



Today's Take-Aways

Lunch with the CEO

• We are very pleased to share that, as part of our Staff and Physician Engagement Driver, our first Lunch with the CEO was held September 26th and was well received by the five staff in attendance. It was great for Sabine and the staff to get to know each other on a personal level and also to get feedback on some of the things our hospital is doing well and where improvements are needed.

Some of the discussion points included:

- The need for more standardized training beyond basic onboarding.
- The value of Patient Service Attendants in the Emergency Department and how similar positions could be of benefit in other areas of the hospital.
- The idea of having a “Committee Corner” in The Pulse newsletter where key actions from various committees throughout the organization are highlighted.
 - The idea of expanding the Pet Therapy volunteer program to staff interaction as well.
 - Whether or not onsite child care could be offered at some point in time.
 - The need for improved communication around translation services that are available for patients and visitors.
 - Finding better ways to support Mental Health clients when they are discharged from the hospital back into the community.

This is one way of letting your voice being heard and sharing some of your ideas. Please put your name forward if you are interested in taking part in an upcoming session by emailing:

carolyn.levesque@prh.email

Human Resources

- Welcome to the team! Please give a warm welcome to our September hires.

Amanda Arbic (Emergency Department), Kira Barry (Emergency Department), Brianna Boisclair (Mental Health Services), Juan Carlos Corpuz (Rehabilitation), Kiera MacDonald (Mental Health Services), Makayla MacDougall (Resource Team), Kelsey McLaughlin (Medical Records), Cheryle McRae (Emergency Department), Alexia Schwantz (Human Resources), Brianna Stewart (Pharmacy), Grace Stewart (Rehabilitation), Betty Wood (Medical Records)

• We are pleased to be able to host up to 15 Grade 9 students as part of “Take Your kid To Work Day” on November 1st from 9 a.m. to 3:15 p.m. If you are interested in having your child participate, please email the following information to Bailey Kehoe at bailey.kehoe@prh.email:

student name, parent name/department, if the parent is scheduled to work, if the student has any food allergies, and provide emergency contact information (name and phone number)

Today's Take-Aways Continued

Please note that students will be considered on a first-come first-serve basis. Lunch and snacks will also be provided for the day. The day will consist of in-class discussion and unit tours.

Medical Affairs

- Welcome to the team! Please give a warm welcome to some of the newest members of our professional staff.

Dr. James Crittenden (Emergency Department) effective October 6th.

Dr. Chika Offiah (Internal Medicine) effective October 10th.

Departmental Updates

Mental Health Services of Renfrew County

- Eight members of our ACT Team recently participated in an Equine Team Building afternoon with Greener Pastures Equine located on B-Line Road. The afternoon included a quick connection around a campfire, various exercises with the horses and a meditation/sound bath session provided by Jessica Lemieux from Cultivation Therapy.

- On September 22nd our CMH group met for an annual systems meeting. Our theme once again was "Getting To Know You" since we have had a large staff turnover. We reviewed Lean, the Hospital Drivers and our Departmental Drivers as the plan is to fully implement Lean huddles within each of our function centres over the next year. Staff also had the opportunity to connect through a few planned activities.

In the afternoon, our team participated in the Ottawa Valley Recovery Day where many partners who provide addictions services were represented with information booths.



Back row: Lisa Raglan, Judy Hartwig, Kristy Melcher, "Mustang", Shawn Lazarus and one of the facilitators, Graham Ridley.

Front Row: Lisa MacQueen, Erica Mulligan, Catherine Blok and Terri Burdan.



Bottom left, Case Manager Nathan Lavigne (Renfrew) passes the sacred Eagle Feather to Social Worker Kelly Kreutz from AMH and Mireille Delorme, AMH/MHSRC Director.

This Eagle Feather, symbol of the Eagle Bustle, was presented to the Mental Health Services team by Stanley, a former patient, for saving lives every day through the work that they do.



Bottom right, Kristy Melcher, Concurrent Disorders Specialist ACTT, Madison Tomasini, Crisis Worker and Crisis Worker Laura Rainville work the Mental Health Services booth at Recovery Day.



