,000 specimens processed in the last 10 years!
- COVID testing response – 1.42M tests completed by #teamEORLA to date
- Successful Laboratory Accreditations across the region and a consolidated accreditation in 2022 and future years
- Creation of a Standardized Quality Manual and Regional Safety Manual
- Implementation of a Regional Pathology Laboratory Information System (LIS)
- Standardization of clinical practices across laboratory sites
- Implementation of a Blood Distribution Program

Congratulations to all involved!



## Pharmacy Team Recognized During March Celebration

March was *Pharmacy Appreciation Month*. We would like to give a 'shout out' to our pharmacy team! We appreciate all the great work our team does everyday! *Tina and Grace*



# LEAN IN

Before the Pandemic, Lean management tools and strategies were embedded in everyday work life whether it was through attendance at huddles, status updates, unit leadership meetings, or standard work. It was normal for all of us to discuss improvement opportunities on a daily basis and make changes to our units, workflow, and priorities. We had a way to recognize and celebrate each other on the great work we do every day. Like so many things, the pandemic has taken a toll on our Lean system. We are happy to have Sarah Selle leading a "reset " on Lean management and in addition, we are excited to announce that we will also be getting help from KPMG who have supported us now for many years on our Lean Journey.

Over the next several weeks, staff members from KPMG will be conducting focus groups and one-on-one interviews to understand our current situation. They will also be on-site for an in-person visit on May 10th and 11th. On these days, KPMG and Sarah will be 'visiting Gemba' which means they will be out and about throughout the hospital observing and engaging with all of you to help create a valuable recovery path forward on our Lean Journey.

Lean is built on Respect for People – the staff doing the work and the patients in our care. We are committed to building a culture here at Pembroke Regional Hospital that continues to provide the highest level of care to our patients and respects, engages and inspires our staff every day.



## **PRH Staff Association Treat Day**

**Featuring. From Pembroke's New Loaf Artisan Bakery.**

**Sweet Monkeybread OR Focaccia (Italian flat bread).**

**Please Select Which Product You Would Like To Receive**

**For Those Who Are Gluten Free. We Are Offering A Candle Or Soap Bar From Our Previous Give-A-Way Supply.**

### **Distribution Details:**

**Wednesday, May 11, 10:30 a.m. - Noon**

**The Lunch Box, 2nd Floor, Tower A**

**EVERYONE (groups/individuals) MUST pre-order.**  
Please email pre-orders to [carolyn.levesque@prh.email](mailto:carolyn.levesque@prh.email)  
by **Wednesday, May 4th.**

#### **PLEASE NOTE:**

1. Pre-orders must be picked up between 10:30 a.m. and Noon May 11th.
2. Groups are responsible for ensuring staff on their lists:
  - are active members of the Staff Association in their department
  - wish to receive this month's treat
  - receive their items after pickup



# GRATITUDE

## Systemic Therapy/ Medical Day Care

- Thank you Jessica (ICU RN) for going the extra mile and re-assessing patient needs and preventing an un-necessary procedure.
- Thank you to Food Services staff for accommodating our patient's special dietary needs in the Systemic Therapy Unit. It is greatly appreciated. Also, the addition of the crackers snack bag is a big hit.
- Thank you to the staff and Lab at Deep River and District Hospital for all you do to support our chemotherapy patients by allowing them to receive care closer to home.

## Miscellaneous

- Thank you to Dr. Pawel Stefanski and the MRTs who came to assist with a procedure in the ICU. We were very grateful for your help.
- Celebrating Sarah Williams, Megan Keuhl, Kristen Pye, Connie Chippure and Audrey Bradley for a job well done during the April 19th night shift in the ED. Their teamwork, and resilience in a challenging situation was commendable. Their adaptability and ability to respond under pressure while providing compassionate care demonstrated strong leadership abilities.
- An extra big Thank You to Diane Hein (MDR), Shannon Cardiff (Maintenance) and Steve Wright (Maintenance) for going above and beyond to help with the technical issue with our scope washer!!  
*Heather MacMillan*
- The Rehab team would like to extend their gratitude to the CMH staff who have been helping fill gaps in staffing. *Sonya Silver*

## Nutrition Month Prize Winners

Thanks to everyone who took part in last month's Nutrition Month crossword puzzle draw. The prizes were recently awarded by members of the Nutrition department.

**Congratulations to:**

- Katie Hollahan, Patient Services - cooking set**
- TracyLee McTaggart, Allied Health - gardening kit**
- Shelley Gowers, IT - breakfast bundle**



# Congratulations!

## Celebrating Our Volunteers

Next week is National Volunteer Week. Usually, as part of this, we would celebrate our volunteers with a catered meal and present those who achieved long service milestones with certificates and service pins.

