



Today's Take-Aways

Senior Leadership Team

- With 38 days until the arrival of the Accreditation Survey Team we want to thank everyone who has been working very hard to get everything prepared for this exercise in quality improvement. We are very excited to be able to share all of the good work that we do at PRH with the team and take full advantage of their feedback with regards to ways we can improve the patient experience and our service delivery.

COVID Updates

- While thankfully there are fewer and fewer COVID-related updates to report, we can share that there is a lot of discussion taking place regionally about some of the continued COVID measures and when and how these should be lifted. On February 24th, our PRH Command Centre group will reconvene to review some of the COVID practices and policies and the efforts happening regionally. Stay tuned for more details on this and how some of the regional decisions may impact our practices and policies.

Human Resources

- Thank you to everyone who responded to the recent Wellness Initiative Survey. There were 252 responses, which represents a 25% response rate. Your thoughtful responses will help us to plan upcoming wellness initiatives and the level of participation shows us that there is an appetite for wellness initiatives at our hospital.

Overall, there is a desire to learn about various health and wellness topics through on-site workshops and online initiatives as well as interest in health screenings that could be offered at different times throughout the day and into the evening enabling maximum participation.

There were several great suggestions and ideas in the comments concerning specific initiatives and ways to move the initiatives forward. We look forward to exploring these suggestions further.

Several of you indicated that you are interested in participating in the Health and Wellness Committee. In the coming weeks, we will send out an official call for volunteer members.

Thank you for participating in the survey, and we look forward to starting our wellness journey together.

- We are currently in the process of digitizing our documentation of staff's "emergency response time". This is information you would have provided upon your hire but we now need everyone to input it into S&A (Scheduling and Analytics). As outlined in an email that went out earlier today, kindly use the instructions provided to add/update your emergency response time in S&A by March 20th.

Occupational Health and Safety

- To many people, the word "fragrance" means something that smells nice, such as body sprays or perfumes.

Today's Take-Aways Continued

However, for others it can be a source of discomfort causing headaches, nausea, eye, nose and throat irritation, asthma and sinus attacks. For some it can be even worse causing forgetfulness, loss of coordination and other respiratory and/or neurotoxic symptoms.

In health care facilities, fragrances can come from a number of sources such as scented cleaning products, those wearing perfume, cologne, aftershave, skin lotions or hair products, fragrance emitting devices or sprays and the wearing of clothes that have been laundered with scented detergents, fabric softeners or dryer sheets.

At PRH we have a Scent Free policy. This not only helps protect scent sensitive staff and patients but improves our overall air quality. Please be mindful of what you are wearing and the scents you may be bringing into the work environment.

Patient Safety

- In the month of January, 110 incident and near misses were reported in RIMS related to patient safety. This is an increase over a typical month; however, some of this is due to the launch of the new laboratory integration process with issues being reported and tracked in RIMS. Follow up work continues to support improvements.

We are extending a thank you to all staff who provided their experience and expertise in a recent Quality Review related to an incident in January. Those involved were able to identify a process flaw related to communication when an abnormal diagnostic result is identified.

The team in ED will work towards developing a Standard Work Process to guide clear communication from the identification of an abnormal result in Diagnostic Imaging to the nursing team in ED and finally to the physician in ED. Quality Reviews are an important tool to constantly improve patient safety by identifying gaps in processes or policy.

Departmental Updates

Education

- Another clinical skills day will take place March 1st. Watch for more details in the coming days.

Information Technology

- The department is preparing for Phase 2 of the Office 365 project which will involve the transfer of hospital files to the Sharepoint Drive.

Maintenance

- The department is working towards a scheduled electrical shut down taking place the evening of February 28th. All affected areas will be well briefed on what services will be impacted and what preparations need to be made.

- The Pembroke Fire Department will be on site February 28th for fire extinguisher training. Those interested in taking part in the 10-15 minute training sessions should contact Maintenance to schedule a time slot or speak with their Manager.

Mental Health Services of Renfrew County

- A few new initiatives are underway including a refresh of the internal referral process and how youth are supported as part case management. More work and details to come!

Pharmacy

- At long last the department is getting ready to move into its newly constructed spaces and plans are being made for a special open house of the area on March 23rd.

