

PEMBROKE REGIONAL HOSPITAL

President and CEO Report – April 2023

Education Session

At this month's meeting, the Board attended our Pharmacy's open house in lieu of our regular education session in order to view the new sterile rooms which are part of the *Cancer Care Project*. The tour provided some insight into the very important role that Pharmacy has in the preparation of chemotherapy medication. These new rooms were designed to meet the best practices as set out by the National Association of Pharmacy Regulatory Authorities (NAPRA).

Patients and Family Advisory Council (PFAC) Presentation

At this month's meeting the Board was joined by Richard Sheppard who provided an overview of the role of the Patient and Family Advisory Council and the work that its members have been doing.

Accreditation 2023

Our health care team completed a very successful Accreditation Survey April 3rd to 6th and while we are still awaiting the final report and decision, the Survey team shared some of their overall impressions of Pembroke Regional Hospital and our health care team at their April 6th debrief which some of you were able to attend via Zoom.

These impressions included:

- Caring and committed staff and physicians
- Finding ways to be fiscally responsible
- Providing strong community support
- A Positive culture - "You feel it when you walk into the building."
- Patient centered care
- Multiple ways to communicate - "The Loop is great."
- Ways we have adapted to innovative models of care

The fact that they saw this from an objective perspective is testament to the fact that we are all doing our part to stay strong despite the challenges we have faced and continue to face, and that, ultimately, we are working together, supporting each other and doing the best for those in our care.

Staff Engagement Survey 2023

Recently, 605 staff and physicians, or 69% of our health care team completed this year's Staff Engagement Survey. Of particular note, 14 of our departments/department groupings had between 70 and 100 percent participation.

The results of this survey validated some areas for improvement that we are working on, but it also brought to our attention some other areas where clearly more work is needed.

Some of these were highlighted in 307 individual comments, many of which were highly detailed, carefully thought out and, while expressing concerns, also offered constructive suggestions for ways to move forward.

A number of common areas for improvement were identified. These were:

- Communication with frontline staff
- Staff recognition and the need to feel valued
- Staffing levels and workload
- Staff involvement in improvements and changes
- Staffing processes

While some of these areas are within our control and therefore allow us much more opportunity to enact change, we do acknowledge that others may take more work and innovation since they may be impacted by factors that we cannot change alone. This doesn't mean that improvement can't happen – only that the resolution may be more complex.

In the short term, survey results will be reviewed at the Lean huddles, and we are hoping to gather additional unit specific details.

From there, more work will be done and we will keep you up-to-date on plans and progress made. Provider Experience is one of our hospital-wide goals (Drivers) for this year and we will use these results to choose our improvement ideas.

Auxiliary Fashion Show

The PRH Auxiliary is excited to return to in-person events with their “*Unleash Your Spring Fashionista*” *Fashion Show* taking place April 28th at Our Lady of Lourdes Church in Pembroke.

Actions Taken by the Board at its April 26, 2023 Board Meeting

Approved the following appointments/reappointments:

- Three new physicians for Term privileges
- Two new physicians for Locum privileges
- Fifty-seven physicians for Active privileges
- Five physicians for Associate privileges
- Sixty-one physicians for Term privileges
- Thirty-five physicians for Courtesy privileges
- Four physicians for Locum privileges
- Three midwives for Active privileges
- One midwife for Term privileges
- One midwife for associate privileges
- Ten nurse practitioners for Courtesy privileges
- Four dentists for Courtesy privileges

Approved that the Hospital request an extension to June 30, 2023 on the signing of the 2023/24 Hospital Services Accountability Agreement (HSAA)