



## Today's Take-Aways

### Accessibility Planning Committee

- As a courtesy, and to ensure accessibility to wheelchairs throughout building, please ensure that all wheelchairs are returned to their designated locations and units. As they are labelled with their units, if you see one that is out of place, please take a moment to return it to its home base.

### ADU (Automated Dispensing Unit) Update

- Be sure to read Sabine's "Connecting with the CEO" message tomorrow for the latest update on our ADU implementation.

### Lunch with the CEO

- It was a great start to 2024 as we hosted the latest session of Lunch with the CEO on January 30th with six staff and a consolidating nursing student in attendance.

Some of the comments shared, and discussion points raised included:

- Concerns about parking congestion and lack of parking for elderly patients, and those with mobility issues, particularly in the Tower D lot.
  - Our Senior Leadership Team is taking a look at the current parking situation and how improvements might be made.
- General concerns about security in the building and ways to address this.
  - Please note that as part of our Prevention of Violence in the Workplace Committee, a working group has been established to explore the use of security guards at PRH. The working group will meet in the coming months to discuss several items including, but not limited to, the cost, effectiveness and models using this type of service at other similar-sized hospitals. The working group consists of various stakeholders.
- The possible benefits of adding a "stretch" session to daily routines.
- The value of showcasing PRH and its team through videos.
  - We are excited to share that we have just rolled out the first in a series of "Meet Our Team" videos showcasing some of the great people we have working at PRH. A new one will be rolled out each month and we are also seeking others who may wish to be showcased.
- The challenges staff working 12-hour shifts face in terms of achieving work-life balance.



## Today's Take-Aways

- The desire to explore more innovative scheduling options.

If you would like to be part of an upcoming lunch session in order to share your ideas and feedback, please your name forward by email to carolyn.levesque@prh.email.

### **Trillium Gift of Life Network (TGLN)**

• We will now be receiving monthly updates from TGLN, personally acknowledging members of our health care team who have completed notifications to TGLN and in some cases, the outcome of these notifications.

*January 2024 – This month we received nine notifications with one moving forward to donate ocular tissues for transplantation. Thank you to Jacqueline Powers from 3rd Medical for notifying TGLN as part of high-quality end-of-life care, allowing this family to honour their loved one's decision to donate.*

*While the other eight notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed: Tracy Baxter, Jessie Barney. and Ria Campbell (Emergency Department); Carissa Fletcher, Josie Huntly and Rich Pearce (ICU); Kerri Timm (Rehabilitation); and Connie Chippure (3rd Medical)*

### **Departmental Updates**

#### **Environmental Services**

• The Environmental Services team has been working hard to remove outdated signage throughout the organization. In particular, all COVID-19 physical distancing signage has now been removed from the walls and floors. Please email cheryl.summers@prh.email if you find any outdated signs in your area that require removal. Thank you!

#### **Food Services**

• Cafeteria Updates – This month we will have some fun theme days in the cafeteria, some of them tied in with national food recognition dates and other holidays.

##### February 9th - National Pizza Day

Cafeteria Lunch Special: Assorted Pizza Slices

##### February 14th - Valentine's Day

Cafeteria Specials:

Lunch: Red and White Heart Shaped 3 Cheese Ravioli w/Rose Sauce, Caesar Salad and Garlic Bread Sticks

Dessert: Black Forest Cake

##### February 20th - National Muffin Day

Cafeteria Specials: Coffee + Muffin combo, Muffin + Egg bite & Fresh Fruit Salad Combo

### **Human Resources**

- Welcome to the team! Please extend all new staff a very warm welcome.

January 2024: Melody Freeland (Emergency Department), Kelly Khan (Emergency Department), Kim Laronde (Surgical), Alyssa Yemen (Emergency Department), and Abbey Ziebarth (Rehabilitation)

### **Medical Affairs**

• Welcome to the team! Please give a warm welcome to our newest member of our professional staff.

Registered Midwife Wendy Huculak joined the OBS/Midwifery Group on January 29th.

## Today's Take-Aways

### Occupational Health and Safety

- Did you know that when a potential exposure has been reported, a member of the Occupational Health team, in collaboration with the IPAC team, will reach out to staff and/or physicians who are potentially impacted. In some cases, prophylactic treatment is necessary and the window for this can be short. In order to ensure staff have the best opportunity to receive this, it's important that they return the call as soon as possible. Occ Health can be reached at extension 7202/7204.
- Hospitals are required to report their flu immunization rates. In order to ensure that ours is accurate, if you have received your immunization externally, please provide a record to Occupational Health. The flu vaccine continues to be available to those who would like it.
- There have been a number of reports recently of skin irritation caused by blue surgical masks. When filing a report, please include the mask model and brand information if you have it. This is important for our followup with the correct product. Stores is also trying to source an alternative for us to trial.

This week is National Catholic Health Care Week, a time to recognize the mission of 129 Catholic health care organizations across Canada, including ours.

As Catholic health organizations, we are united in a 400-year healing mission and are inspired by a calling to care for all with compassion and humanity—body, mind and spirit.

Together, we are driven to improve health care for all Canadians, especially those at greatest risk, as innovators, advocates and strong partners across our health care system.

To learn more about National Catholic Health Care Week, please visit:

<https://www.chac.ca/en/national-catholic-health-care-week/>

February 4-10, 2024



World Day of the Sick is February 11 every year. It is a day to remember those who are sick, care for and pray for them. We remember the words of Jesus, "In as much as you have done it to the least of these, you have done it to me."