Connecting with the CEO - In Case You Missed It

September 22, 2023

As you know, staffing challenges continue to impact the healthcare sector on many fronts, and our physician group is not immune.

While we have been able to do some work to help stabilize the shortage we were experiencing in our Intensive Care Unit, our gaps in internal medicine coverage continue, and I wanted to provide a bit of an overview with regard to this.

As you may or may not be aware, internal medicine specialists focus on studying, diagnosing and treating conditions that affect the internal organs.



Internists typically treat patients with conditions such as heart disease, diabetes, obesity, lung and kidney disease. In our hospital, the internists care for 12-16 people per day with complex, chronic and multisystem disorders. Most of these patient encounters are unscheduled and occur through an on-call system. Recently, we have been fortunate to also have some scheduled outpatient clinics.

For over four decades, our internal medicine program was heavily supported by Dr. K.C. Li and Dr. Ben Mgbemena, who started in 1979 and 1980, respectively. We owe a great deal of gratitude to each of them for their tremendous contributions to this specialty and our hospital. However, both are reaching a point in their careers where they are exploring ways to take a step back. This, however, leaves us with a huge void.

Currently, Dr. Sanjeev Chander, Dr. Weiwei Beckerleg and Dr. Pierre Zakko provide most of our internal medicine coverage. The team is supported by many physicians from Ottawa who, collectively, cover one or two weekends per month. However, even with this support, our three internists have been very busy and unfortunately, Dr. Zakko, who has been a great addition to our team, will be departing at the end of 2023.

Based on the population we serve, a hospital of our size should typically have four or five internal medicine specialists to support both inpatient and outpatient care.

As a result, we do anticipate unforeseen gaps in coverage. We will be prioritizing our inpatient coverage during these periods, but this means that our outpatient care including our Rapid Internal Medicine Access clinics will be impacted.

I am pleased to share that Dr. Chika Offiah will join our professional staff on October 1st. She will join the internists to provide inpatient coverage in addition to providing stroke prevention, and some general internal medicine clinics. In the meantime, our hospital and our physician recruiter will continue to make every effort to bring more internists to the region.

I want to thank each of our regular and part-time internal medicine specialists. Their support is instrumental in providing the best care possible for our patients. While some gaps in their coverage will occur in the next few months, I know that the PRH team will work together to minimize the impact of this shortage.

Sabine

September 29, 2023

This past week marked the official start of fall – a favourite time for many with changing leaves, cooler temperatures, cozy sweaters, lots of gatherings with family and friends for Thanksgiving, Halloween, and of course, everything pumpkin!!!

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

Fall Vaccination Campaign

As it also marks the start of respiratory illness season, it won't be long until we receive our allocations of COVID and Influenza vaccines. This year, our vaccination team will offer concurrent vaccination options for our staff and patients based on the availability of both the Influenza vaccine and the Monovalent XBB.1.5 Moderna vaccine for COVID-19.

As we gear up for our vaccination campaign, I'm happy to share that we have some fun incentives lined up - a pair of hockey tickets for the December 23rd game against the Pittsburgh Penguins (Section 209, Row E, Seats 17/18 – right behind the benches) thanks to our friends at Co-operators Insurance and a full-size chocolate bar for all of you who help reduce the risk of severe illness that could arise from COVID-19 and Influenza.

Strategic Planning Update

As you may recall, this fall we are also initiating a six-month strategic planning exercise which will result in development of a plan that will guide us over the next five years in regards to our priorities and our improvement efforts. Please help us shape this road ahead.

Our Strategic Planning Steering Committee has engaged an external facilitator to help lead the plan's development and they have hit the ground running to gather extensive feedback over the next month or so from all of you, as well as from patients, their caregivers, our community at large and many other health care and social service partners.

I encourage you to answer the call for input whether it be through surveys, focus groups or one-on-one interviews.

We hope to see a new plan approved by March of next year.

