



## From Our Senior Leadership Team...

*This is a challenging time for everyone and we extend our deepest appreciation for all of your support and dedication to one another and to the critical role you play in providing exemplary care to our patients.*

*Please continue to stay engaged and informed. Regularly check your email and monitor official PRH communication channels like The Pulse newsletter and memos.*

*If you need support, please reach out. This includes speaking with your manager, accessing our Employee Assistance Program (EAP) at 1-866-833-7690 or calling the Mental Health Crisis Line at 1-866-996-0991. Let's continue to support one another and we will get through this current Omicron wave together.*

***Pierre Noel, Sabine Mersmann, Beth Brownlee, Scott Coombes and Dr. Tom Hurley***



## Today's Take-Aways

### COVID-19 – Regional Updates

- Hospitals now have a single point-of-contact number to call for COVID-positive patient consultations. Additionally a regional physician toolkit has been developed that provides a concise resource of all the latest guidance.

- Our Ottawa partner hospitals are experiencing extreme pressure at this time, many with widespread outbreaks across multiple units. We, along with other hospitals outside of Ottawa, are being asked to assess our ability to treat as many patients locally as possible in order to assist in maintaining some capacity in Ottawa. All measures we are enacting such as IPAC management, Work Self-Isolation guidelines and a rampdown of some services are to help ensure capacity and staffing is available to treat those who require hospital care.

- One of the biggest issues Ottawa hospitals are facing is the high and ever increasing numbers of ALC (Alternate Level of Care) patients. Due to outbreak situations in long-term care facilities, there are an increasing number of individuals who cannot be placed upon discharge and are remaining in hospital. In fact, the province is now ordering some hospitals to free up acute care beds by transferring the patients to long term care settings. We are anticipating seeing some changes to outbreak guidelines in long-term care in order allow for more of this.

- There are currently 70 outbreaks in our region's long-term care settings. Renfrew County is creating a task force that can be deployed to long-term care and retirement home settings if required as part of a collaboration between the Renfrew County and District Health Unit, Renfrew County Paramedics and the hospitals. The Health Unit will be assessing risk in each facility in order to determine priority needs for task force assistance.

# Today's Take-Aways Continued

## PRH Updates

- We are receiving new guidance daily from Ontario Health on various topics. Once this guidance is reviewed, changes to current practice will be broadly communicated in a timely manner to those affected.
- Many of our “Wave 1” committees and IMS (Incident Management System) structures have been re-established and escalated in order to ensure the latest information is well communicated.
- We are currently in the process of updating our surge capacity plans in the event that we see a large increase in the number of patients we need to serve. This surge plan will be communicated broadly as well should we need to implement it.

## Human Resources

- Our hospital is experiencing staffing challenges throughout the organization, which we have been managing our way through. At this time, we have approximately 50 or so staff members on any given day who are off work for various COVID-related reasons. We are working through new guidance on work self-isolation and have also developed an escalation process in order to individually assess bringing staff back to work based on a risk assessment.
- As an organization, we have a responsibility to assist other organizations in our region who are at significant risk which is why we are once again creating a pool of staff who could be deployed to other health care settings if requested to do so. We appeal to all staff to be as flexible as possible in these challenging times.
- As previously noted, there will be times, due to operational demands, where you may be temporarily reassigned to a different unit. Your manager will take into account your skills and abilities prior to making a reassignment decision and will provide you with all of the necessary support and guidance. While we recognize that this comes with challenges, we thank you for your flexibility and appreciate everyone's support as work gets reassigned across the organization. In doing so, you are making a huge contribution to the health and safety of our patients, assisting your colleagues and enabling the smooth operation of the hospital.

## Supplies

- PPE supplies are currently stable and while there are shortages in other items, these are currently being managed through alternative products and the availability of regional inventory.

## Departmental Updates:

### Emergency Department

- There has been a significant increase in acuity and volume in the last 48 hours in the department in addition to managing staffing challenges.

### Medical

- The department is averaging eight COVID-positive patients per day on 2nd Medical.

### Diagnostic Imaging

- The department is offering assistance to Montfort who are currently experiencing staffing challenges in their DI department, and in particular, their CT modality.

### AMH

- The unit is pleased to welcome back Dr. Valentine Okechukwu who has resumed in-person appointments.

## Today's Take-Aways Continued

### Surgery

- The department is continuing its scheduled slowdown for another two weeks doing only emergency or urgent cases in order to free up staff who can be deployed to assist in other areas of the organization.

### Clinics

- A reduction of clinic services is underway in order to free up some staff to assist in other clinical areas.