Catholic health care takes some of its inspiration to care for the sick from a parable Jesus told, the Good Samaritan. Here it is:

Jesus replied with a story: "A Jewish man was traveling from Jerusalem down to Jericho, and he was attacked by bandits. They stripped him of his clothes, beat him up, and left him half dead beside the road." By chance a priest came along. But when he saw the man lying there, he crossed to the other side of the road and passed him by. A Temple assistant walked over and looked at him lying there, but he also passed by on the other side.

"Then a despised Samaritan came along, and when he saw the man, he felt compassion for him. Going over to him, the Samaritan soothed his wounds with olive oil and wine and bandaged them. Then he put the man on his own donkey and took him to an inn, where he took care of him. The next day he handed the innkeeper two silver coins, telling him, 'Take care of this man. If his bill runs higher than this, I'll pay you the next time I'm here.'"

Now which of these three would you say was a neighbor to the man who was attacked by bandits, Jesus asked. The man replied, "The one who showed him mercy." (New Living Translation)

# Connecting with the CEO - In Case You Missed It

January 19, 2024

## **Strategic Plan Update**

Work continues on the development of our hospital's new Strategic Plan and we are still on track to have the finalized plan approved in March. Next week, our Steering Committee will review a first draft of the plan with our consultants and then we will once again be circulating the document to you, our stakeholders and partners for feedback.

*I can say that I am excited so far with what I've seen and heard throughout this process and I believe that we are heading in the right direction*

*in terms of developing a sound plan for our future that will set the direction of addressing the needs of our patients, our staff and physicians, our partners and our community. Stay tuned for more updates in the coming weeks.*

## **(EDI) Equity, Diversity and Inclusion Committee Update**

Some of you may have seen members of a film crew here last Friday as we engaged Studio Dreamshare to help create our EDI Committee's introductory video which will not only talk about our EDI journey to date but will also call for others to join us and direct viewers to learn more about the work being doing and provide a way to give feedback on their experiences.

*In an upcoming edition of Connecting with the CEO, I will share more about the way we are partnering with others in Pembroke, Renfrew County and the Champlain Health Region on our EDI journey. We are excited to launch this video next month.*

## **PRH – Our Financial Outlook For 2024**

In the January 13th edition of the Ottawa Citizen, some of you may have seen an article which spoke about some of the financial distress that hospitals are facing this year and how the Ontario Hospital Association (OHA) is advocating for those anticipating budget deficits.

The newspaper reported that the vast majority of Ontario's 140 hospitals are projecting deficits this year. In addition, some have taken out high-interest loans to keep going and others have had to dig into reserves earmarked for specific projects.

The Ontario government has issued special waivers to hospitals allowing them to carry deficits. Under normal circumstances hospitals are required to balance their budgets and such waivers are rarely used.

The reasons for these widespread shortfalls are multi-faceted - hospitals are no longer receiving special pandemic funding, many are dealing with high numbers of patients who are waiting for alternate care, hospitals, like all of us, are dealing with inflation costs, and hospitals have been responsible for retroactive payments to staff after Ontario's wage restraint legislation, Bill 124, was declared unconstitutional.

Our hospital's financial situation is similar to most others in Ontario. While our position is not as severe as some hospitals, we have had to increase our reliance on our line of credit at times and incur the associated interest costs.

Until we receive any additional funding from the Ministry of Health to address the retroactive and ongoing impacts related to the Bill 124 compensation awards, we, like many other hospitals in Ontario, are forecasting a significant deficit in Fiscal 2023-24.

While increased compensation costs are the largest contributor to our forecasted deficit, we have also seen significant inflationary pressures across all cost categories, including supplies, third party service agreements, utilities, and minor equipment.





# Connecting with the CEO - In Case You Missed It (Continued)

*I am sure you are seeing similar inflationary trends in your own household budgets.*

*The Ministry of Health has started to look at the estimated financial impact of these additional costs for each hospital in order to be able to provide funding. While we do not know the exact amounts and timing of this additional funding, we have been told that we will receive confirmation of funding prior to the end of March 2024.*

## **January 26, 2024**

*Many of you have likely heard about the Accessibility for Ontarians with Disabilities Act (AODA) which has been in the news lately. This Act is an Ontario law that came into effect in 2005 mandating that organizations from public, private and non-profit sectors create and follow standards to become more accessible to people with disabilities.*

*It made Ontario the first province to enact such ground-breaking legislation with a goal of the province becoming fully accessible by January 1, 2025. This timeline is fast approaching, and many organizations are struggling to meet the guidelines. Pembroke Regional Hospital also has to meet those standards and for many years now we have had a large committee with broad representation that creates and implements a plan to identify, prevent and remove accessibility barriers while meeting our requirements. This plan is posted on our website (<https://www.pemreghos.org/accessibility>) and has to be approved by the Board.*

*Accessibility does not only refer to physical space. It has a broad definition and the committee has to ensure that accessibility is applied to:*

- *Policy development*
- *Employee and volunteer training*
- *Procurement of goods and services*
- *Customer service*
- *Employment - recruitment, safety plans*
- *Public information, PRH website*

*Some examples of the work that has been done in these areas over the past few years to improve accessibility at PRH include:*