Emergency Department Return Visit Quality Program Annual Report 2023

And one last piece of good news to share today – our hospital and in particular, our Geriatric Emergency Medicine (GEM) nurse in the ED has been highlighted in a provincial quality improvement report that analyzes return visits to Ontario's emergency departments.

The report which featured results for 76 hospital sites across the province pointed out a few success stories. They shared the work of PRH's GEM nurse who regularly hosts a huddle in the ED, teaching staff how to increase safety for geriatric patients. This education has benefitted close to 12,000 patients, which accounts for 80% of all discharged older adults. Many of our patients have expressed gratitude for this through letters to our patient relations office.

We plan to do broader communication on this report in the next couple of weeks. It is always exciting to receive kudos from the province on the great work we are doing!

Until next week, Sabine



Taste the Rainbow!

Food Services staff enjoyed a special department team-building activity September 26th in the form of a Rainbow Treat Day. Each staff member randomly selected a colour and had to bring a treat of that colour to share at the table! Great fun!!!



BLOOD
PLASMA
STEM CELLS
ORGANS &
TISSUES

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, October 12
1:00 pm to 6:00 pm



Well Attended And Informative Skills Day Hosted By Clinical Education September 27th



OCT 2-6 IS

Malnutrition Week

Join our dietetic team in "The Lunchbox" Oct 5 & 6 from 11:30-1:30 to taste test oral nutrition supplements and learn more about how to support your patients' nutrition!



What's the tea



Traditionally, our team shared stories and tidbits in the staff newsletter that highlighted life outside of work.

This included news about weddings, births, special vacations, personal achievements, and other proud moments.

This section is just for that!

We hope that in the coming weeks and months you will submit items to share with your co-workers by emailing them to:

carolyn.levesque@prh.email.

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

October

Occupational Therapy Month

Breast Cancer Awareness Month

Nuclear Medicine and Molecular Imaging Week -
October 1-7

Healthcare Supply Chain Week - October 2-8

Healthcare Food Service Workers' Week -
October 2-8

Physician Assistant Week - October 6-12

Sterile Processing (MDR) Week - October 8-14

Thanksgiving - October 9

World Mental Health Day - October 10

Feast of St. Marguerite D'Youville - October 16

Health Information Professionals' Week October
16-20

International Infection Prevention (IPAC) Week -
October 15-21

Workplace Bullying Awareness Week - October
15-21

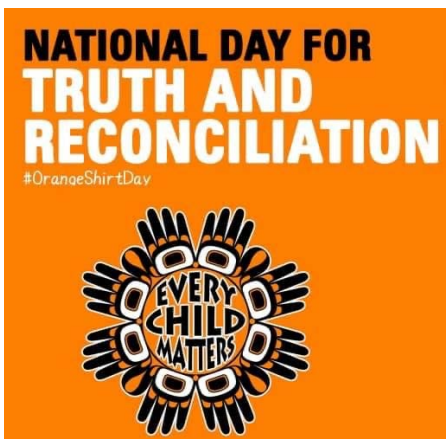
Canadian Intensive Care Week - October 22-28

Spiritual Care Week - October 22-28

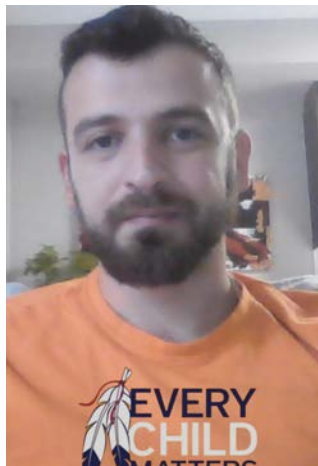
Canadian Patient Safety Week - October 23-27

Respiratory Therapy Week - October 22-28

Halloween - October 31



Thanks to all who chose to wear orange September 29th and 30th to honour the residential school survivors and those who were lost.



Quality Improvement Plan (QIP) Driver Update

Improving Safety Culture Through Violence Prevention Training

Maintaining a safe workplace is a top priority at the Pembroke Regional Hospital and everyone's work experience improves when safety is prioritized.

One strategy for improving safety is ensuring staff are trained with best practice techniques to handle situations that may involve challenging behaviours. De-escalation and prevention skills are integral to prevent violent incidents from occurring.