While, once again, we aren't gathering for our annual meal, we are recognizing those of our volunteers who achieved long service milestones in 2021 and will be passing along their certificate and pins in the coming week.

Our volunteers are a valuable part of our health care team and enhance many of aspects of our hospital through their contributions to the PRH Auxiliary, Board of Directors, PRH Foundation, Patient and Family Advisory Council, Spiritual Care program and Volunteer Services program.

Congratulations to all!

### PRH Auxiliary

**5 Years:** Susan Jackson, Margaret Boeyen, Betty Brisson, Kim Clouthier, Tracey Leroux, Marie Paul Muldoon, Shelley O'Malley, Marilyn Pappin, Pierette Phillon, Cheryl Stott, Anna Walsh

**10 Years:** Iris Klatt, Patty Lafontaine, Sharon Leclair, Robin Lockwood, Shirley Timbeck, Judy Zandstra, Gisele Shields

**15 Years:** Mary Arseneau

**20 Years:** Bill Britton

**40 Years:** Heather Levasseur

### PRH Volunteer Services Program And Pastoral Care Volunteers

**5 Years:** Dennis Blimke, Peter Boczar, Patricia Charette, Lynda Dobbs, Gayle Lindsay, Sheila Moeller

**10 Years:** Kyle Lamarche

**20 Years:** Becky Chaput, Ann Heney, Maria Kuehl, Marie Nash

### PRH Foundation

**5 Years:** Kim Drake, Denise Dionne

**10 Years:** Bob Holmes

### Board of Directors

**5 Years:** Daniel Burke





Heroes Wanted! The Call Has Gone Out!

Engage Your Team In Some Friendly Competition!

# PRH STAFF/PHYSICIAN CHALLENGE

Register for the:

5K Timed Run, the 5K Untimed Run/Walk or the 2K Superhero Run, or sign up as a volunteer and your department may win a prize!

Pizza parties will be awarded to:

1. The department/team with the highest percentage of *Heroes Run for Healthcare* participants.
2. The department/team with the highest dollar value of collected pledges.

Prizes will be awarded to:

1. The PRH team with the most spirit (energy, enthusiasm, costumes, etc.).
2. The individual with the most spirit (energy, enthusiasm, costume, etc.).
3. The team with the best name.

If you aren't a runner, or a walker...there are lots of volunteer opportunities.

To learn more, email:

sabine.mersmann@prh.email or beth.brownlee@prh.email

And if that isn't for you, come on out as a supporter and cheer on our participants!



1st annual  
**Heroes Run for Healthcare**  
May 14th, 2022  
Downtown Pembroke  
**REGISTER TODAY!**

**5K Timed Run - 10am**  
\$30 / person  
\$150 / group rate  
(Groups contact 613-732-2811 ext 7408)

**Sponsored By**  
Canadian Nuclear Laboratories / Laboratoires Nucleaires Canadiens

**2K Superhero Run - 9am**  
\$10 / child  
\*Guardian runs with child for free  
\*For kids 12 and under

**Sponsored By**  
**The KELLY Family**

Fundraise to support the **Cancer Care Campaign** and **WIN** some amazing prizes!

To register visit:  
[www.heroesrunforhealthcare.ca](http://www.heroesrunforhealthcare.ca)

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

The Pembroke Regional Hospital's Sunshine Gift Shop is having a

## MOTHER'S DAY SALE

SUNDAY, APRIL 24<sup>TH</sup> TO SATURDAY, MAY 7<sup>TH</sup>

**20% off all Merchandise**

**With every purchase complete a ballot for a chance to receive a special gift for mom on Friday, May 6<sup>th</sup>**

Gift Shop is OPEN Monday to Friday from 10 to 4 and Saturday and Sunday from 1 to 4

THANKS FOR YOUR CONTINUED SUPPORT

# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

## SPRING INTO WINNING!

TAKE THE BOAT OR CASH

+ BIG  
WEEKLY  
PRIZES



**TICKETS ON SALE**

April 21st 10:30am!

### SPRING LOTTO

FOR HEALTHCARE



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



Cancer Care  
CAMPAIGN

[PRHSPRINGLOTTO.CA](http://PRHSPRINGLOTTO.CA)

LL #RAF1237613

Canadian Nuclear Laboratories | Laboratoires Nucléaires Canadiens

Presents

## HEROES RUN FOR HEALTHCARE

Coming to Beautiful Downtown Pembroke  
May 14th, 2022

Registration NOW OPEN!  
[www.heroesrunforhealthcare.ca](http://www.heroesrunforhealthcare.ca)

## SPRING INTO WINNING



2022 PRINCECRAFT  
PONTOON - \$42,000 VALUE

## WIN THE KEYS TO A NEW BOAT

OR

## GET CASH



\$35,000 IN CASH

+

## 7 WEEKLY EARLY BIRD PRIZES



# APRIL Showers Bring May Flowers