- *The re-design of the Rehabilitation patio*
- *The installation of new parking equipment in the Deacon and Mackay Street parking lots*
- *The addition of audio cues in the Tower A and D elevators*
- *The installation of accessible paper towel dispensers and electronic door openers*
- *Aligning action plans with the Equity, Diversity and Inclusion Committee*
- *Visual audits of Towers C and D, D'Youville warehouse and Mental Health Services of Renfrew County Carefor site with members of the Patient and Family Advisory Council to identify accessibility improvement ideas and bring them forward for consideration in the new action plan*
- *Ensuring that our website is compliant to meet the standards for persons with visual concerns*
- *Updating our policies in HR for accommodation of workers with disabilities*
- *Putting processes into place to assess every piece of equipment that is purchased to ensure it meets accessibility guidelines.*

*But the work doesn't stop there.*

*With an aging population and recognition that accessibility goes beyond the physical attributes of our hospital, we are always looking for ways to improve above and beyond what is required.*

## **Connecting with the CEO - In Case You Missed It (Continued)**

*This means finding better ways to provide direction and wayfinding throughout our buildings, introducing improved translation services, looking at the way we do things from a “senior-friendly” perspective, updating our Service Animal Policy and installing a hitching post in an appropriate area for those in our region who may travel to the hospital by horse and buggy.*

*In addition, to ensure ease of two-way communication about accessibility and ways in which we can do better, we have launched a public-facing accessibility email address and an accessibility feedback form.*

*As we approach the provincial deadline for being fully accessible and in compliance, I believe that our vision and mission going forward will be to continue finding ways to ensure far-reaching accessibility – something which I believe will also be reflected in our new Strategic Plan.*

*Ensuring that our hospital is accessible in every way possible is not just the responsibility of our committee but of each and every one of us. If you see or hear about ways in which we can do better, or if you feel some aspect of accessibility needs to be addressed, please be sure to let us know.*

**February 2, 2024**

### **Strategic Plan Survey – Did We Get It Right?**

*As you might have already seen on The Loop and in your inbox, I have shared with you a SurveyMonkey link (<https://www.surveymonkey.com/r/FFGLR3P>) seeking feedback on the draft Strategic Plan that our Senior Leadership Team, our Strategic Planning Steering Committee and our Board of Directors have created based on your feedback.*

*I’m excited about the direction our strategic planning process has taken us and I feel that the plan’s contents as well as our updated Vision and Values is not only reflective of the direction we need to go in, but also reflects the messaging we have heard from our staff, physicians, partners and the province about the future of health care.*

*Once again, I want to extend my sincere appreciation for your participation in our strategic planning process to date. By completing this survey, you will help validate if we “got it right” and also identify if there is anything we have missed.*

*The survey window will close February 9th so please take a few moments to ensure your voice is heard.*

### **Working Closely With Renfrew-Nipissing-Pembroke MPP John Yakabuski**

*Board Chair Dave Unrau and I met with John Yakabuski last Friday to discuss the hospital and our investment in Epic as well as other funding challenges. John has always been a huge supporter of PRH as well as a strong advocate for advancements in local health care as seen in the video clip that I’ve attached to today’s message. [https://youtu.be/W3Bx\\_Ci4ed4](https://youtu.be/W3Bx_Ci4ed4)*

*His continued support comes at a time when the vast majority of hospitals are anticipating deficits at levels never seen before, facing severe staff shortages and trying to manage overcrowding.*

*As I’ve mentioned previously, the Ministry of Health recognizes the financial challenges that all hospitals are facing and at this time are not implementing the usual processes generally required when hospitals report deficit budgets.*

*In the meantime, a new report published by the Rural Ontario Municipal Association (ROMA) has highlighted how rural communities are disproportionately impacted by Ontario’s healthcare crisis.*

*The paper, titled *Fill the Gaps Closer to Home*, was presented at the 2024 ROMA Conference held in Toronto January 21 to 23. It calls for different approaches and solutions to help bring improved primary health and mental health care services to people in rural communities, and provides 22 recommendations to do so including:*

- *Fixing primary care by creating new and integrated models to deploy healthcare providers more effectively in rural areas, and to help shift demand from emergency rooms.*

## Connecting with the CEO - In Case You Missed It (Continued)

- *Uploading a significant portion of healthcare costs from rural communities back to the provincial government.*

- *Building on current efforts to expand scope of practice for community healthcare providers like nurses, nurse practitioners and paramedics.*

*It's going to take continued collaboration on all fronts to address the challenges faced and having this local Member of Provincial Parliament in our corner means a lot.*

*ROMA's full report can be found online at <https://www.roma.on.ca/advocacy/fill-gaps-closer-home>*

**GovDeals**<sup>®</sup>  
A Liquidity Services Marketplace

**PRH Sells Surplus Items  
on GovDeals.ca. Check it  
out to find great deals!**

## Celebrating Recreational Therapy Month

A recreation therapist is a health care professional who works to improve their patient's mental, physical, behavioural, or occupational health through structured activities. They work in a variety of settings and work as part of a team that includes other health care professionals like physical therapists, occupational therapists, registered nurses, and psychologists. A recreation therapist plans, implements, and coordinates recreational activities to help people with disabilities, illnesses, injuries, or other conditions improve their functioning and work toward their clinical goals. They may help their patients manage stress, anxiety, and depressive symptoms, recover physical or cognitive abilities, develop confidence, and improve social skills.

Shannon Reckzin works as a Recreation Therapist as part of our Patient Care Team on Acute Mental Health. Shannon's role is vital in supporting the recovery journey of patients to achieve quality of life, and optimal health through meaningful experiences in leisure and recreation during their hospitalization and post discharge.