Like many hospitals across Ontario, PRH provides Non-Violent Crisis Intervention (NVCI) Training and Gentle Persuasive Approach (GPA) to enhance staff skills to deescalate and mitigate potentially violent situations.

This training is mandatory for staff who work in areas of the hospital that have been assessed as high-risk based on a risk assessment performed by the Occupational Health and Safety Department.

The initial certification for both NVCI and GPA is a full day (8 hours) followed by a half day (4 hours) recertification training session every two years.

We ask that you please monitor your hospital email for notification of this training.

For staff booked for training prior to their schedule being posted, you will be notified by:

1. Email to your work email address from the staffing office
2. Email from the eLearning system with information regarding start time and location
3. A posting in your S&A calendar schedule

For staff booked for training after the schedule has been posted, you will receive the above mentioned notifications as well as a direct phone call from the Staffing Office (voicemail will be left) notifying you of the scheduled training session.

If you require either the NVCI or GPA full day course, or recertification, and you are available to attend (not scheduled to work) and would like to be considered for one of the upcoming sessions, please reach out to the Staffing Department at extension 6155 or via email at hr.staffing@prh.email. Note that this education session is paid at straight time for staff who attend.

A schedule of all NVCI and GPA courses for the rest 2023 can be found on the PRH Intranet under the Education Calendar Icon.



[Education Calendar](#)

It is important that everyone attend all mandatory training sessions.

These sessions are a fundamental part of ensuring the safety of both our patients and our incredible staff. They are designed to equip you with the knowledge and skills you need to provide the best possible care and contribute to a safe hospital environment.

While we understand that life can throw unexpected curveballs, making it challenging to attend a session as planned, it is your responsibility to contact your manager right away so that this mandatory training can be rescheduled.

We all share the responsibility of keeping our patients safe and supporting our colleagues.

By staying informed and well-prepared, we can continue to provide exceptional care and maintain a safe, supportive, and effective hospital environment.



PRH Staff Association Treat Day

Featuring Two 2oz Containers Of Dip (Dill & Red Pepper)
And A Bag of Pretzel Chips

Distribution Time/Locations:

Monday, October 23rd

11:30 a.m - 1 p.m.

(The Lunch Box, Tower A, 2nd Floor)

Pre-Order Deadline - 4 p.m. October 16th



PLEASE NOTE:

1. Everyone needs to pre-order, either as part of a group or individually.
2. Pre-orders must be submitted by email to pr@prh.email by 4 p.m. October 16th.
3. All pre-orders must be picked up during the distribution times on October 23rd.
4. Please note that groups who pre-order are responsible for ensuring all staff on their lists:
 - are active Staff Association members and are IN THEIR DEPARTMENT
 - wish to receive this month's treat
 - receive their items after pickup

Mental Health Services Supports Petawawa Pantry Food Bank

Jessica Gabrieau will be collecting donations at Carefor Cecelia.
Please call extension 8103 for more information.

Petawawa Pantry Food Bank
Halloween Food Drive

TREAT OR EAT

Could your porch be a food drop-box
location for your street?

Or would you like to volunteer to collect
donations on Hallowe'en night?

Register online at
www.petawawapantryfood.wixsite.com
under "Events"

Call 613-687-1616 or message us on
Facebook for more information.

Auxiliary Hosts A Great Evening of Fashion, Food and Fun

The PRH Auxiliary showcased the latest fashions and accessories from the Sunshine Gift Shop at their September 29th *Fall Fashions for Family and Friends Fashion Show*.

As part of the event, a cheque in the amount of \$15,000 was presented to the hospital as payment towards the Auxiliary's \$500,000 pledge in support of the orthopaedics program and inpatient Surgical Floor renovations (\$10,500 came from Delta Bingo & Gaming and \$4,500 from the Auxiliary's other fundraising activities). Only \$15,000 remains to be paid off from the half million dollar pledge!

Here are a selection of photos from the event held at Our Lady of Lourdes Church Hall.