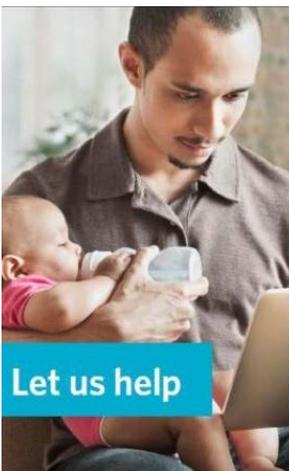
### Public Affairs and Communications

- Particularly now, as information regarding COVID-19 is rapidly changing, it's more important than ever to keep up-to-date on work-related news. As a result, it's imperative that staff and physicians regularly check their work email for the latest information. Your email can be accessed externally through the Staff Resources section of the PRH website (). Additionally, for those who do not have a PRH email account, all COVID-related memos and issues of The Pulse newsletter can also be accessed – without required login – through that portal.

# LEAN IN

As part of their monthly Gemba walk, members of the Senior Leadership Team attended Lean huddles throughout the month of December to learn about improvements being made throughout the hospital.

This was also an opportunity for SLT to hear about the successes and challenges being faced by each department. Departments visited included Community Mental Health, Food Services, Maternal Child Care, Finance, Health Records, Information Technology, and the Emergency department.



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# CONSTRUCTION CORNER

## Tower A:

- Work is ongoing on the 5th floor for the *Cancer Care Project* for Pharmacy. More core drilling through floors for new water lines is taking place. Roof work will be starting this month with the structural steel support and roof top air handler unit installation.
- Comments were received from the Ministry of Health on the submitted last stage plans and costs for the *Surgical Day Care Project* so now the Hospital can go to tender.
- The asbestos abatement contract was awarded to Asbex and work will start this month with the 1A West former Admin Offices which will become a new physician lounge, followed by the 4th floor South Wing corridor and Rotunda, and some steam pipes requiring repairs in the Old Boiler Room.
- A new air compressor was installed for the boilers along with the one that came from Laundry as a back up which replaced the two old ones which were past their useful lives.

## Tower B:

- Minor renovations were completed on the Ground Floor in B042 (former Systemic Therapy) for the relocation of Cardiac Stress Testing and in B044 for a new Echo Room.
- The redundant lead pass thru box in the Mammo Room wall was removed and the hole was filled in and painted.

## Tower C:

- Renovation work started on the Ground Floor behind the elevator for the relocation of the Geriatric Day Hospital program from Tower D.
- Installation of new baseboards and the painting were completed on the 2nd floor.



## How was your day?

Stressful

Scary

Exhausting

Busy

Sad

Healthcare workers are at the front lines of the COVID pandemic. Increased feelings of stress, worry and anxiety are normal under these conditions. Support is available to help you cope.

### COVID Frontline Wellness

provides confidential access to services and tools to support your mental wellbeing.

Just book an appointment online and one of our clinicians will call you to discuss your needs and connect you with the supports that are right for you.

For more information and to book go to: [www.theroyal.ca/covid-frontline-wellness](http://www.theroyal.ca/covid-frontline-wellness)

It's simple. It's confidential. It will help.

If you are a health care worker\* impacted by stress related to COVID-19, please reach out.

\* Any worker in a hospital, long-term care facility, retirement or group home, Paramedic service, primary care or community health care setting. You must reside in Ontario to access this service.

## Vaccination Clinic Team Enjoys Sponsored Meal

A very special Thank You to Dr. Scott Murray who provided a catered lunch for our team from the Kitchen Eatery at the Pembroke COVID-19 Vaccination Clinic this past Saturday.



# Connect to Care Radiothon



Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke



## Returning March 3rd!

Get involved and help raise funds for the  
PRHF Cancer Care Campaign!

On March 3rd from 9am - 4pm, we will be taking over the airwaves as MyFM hosts the 5th annual *Connect To Care Radiothon* in support of the Pembroke Regional Hospital!

Get involved:

- Become a Community Ambassador and help us raise funds, your way!
- Become a sponsor

For more information contact :

Leigh Costello at

leigh.costello@prh.email or 613-732-2811 ext 6129.



## Current Facts and Figures

- **Renfrew County:** 509 active cases, 16 deaths
- **Ottawa:** 6,352 active cases, 638 deaths
- **Ontario:** 122,246 active cases, 10,480 deaths

## Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke



### Guardian Angel

*Robyn Cassidy*

*"Many thanks for all your loving care to my husband, Gary, and your support to me and my family."*

*~ Cheryl Bromley*



GET YOUR TICKETS NOW AT  
[WWW.PRHCATCHTHEACE.CA](http://WWW.PRHCATCHTHEACE.CA)

The estimated jackpot for *PRH Catch the Ace* is  
over **\$92,000!!**

Get your tickets at the Mural Café on Mondays and  
Tuesdays from 9:30am-2:00pm or online anytime  
at [www.prhcatchtheace.ca](http://www.prhcatchtheace.ca).