## Recognizing Our Staff During Cardiac Rehab Week

Recognizing and celebrating Cardiac Rehab Week (February 11-17) and the team that runs our outpatient Cardiac Rehab program which provides exercise classes, education and lifestyle counselling to patients with a variety of heart and vascular diseases.

Pictured are Annette Gorr, RN, Kathy Schroeder, Unit Clerk and Shawn Silver, Physiotherapist from our Cardiac Rehab program.

**CARDIAC**  
REHABILITATION





# Quality Improvement Plan (QIP) Driver Update

## Patient Care Teams - Driver Update: February

### Nursing Workload/Acuity Tool

One of the improvement opportunities for this driver came about through a Lean ticket on the Inpatient Rehab unit. The team identified a need to create a process that standardized patient assignments to ensure more equal workload distribution. It was quickly identified that this was an improvement that would be beneficial to all inpatient units across PRH.



In October, directors, managers and the Clinical Education team met with nurses from The Ottawa Hospital to learn about a Nursing Assignment Scoring Tool that TOH has been using to understand patient care needs and assist with workload distribution. Using this template, a working group was developed to create a tool for use at PRH.

Over the past several weeks, Nancy Green, Erin Allard and Nicole Jansen have been trialing the tool on both Rehab and Medicine. They have completed over 65 assessments using the tool and have provided feedback to the Clinical Education team for revisions.

A final draft of the tool has been completed and the Inpatient Rehab unit will now begin a soft roll-out of the tool when completing daily patient assignments. Once Rehab has tested the tool, the Medical department will be next to introduce the tool for patient assignments.

The ultimate goal is to create unit-specific scoring tools for each inpatient unit across the hospital.

## Equity | Diversity | Inclusion

### Upcoming Recognition and Celebration Dates



## FEBRUARY FOOTWEAR SALE BOOTS, SHOES & SLIPPERS

ALL BOOTS AND SLIPPERS  
CURRENTLY PRICED AT 40%  
OFF

FEB 1-9	FEB 10-16	FEB 17-23	FEB 24-29
TAKE \$5 OFF LOWEST PRICE	TAKE AN ADDITIONAL \$5 OFF	TAKE AN ADDITIONAL \$5 OFF	TAKE AN ADDITIONAL \$5 OFF

**PRH Sunshine Gift Shop**



PRH Staff Association Presents

# THE WINTER FUN-SPIEL

SWEEP & SWING WITH US!

PRE-REGISTRATION REQUIRED

TICKET TYPES

	Member Price	Non-Member Price
<b>Curling</b> (Option to try Golf Simulator)	<b>\$25</b>	<b>\$35</b>
<b>Spectator</b> (Option to try Golf Simulator)	<b>FREE</b>	<b>\$5</b>



**Saturday February 24, 2024**



**1:00 PM - 5:00 PM**



**Pembroke Curling Club**



**428 Herbert St. Pembroke**



**Snacks & Prizes to be won!**

Register at <https://forms.office.com/r/WQdt5mES7M>  
For more details contact [prh.staffassociation@prh.email](mailto:prh.staffassociation@prh.email)



## Medical Records Is Hosting A Valentine's Day Bake Sale



**Friday, February 9th, 11 a.m. to 1 p.m.  
2nd Floor Link**

The Bake Sale is being held in support of their co-worker who is dealing with a family illness.

Please drop by for sweets and treats while supporting their friend!





# LEAN IN

On January 24th, the Senior Leadership Team participated in a Gemba Walk with the Decision Support and Health Information Management (Health Records Coding) teams to get an in-depth understanding of the new AI system “3Terra” that is now operational at PRH.

Our Coding team explained the importance of the work they do to make sure accurate health information is pulled from inpatient and outpatient charts for mandatory submission to national databases- the results of which influence decision making, funding allocation and provincial benchmarking.



3Terra is a data quality program that scans this coded data daily to highlight potential missing or erroneous codes using an advanced algorithm. The Coding team and Decision Support staff are then notified of these flagged charts to review.

The teams were enthusiastic about the new program as it has become a great learning tool and it can also be used to educate others on the importance of clear and accurate documentation. Decision Support staff were happy to report that the program was also able to recover some funded procedures that were previously missed thanks to 3Terra’s capabilities.

The Senior Leadership Team was impressed with the thoroughness of the presentation, the enthusiasm and knowledge of those taking part and how 3terra aligns with our digital transformation.



## New Fall/Winter: PRH Clothing



**Softshell Vest - Navy/Black** (Women's/Men's styles)  
**\$60 including tax and PRH logo**  
• Optional embroidery on the right sleeve \$5 extra

**Long Sleeve Shirts** (Women's and Men's styles)  
**\$45 including tax and PRH logo**  
• Optional embroidery on the right sleeve \$5 extra

*Spring/Summer items are still available to order as well.*

Please note that all PRH items are sold at cost. As a result, no additional discounts will be applied.





# Knock Down Barriers to Lift Up Accessibility

Accessibility in the workplace means ensuring every employee has access to what they need for success. Barriers to accessibility may be obvious or invisible, unnoticed or unintentional, easy or complex. Regardless of the barrier, employers are responsible for recognizing, investigating, and addressing accessibility barriers in the workplace. While accessibility barriers commonly have the greatest effect on persons with disabilities, some barriers also disadvantage other groups. Addressing barriers to accessibility can improve inclusivity for all.

Let's look at the

# 5

main accessibility barriers you may find in the workplace.