CELEBRATIONS

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

- We would like to recognize **Erin Van Allen** for her support and collaboration in working with Ontario Health to deliver Emergency Department Education to nurses in outlying Emergency Departments.

Recently we received very positive feedback regarding one of the education sessions that Erin has been able to lead. An external nursing colleague that participated wrote to say "I am an RN who attended the online Cardiac Assessment course yesterday with Erin Van Allen. It was very informative and helpful, and I appreciated how I was able to retain much of the information even hours after the lesson. I also very much appreciated that she acknowledged the differences in health based on ethnic background and genetics....."

Great job Erin! Thank you for your dedication, efforts and willingness to support a great initiative!

Rachel Robertson, Michelle Godsell, Beth Brownlee

- Acknowledging the outstanding and ongoing screening performed by **Kelly Malley, Registered Nurse**, in identifying patients who experience addictions. Her ability to view patients holistically is appreciated and best practice. Thank you, Kelly!

Furthermore, I want to acknowledge our outstanding colleagues in the community and their timely response with patient care. Specifically, **Amelia Kennedy, Concurrent Specialist**, who assessed a patient in the hospital today, and in less than twenty-four hours post referral. Thank you, Amelia!

Lastly, I am inspired by the collaboration and consultation between inpatient and outpatient services in meeting the care needs of our patients. Addiction treatment holds a special place in my heart, and I am grateful to work alongside outstanding professionals.

Michael Peters, MSW., RSW. Medical Units

- I would like to celebrate **everyone who made possible the beautiful stained glass work in the new chapel!** The two windows in the chapel and the niche outside by the entrance doors are original designs, handcrafted by **Bea Lockhart of North Bay**. She and her painter husband Jack are quite the artists. See some of their work at <http://www.jacklockhart.com/>. Bea put in many, many hours designing and crafting these art pieces, as well as two trips to PRH for measuring, design and installation.

Our PRH **maintenance staff** did a great job of installing the stained glass, especially **Mark** with his excellent woodworking skills as seen in the frame of the niche on the outside wall by the doors.

The peaceful nature scenes are representative of the beauty of God's creation in the Ottawa Valley. As always, patients, families and staff are welcome to make use of the chapel for prayer and quiet reflection. With many thanks, *Garry*

- The IPAC team wanted to celebrate **Andy Turton** for his ongoing support. Andy is always willing to provide guidance and share his expertise related to infection control during construction with the team. Thank you, Andy!

- Thank you, **Julia, Naomi and Greg**, for your help with implementing the new patient experience survey for PRH. You went above and beyond last week to help us get to the testing phase of the project. Much appreciated! *Kirsten Johnson*

- Scott Coombes celebrated **Naomi Beaulieu and Julia Reddy** for taking the lead on benchmarking exercises that will guide us in identifying where we operate efficiently and where there are potential opportunities for improvements. This is extremely important information for a hospital to guide our future and make decisions as well as develop strategic and operating plans.

- Katie Hollahan celebrated **Rita Amodeo** for her willingness to help and support whenever needed. She also said that she appreciates how Rita keeps her informed about matters that are important for her to know.

3 Overnight Oats Autumn Edition

Pumpkin Pie

Mix oats, milk, pumpkin puree, maple syrup and pumpkin pie spice. Top with cinnamon and leave overnight.



Apple Crumble

Dice apples, keeping skin on for extra fibre. Mix with oats, milk, cinnamon and brown sugar.



Forager's Delight

Mix oats and milk with maple syrup and add chopped walnuts, pumpkin seeds, blackberries, and pomegranate.



Created by Pembroke Regional Hospital Dietitians
Follow for more nutrition tips this fall!

SUPER USERS NEEDED!



**CALLING ALL NURSES, RESPIRATORY
THERAPY, AND DIAGNOSTIC IMAGING
WE NEED YOUR HELP!**

Requirements!!!