Draw closes at midnight on Tuesdays.

# GRATITUDE

• The Medical unit would like to thank **Mathew Houlzet** for all of his hard work and support he has provided to our unit. We would like to wish Mathew well on his new adventures in BC. We will miss you Mathew.

• We would like to recognize **ED RN Rachel Campbell** who was identified by the stroke educator as having exemplary documentation on a recent code stroke. *Kaley Lapierre*

• Please celebrate **Lori Ann and the Occ Health Team** for the amazing job they are doing fit testing and supporting staff with N95s. They have gone above and beyond to fit people in and find the best “fit” for everyone so they are able to work safely.

• Celebrating **Annette Davidson and Lisa Keon** - Excellent problem solving skills and advocacy for a complex patient on the rehabilitation unit. You both succeeded when I continued to struggle securing services. Amazing team work! With much appreciation, *Michael Peters*

• The OR team would like to congratulate **Tonya Chandler** on passing her exam and becoming an anesthesia assist. Tonya has worked very hard and made many sacrifices to obtain this specialty.

## Mental Health Resources Are Available

We recognize that this situation and the increased community transmission of the Omicron variant may impact your mental health and we encourage everyone to seek appropriate support as required.

This includes accessing our Employee Assistance Program (EAP) at 1-866-833-7690 or calling the Mental Health Crisis Line at 1-866-996-0991.

**Happier January 2022**

SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 Find three things to look forward to this year	2 Make time today to do something kind for yourself	3 Do a kind act for someone else to help brighten their day	4 Write a list of things you feel grateful for and why	5 Look for the good in others and notice their strengths	6 Take five minutes to sit still and just breathe	7 Learn something new and share it with others
8 Say positive things to the people you meet today	9 Get moving. Do something active (ideally outdoors)	10 Thank someone you're grateful to and tell them why	11 Switch off all your tech at least an hour before bedtime	12 Connect with someone near you - share a smile or chat	13 Take a different route today and see what you notice	14 Eat healthy food which really nourishes you today
15 Get outside and notice five things that are beautiful	16 Contribute positively to your local community	17 Be gentle with yourself when you make mistakes	18 Get back in contact with an old friend	19 Focus on what's good, even if today feels tough	20 Go to bed in good time and allow yourself to recharge	21 Try out something new to get out of your comfort zone
22 Plan something fun and invite others to join you	23 Put away digital devices and focus on being in the moment	24 Take a small step towards an important goal	25 Decide to lift people up rather than put them down	26 Choose one of your strengths and find a way to use it today	27 Challenge your negative thoughts and look for the upside	28 Ask other people about things they've enjoyed recently
29 Say hello to a neighbour and get to know them better	30 See how many people you can smile at today	31 Write down your hopes or plans for the future				

**ACTION FOR HAPPINESS**      **Happier · Kinder · Together**



## Thank You Thai Gardens!

A huge THANK YOU to Thai Gardens for providing our COVID-19 Vaccination Clinic Team with 45 delicious meals and drinks on January 12th. Your generosity is much appreciated by the team!



**Catch the Ace**  
PROGRESSIVE LOTTERY

**Congratulations**  
WEEK #25 WINNER  
Mallory Brooks  
**\$4,362**  
TICKET #Y-7384661  
Card #11  
Revealed: 4 of Clubs  
[www.prhcatchtheace.ca](http://www.prhcatchtheace.ca)

Next weeks ESTIMATED Jackpot,  
if the Ace is caught is over: **\$92,000!**



**PRH Staff Association Treat Day**  
Featuring A 64 Gram Package Of Coffee In One Of  
Three Flavours - Dark Maple. Hazlenut or Maple  
(Trade with fellow Staff Association members to get the one you want.)

### Distribution Details:

**Thursday, January 20th, 10-11:30 a.m.**  
**In The Lunch Box, Tower A, 2nd Floor**

Remaining portions will be available for pickup in A128 (next to the PRH Foundation) after the distribution time while supplies last.

*Founded in 2011 on the banks of the Madawaska River by Neil and Sarah Wright, Madawaska Coffee Co. has grown from a hobby roaster to Madawaska Valley's #1 provider of fresh-roasted quality coffees.*

*All beans are hand-selected and small-batch roasted. Once the beans have been roasted they are packaged and shipped direct to retail and wholesale partners within 48 hours.*

*Currently they offer 11 different roasts.*



### **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](mailto:carolyn.levesque@prh.email) by **12 noon, January 14th.**
3. Pre-orders must be picked up between 10 a.m. and 11:30 a.m. January 20th.
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.