## Physical

Physical barriers prevent full access in the workplace based on how someone physically interacts with the environment. Physical barriers include the lack of a ramp to allow those with mobility issues to enter a building safely and easily, or low lighting that can adversely affect those with low vision.



## Attitudinal

Attitudinal barriers are based in assumptions about particular groups of people based on their personal characteristics. Misconceptions can lead to some persons being treated differently. For example, employees may assume a colleague with an intellectual disability cannot do their job properly, or assume someone with language disabilities is unintelligent.

## Communication

Communication barriers exist when information is not accessible or easily understood by everyone. For example, copy on a workplace poster may be too small, or the poster might not be available in alternate formats. Low-contrast lettering on company materials can also be a communication barrier for persons with colour-blindness.



## Technological

Access to or use of technology might not consider persons who access tools differently. This can include websites lacking compatibility with screen readers for those with low vision or videoconferences that don't include live captioning for those who are hard of hearing.

## Systemic

Systemic barriers can develop over time through organizational policies and procedures. They usually appear in the effects of otherwise neutral policies: as a workplace grows and becomes more diverse, these barriers prevent some persons from participating fully. For example, a preference for graduates of a particular university in a hiring practice can result in employers only hiring people from the same backgrounds as current employees. Employees with protected characteristics may also find themselves excluded from promotion opportunities because of a lack of conformity with traits historically used to support promotion.





# CELEBRATIONS

To include a special message in this section, email [celebration&recognition@prh.email](mailto:celebration&recognition@prh.email).

• I want to celebrate **Kirsten Doering, RN**, for her compassion and professionalism when managing complicated discharge planning. Her ethics and moral integrity are noticed with patient safety. *Michael Peters*

• I want to celebrate **Bethany Gold, RN**, for her compassion and persistence when providing compassionate care to patients on our Sunshine unit. Her strength and resilience are noticed. *Michael Peters*

• We welcome **Katie Kouri, RN** to the ICU team (pictured at right), and celebrate her successful completion of the Critical Care Orientation program for ICU. Great work Katie! *Erin, Kaley, and Laurie*

• Big shout-out to our **OR team** who has put a lot of work into the Pause/Timeout process to support our Driver work on patient safety in reducing the risk of a “never event”. On January 25th, I had the opportunity to go into the OR to learn about and observe the Pause/Timeout process. I would like to celebrate **Lauren, Emily, Dr. Ward and Dr. Chang** for their exceptional patient care, bedside manner, communication with the patient and their patience in walking through this with me. Thank you! *Beth Brownlee*



• Grace Weisenberg mentioned the support that **Rachel Robertson** provided to ensure that a set of twin babies could receive their RSV vaccination recently. The family was very grateful that PRH took the time to ensure that their children were protected. Thank you! *Laurie Menard*

• Andrew Keck celebrated **Laurie Menard and her team** for the incredible training that has been organized and implemented for the ADUs. He said the staff were enthusiastic and really embraced the information provided. Thank you and please extend the celebration to the team of trainers. Thank you , *Sabine*

• **Julie, Trish and Ashley** were celebrated by Lisa Bradley and Tammy Lynn Donahue for their help with re-organizing the Medical 3B supply areas in preparation for the ADUs as well as cleaning up the pre-printed orders and pathways so that they are easy for everyone to find.

• I would like to take a moment to celebrate and appreciate **Victoria in the IT department**. She has recently been of assistance resolving several technological issues. Victoria was a pleasure to work with. Her upbeat and positive attitude teamed with her amazing wizard-like skills, resolved the issues rapidly and effectively. She went above and beyond to ensure all was in good working order. You are a credit to your profession! Thank you so much - *Lani Graham (Central Intake - Mental Health Services)*

• Michael Peters celebrated **Garry Engler** this week noting that “his commitment to employee wellness in the context of moral distress is exemplary, in addition to his practice in cultivating a healthy work culture, improving patient and family outcomes, and improving employee wellness.” Thank you, Garry, for making such a difference in the lives of our patients and staff! *Beth*

• **Shawn** - “Thanks for making a cheat sheet for all the different labels uses (“C”, “A”) in garbology. It helps all the part-time staff for reference.” *Annie*

• **Betty (Environmental Services) and Amber Boire (OR)** - “The OR is working to improve their room turn over times. A working group was formed to review standards and our current practices. Thank you for the work you did in helping make these improvements.”

• **Ralph Hatem (HR)** - “Thanks for putting the Flu Shot video together. You missed your calling as a videographer!”

• **Erin Allard (Rehabilitation)** - “Thanks for going non-stop to help all nurses today. Your energy was greatly appreciated.”

# CELEBRATIONS

• **Carolyn Turner (OR)** - "On behalf of Dr. Mathew, he would like to celebrate Carolyn for the hard work and effort she put into improving the efficiency of his surgical times to allow for three joint replacements in his day."

• "I would like to celebrate **Kelly, Kirsten and Isaac (Medical)** for presenting December 14th at the Lean Report Out. The messages they shared with the group were so impactful."

• "Shout out to **Alex (AMH)** for always going above and beyond. She is always the first to volunteer for quality improvement opportunities and is always finding ways to make our unit better. Everyone should aspire to be as enthusiastic as her. Way to go Alex!"

• Celebrating **staff from MDR, OR, Porters, Environmental Services and Maintenance** - "Wanted to celebrate the great team work when OR #3 had the flood. Great job working together and ensuring the environment was safe for our patients."



If you have news to share with your co-workers, email [pr@prh.email](mailto:pr@prh.email).