You must be available for all shifts
Mid January to end of February for
training and supporting staff with this
transition

Contact Ayla today to
learn more about this
exciting opportunity.

ayla.dery@prh.email

Our organization is looking for dedicated individuals to join us in our Automatic Dispensing Unit (ADU's) implementation and training. Pyxis Medstation are planned to go live in February on all units. We need Super Users to be experts on these units to help support staff with this transition

LEAN IN

Our Board of Directors was given a Lean 101 overview as part of their September 29th education session. Following a short presentation about the Lean Management System and how it works, members took part in huddles in the Emergency Department and Rehabilitation Unit as well as visiting the Strategy Room in order to see how everyone from our front line staff to our Senior Leadership Team is aligning all that they do with the strategic directions set by the Board and articulated in our Lean “Drivers”.



Gemba Walk

As part of a Senior Leadership Team Gemba Walk on October 4th, members of the Ortho Clinic team provided an overview of clinic operations and some of the improvements that have been made to enhance efficiency.

The clinic, which is located on the Ground Floor of Tower C, runs Monday to Thursday each week for a little over four hours per day. Patients are referred to the clinic by their family physician or from the Emergency Department for acute orthopaedic conditions.



Between, April and September of this year alone, the clinic hosted 2,359 patient visits, most of whom would have previously had to travel to Ottawa for these appointments if this clinic wasn't in place.

In addition to the physician consultation and followup, patients also receive a lot of support and education at each appointment.

HAPPY THANKSGIVING

Oct 2-6 Is Malnutrition Awareness Month

Nutrition Risk: an imbalance between what our body needs and what we are consuming



1 in 3 older adults (≥ 65 yrs) living in the community are at nutrition risk¹

Nutrition risk can result from:

- a medical condition
- poor appetite, loss of taste or smell
- difficulty chewing & swallowing
- cognitive impairment
- medications
- mobility limitations
- social isolation or depression
- food Insecurity

Being at nutrition-risk can negatively impact:

- quality of life
- muscle & bone mass
- mobility
- independence
- wound healing
- & other outcomes



Nurses play a key role in reducing their clients' nutrition risk



Screening for nutrition risk is feasible & quick



Nutrition counselling and oral nutrition supplements can improve patient outcomes²



In primary care, \$1 spent on nutrition interventions can save up to \$99 by reducing medication use, hospitalizations and freeing up physician time³

Community Nurses:

Are your older clients at nutrition risk?

Nutrition interventions can make a difference in outcomes



How YOU can help

- [Guide for: Nutrition Screening tools](#)
- [Screen 8](#)
- [MNA-SF®](#)
- [Poverty Screening \(Food Insecurity\)](#)

To access these resources scan the QR code!



Educate, Provide Resources, or Refer



If **LOW risk**, encourage healthy eating habits



If **MODERATE risk**, monitor weight, appetite and connect to community-based services



If **HIGH risk**, refer to a dietitian. If a dietitian is not available, refer to primary care provider

FOR MORE INFORMATION



[Basic Nutrition Care Plan](#)



[Pathway for Adults Aged 65+](#)



We want to showcase the people we have at PRH and the work you do through an informative series of video vignettes.

If you have an interest in being one of those we feature, please email your expression of interest to: carolyn.levesque@prh.email

Please include your name, your department, a brief outline of what you enjoy most about your work at PRH and why you would like to be featured.



GUARDIAN ANGELS



Dr. Margarita Lianeri

The Rehab team thanks you for looking after our patients so well. We've appreciated your expertise, compassion, sense of humour...and your singing. We hope you come back to work here as a hospitalist often. We wish you the best as you begin this next chapter.



Abby McEwen

We can't thank you enough for your help in delivering our baby. You are beyond sweet and so compassionate. You have truly found your calling in nursing and we are so lucky to have had you there with us. Never change! - Megan, Brad & baby Lauren

Hyundai Pembroke
Presents

AUTO
LOTTO
CAR LOTTERY FOR HEALTHCARE

IT'S BACK!

TAKE THE CAR OR CASH?



TOTAL PRIZES
WORTH OVER
\$46,000

PLAY OUR EXCLUSIVE

50/50

Main Draw LL #RAF1342570 | 50/50 Draw LL #RAF1342269

BUY YOUR TICKETS