*Hello, friends! I have organized a night of stand up comedy to fundraise for the St. Joseph's Food Bank!*

*Four comedians from Yuk Yuk's Ottawa will be coming to join me. And get this - I'll be performing too! First time ever!*

*Tickets are available at [www.festhall.ca](http://www.festhall.ca). Cash donations and non-perishable food items will also be accepted. A list of suggested items can be found at [stjosephsfoodbank.ca](http://stjosephsfoodbank.ca).*

*Come laugh with me - or at me! See you there! Tyler*

*Proud to share that my daughter has released her second single which is now available for streaming on all platforms!*



*Her first music video is also out now!*

*Please stream, share and add the song to your playlists!*

Carolyn  
Levesque

**A Night of COMEDY**

**FUNNY BUSINESS**

**Saturday February 24th**

**Mark Hatfield**

**Simone Holder**

**Rob Pue**

**Amer Rez**

**I work here!**

**HOSTED BY LOCAL FUNNY MAN Tyler Graveline**

**7:30 PM FESTIVAL HALL**

Tickets \$55 EA

Supporting **St. Joseph's Community Food Bank**

*Enjoy an evening of comedy with this gregarious dynamic bunch while supporting the St. Joseph's Community Food Bank at the same time!*

**Donations of cash/food much appreciated.**



# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

## Guardian Angels



Meshwa Patel



Briar Cookson



Samantha Wojtowicz



Jordan Lee

**Catch the Ace**  
PROGRESSIVE LOTTERY

**Week #5**  
**\$32,000.00**

**\$5,000.00**  
**GUARANTEED**  
Weekly Pot  
for Week #5

Presented By **OK TIRE**

Estimated Jackpot if the Ace of Spades is caught!

[www.PRHcatchtheace.ca](http://www.PRHcatchtheace.ca)

**Saturday, May 11th, 2024**

Canadian Nuclear Laboratories  
Laboratoires Nucléaires Canadiens  
Presents

**HEROES and Friends**  
**RUN FOR HEALTHCARE**

Mike's Hardware  
SAVES SO MUCH MORE  
2KM Super Heroes Run Sponsor

START FINISH

Registration now opened!  
[www.HeroesRunForHealthcare.ca](http://www.HeroesRunForHealthcare.ca)

**PARTNER**

**Tickets on sale NOW!**

**SPLIT the POT**  
Lottery  
.ca



## DIFFICULTY WITH THE ADU?



# 1

### LOOK FOR ALERTS

Click the ALERT ICON to see what's wrong

# 2

### ADU HELP BUTTON

Click on the HELP button to guide you to fix the problem

# 3

### SEEK A SUPERUSER

Contact a SuperUser or the Clinical Education Team. The team member can help troubleshoot.

# 4

### REBOOT

If the above steps are ineffective, reboot the system on the screen or by turning it off and on, which may take a few minutes

# 5

### NETWORK INTERFACE

If a Network or Interface issue is occurring this means the ADU and Anzer systems may be temporarily out of communication. An override may be appropriate. Speak to a SuperUser. If not able to resolve, speak to IT.

# 6

### DRAWER STUCK? MECHANICAL ISSUE?

If a drawer is stuck, it should appear as an alert with instructions to resolve. Seek out SuperUser as above. If the above steps are ineffective, contact Maintenance/Clinical Resource

# Medication Transformation Project

## DIFFICULTY FINDING A MEDICATION? UNABLE TO FIND A MATCH?



**Use Generic Name.  
Look up generic names in  
Lexicomp or UpToDate**

A screenshot of the UpToDate website showing search results for Tylenol (Acetaminophen). The search bar contains 'tylenol'. The results show 'Acetaminophen (paracetamol) poisoning in adults: Pathophysiology, presentation, and evaluation'. A blue arrow points from the search results to a sidebar menu for 'Acetaminophen (paracetamol)' which includes options for 'General', 'Pediatric', and 'Patient'.

UpToDate tylenol

Contents Calculators Drug Interactions UpToDate Pathways

Back All Adult Pediatric Patient Synopsis

Showing results for **Tylenol (Acetaminophen)**

**Acetaminophen (paracetamol) poisoning in adults: Pathophysiology, presentation, and evaluation**

...clinical introduction in 1955, **acetaminophen** (N-acetyl-p-aminophenol) became the most widely used analgesic antipyretic in the United States. Acetaminophen is a component of hundreds ...

Ingestion of immediate-release acetaminophen

Summary and recommendations

**Acetaminophen (paracetamol)**

General Pediatric Patient

View Full Topic

Acetaminophen (paracetamol): Drug information

Dosing

Adult



**Use Global Find to find  
medication on another unit.  
Take from unit that has the  
most stock.**



**Check PRH Autosub list or PRH  
formulary list (on intranet). May  
need to use home meds. The  
medication may not be available at  
PRH.**



**If you still cannot find  
the medication and need  
advice, contact  
pharmacy**



# Medication Transformation Project

## GENERIC MEDICATION NAME

RESOURCES:

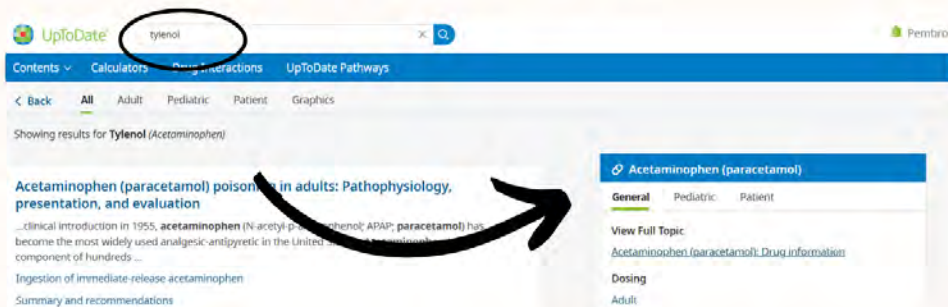


1



Go to intranet, click UpToDate

2



Enter Drug in Search Bar and hit Enter  
Click on Drug Information

3




Scroll down to review any drug information, including Brand/Trade names, indications, doses, side effects, etc.

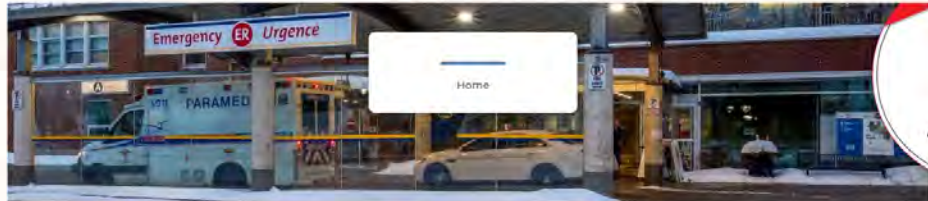


# Medication Transformation Project

## GENERIC MEDICATION NAME

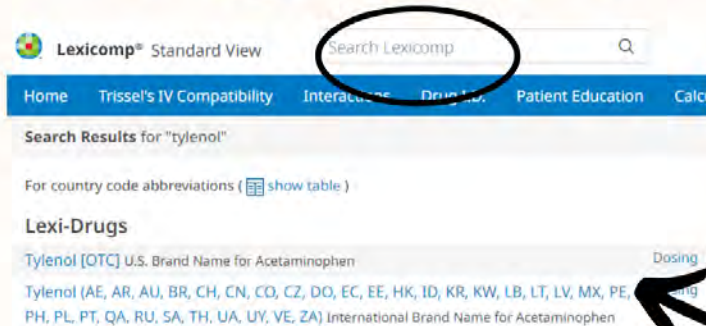
RESOURCES:  Lexicomp®

1



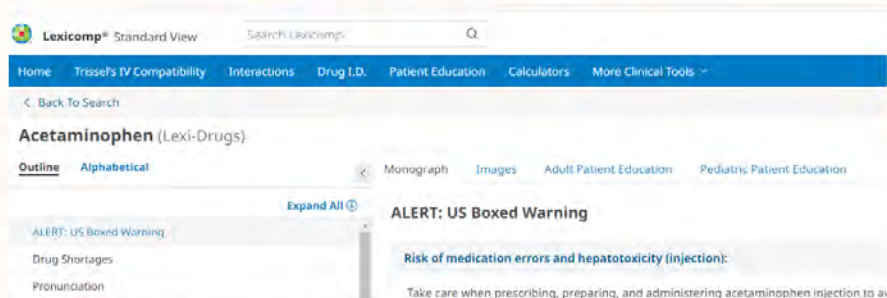
Go to intranet, click Trissels to get to Lexicomp

2



Enter Drug in Search Bar and hit Enter  
Click on Drug Information

3



Scroll down to review any drug information, including Brand/Trade names, indications, doses, side effects, etc.

## **PRH Staff Association 2024 Survey Summary**

*Thanks to the 223 individuals who provided feedback in this year's annual Staff Association Survey. Results have now been summarized and will assist in planning events/activities for the remainder of the year. In addition, those who expressed interest in joining our committee will be invited to our February meeting.*

**Total responses:** 223 – 93.7% were Staff Association members.

**Treat Days:** 89.6% participated in Treat Days

- **Top three:** Beavertails, McGregor's Strawberries and Cottage Cup Butter Tarts

**Barriers or perceived barriers to Treat Day participation:**

- Never working on distribution days
- Working offsite, evening, or night shifts
- Issues around pre-order pick up and distribution within departments
- Health issues/personal preference prevent consumption of certain ingredients/items

**Suggested treat ideas (those that were suggested more than once):**

McGuire's Doughnuts (February's Treat Day), Crepes, Poutine, Dairy Queen, Gelato, 7<sup>th</sup> Heaven dessert, Bread/Bagel (Valley Buns, Loaf Bakery), Homemade soap, His & Hers Gourmet Grazing Cone, Ullirich's Cheese Dip, Fast Food items, Local cookies, Local Coffee

**Cash Draws:** 95.5% said they would like to see cash draws continue.

Of those who didn't, the majority suggested that the money be used to subsidize the cost of the Christmas Party tickets.

**Christmas Dinner and Dance:** Only 23.8% of respondents attended in 2023.

**Reasons for not attending the 2023 Christmas Dinner and Dance:**

- Working
- Too expensive
- Not interested
- Conflicting events/other commitments for the same night
- Illness

**Suggested Ways to Improve The 2024 Christmas Dinner and Dance:**

- Decrease cost of décor
- Reduce the cost of the tickets to make it more affordable for all
- Try a different caterer (include a couple entrée choices)
- Rather than gift cards, consider having some "wow" factor prizes or at least, nicer, prizes
- Have prize draws later in the evening for those attending dance only
- Make the event more formal with greeters/welcome speech

**Other Activities That We Should Consider (those that were suggested more than once):**



Winter family event (sleigh-ride, sledding, skiing), Cooking class, wine tour, yoga sessions, craft night, sports events (curling – Funspiel being held in February, volleyball tournament, white-water rafting), summer picnic/beach event, trivia night

### A Few Notes In Response To Survey Comments/Questions/Suggestions:

- We do acknowledge that it is challenging to ensure that Staff Association members who work in other parts of the region or who work evenings/nights/weekends receive Treat Day items in a timely way. We would appreciate any suggestions on how to improve what is being done in this regard.
- Due to the amount of work that goes into Treat Day planning, advertising, coordinating pre-orders and rolling treats out, we are unable to increase the Treat Day frequency to more than once a month.
- The Staff Association Christmas party is solely funded by the dues that are paid bi-weekly by Staff Association members. There is no hospital funding provided towards our events. Our budget does not enable us to provide tickets free of charge, however we are hoping to be able to substantially reduce the cost of attending this year's event which will take place on **Saturday, December 7<sup>th</sup>**!
- As a point of clarification – all hospital-wide Staff Appreciation events (like the Canada Day BBQ, Christmas breakfast, Summer Gelato Day, and the Christmas gift - belt bags) are provided by Pembroke Regional Hospital as a "Thank You" to ALL members of the health care team. The monthly Treat Days, cash draws, etc. are for paid members of the PRH Staff Association as a benefit of being a member. The Staff Association does welcome non-members to events like the Christmas Party, Golf Tournament etc. but they are not hospital-funded events.
- We advertise the date for our Christmas events well in advance so that those wishing to attend can have enough time to either book off the date, switch shifts with a co-worker or consider attending the dance only if they work until the early evening. As noted, this year's party will take place **Saturday, December 7<sup>th</sup>** – so save the date!
- We are already in the process of looking into various catering options for this year's event and will be reviewing other aspects of the Christmas party where we can make improvements and/or reduce costs so that the overall cost to attend the event will be affordable for all.
- In terms of event suggestions, it should be noted that it is not the mandate of the Staff Association to host fundraisers.
- While we previously hosted wine tours, casino trips etc., the coach rental costs increased and the number of participants decreased to where only a small number of members took part, so we opted instead to focus on events and activities that benefit a greater percentage of our membership. While we are willing to try other events going forward, if they don't yield enough participation, we will continue to focus our resources only on those activities that do.
- And finally, thank you to the eight staff members who offered to join and/or contribute to the work of our committee! We will be in touch regarding February's meeting.

# Online Scheduling

Take control of your mental health journey with self-service scheduling

Online scheduling provides you with more control and choice when seeking counselling.

## How to book an appointment



- 1 Go to [one.telushealth.com](http://one.telushealth.com) or download the TELUS Health One app
- 2 Click on the Book a Counsellor link and enter your organization name

- 3 Answer the risk question, and if there is no risk, then select the area of your life you need help with
- 4 Enter your personal information and contact details
- 5 The available appointment times will populate the screen. Select the counsellor and language you prefer and select your preferred time





## What you should know about Online Scheduling



Are there any restrictions on who can book online appointments?  
Yes. Individuals under the age of 16 will not be able to book appointments using the online scheduling tool and will be directed to contact the Care Access Center (+1-877-207-8833) to schedule an appointment.



Is the information I provide during the online booking secure?  
Yes. The management of personal information is crucial for all TELUS Health services, and we are committed to protecting your privacy. TELUS Health collects and uses personal information to identify you, establish eligibility and to provide technology-enabled total health, wellbeing and human resources services such as pensions & benefits, employee assistance programs, and health management programs. This includes our websites and apps. We also use your information for our own purposes to analyze and improve our services and for communications. Please review the details of our Privacy Policy [here](#).



There are no appointments available and/or I cannot find an appointment time that fits my needs - what should I do?  
Please contact the Care Access Center (+1-877-207-8833) to schedule your appointment.



I need to cancel or reschedule the appointment I booked online - what should I do?  
You can cancel an appointment by following the cancellation instructions in the booking confirmation email that you receive. You can also cancel or reschedule by calling or chatting with the Care Access Center via the TELUS Health One app or through [one.telushealth.com](http://one.telushealth.com).

Download the **TELUS Health One** app. Scan the QR code or search your device's app store for TELUS Health One.



[www.one.telushealth.com](http://www.one.telushealth.com)  
Password: pembroke  
Username: EAP  
Toll free: 1-844-671-3327



## Welcome to Telus Health

Feel supported and connected with your confidential 24/7 Employee Assistance Program, a trustworthy, innovative wellbeing resource. Check out the on-line platform!

Did you know that the Pembroke Regional Hospital offers you access to TELUS Health? TELUS Health blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial wellbeing.

### Why you should join TELUS Health

1. Get support 24-hours/7 days a week, 365 days a year with our free, confidential employee assistance program (EAP).
2. Accessing TELUS Health has never been easier! Visit TELUS Health on-line, download the TELUS Health app and schedule an appointment on-line; or call the toll-free number.
3. TELUS Health has both EAP and personalized well-being resources that can support you and your family with issues related to work, life and everything in between. Access the self-guided well-being modules or join one of the many CareNow Programs such as Tobacco and Nicotine Cessation, Anxiety or Setting Up a Household Budget.

Ready to get started? Visit [www.one.telushealth.com](http://www.one.telushealth.com) or

Download the **TELUS Health One** app. Scan the QR code or search your device's app store for TELUS Health One.



Password: pembroke  
Username: EAP  
Toll free: 1-844-671-3327