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

38 : 20 : 10

DAYS

HOURS

MINUTES



READINESS AT A GLANCE:

- **60/74** combined departmental action items have been completed across PRH Departments!
- **10/14** combined (staff engagement survey & patient safety survey) action items have been completed!
- **81%** of all PRH policies, procedures & PPO's have been updated!
- **100%** of all priority processes have participated in one of two scheduled Mock Tracers!
- Safety Culture & Medication Use ROP action plans are **100%** completed! **50%** of all combined ROP action plan items have been completed.

Why is Accreditation Important?



The Accreditation journey helps our hospital improve quality and safety by shining a light on the great work we do everyday; processes that work well and those that need more attention. *The result?*

Safe, high quality patient centered care!



Accreditation creates stronger teams by improving communication, collaboration and promotes learning around leading practices. *The result?*

More effective teams and better care outcomes for our patients!



Accreditation demonstrates our commitment to quality, safety, and accountability. *The result?*

Greater public confidence in our hospital!



More Information:
www.pemreghos.org/accreditationhub

ACCREDITATION | April 3 to 6, 2023

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

REQUIRED ORGANIZATIONAL PRACTICES TO KNOW



1. Transfer of Accountability/ Information at Care Transitions
2. Incident Reporting & Disclosure of Adverse Events
3. 'Do Not Use List' of Dangerous Abbreviations
4. Patient Identification
5. Hand Hygiene
6. Workplace Violence Prevention
7. Falls Prevention & Injury Reduction
8. High Alert Medications
9. Pressure Ulcer Prevention
10. Venous Thromboembolism Prophylaxis (VTE)



Familiarize yourself with the applicable PRH processes/systems, protocols, policies & standard work related to these essential practices. Key information is found in the QuickTips & Key Information Articles found on the Accreditation Hub.

Policies must be accessed electronically for the most up to date version in the Policy Medical Program through the PRH Intranet or Citrix homepage.



Examples of Common Accreditation Surveyor Questions:

- Do you use any standardized communication tools in your area? What standardized communication tools are utilized to optimize safety?
- How do you ensure that patient health information is kept secure?
- How does your team review and follow up with safety incidents & adverse events?
- How you assess & document a patients fall risk?
- Can you describe how information is shared or communicated between staff, and from your manager and the senior team.
- What do you do if someone exhibits violent or potentially violent behaviour?
- How do you identify a patient prior to giving medications, initiating a procedure or providing care?

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

tickets provided by:



REMINDER

ACCREDITATION 2023 BINGO

One BINGO card per person. Your goal is to complete each activity on the board (24 total).
Note: Submit your completed card for a chance to win April 1st Sena tickets.
Turn card over for more details and how to prove each activity is completed!

1. Review 3 APRIL activities and how they relate to accreditation.	2. Complete a self-reflection quiz from Accreditation Hub.	3. Participate in your unit's accreditation activities.	4. Take an overview of accreditation activities from Accreditation Hub.	5. Review Accreditation Hub and complete the Accreditation Hub quiz.
6. Complete the Accreditation Hub quiz.	7. Find out how to complete the Accreditation Hub quiz.	8. Know how to complete the Accreditation Hub quiz.	9. Complete the Accreditation Hub quiz.	10. How to complete the Accreditation Hub quiz.
11. Participate in the Accreditation Hub quiz.	12. Participate in the Accreditation Hub quiz.	13. Participate in the Accreditation Hub quiz.	14. Participate in the Accreditation Hub quiz.	15. Participate in the Accreditation Hub quiz.
16. Complete the Accreditation Hub quiz.	17. Complete the Accreditation Hub quiz.	18. Complete the Accreditation Hub quiz.	19. Complete the Accreditation Hub quiz.	20. Complete the Accreditation Hub quiz.
21. Complete the Accreditation Hub quiz.	22. Complete the Accreditation Hub quiz.	23. Complete the Accreditation Hub quiz.	24. Complete the Accreditation Hub quiz.	25. Complete the Accreditation Hub quiz.



2 tickets to the April 1st

Ottawa Senators vs. Toronto Maple Leafs NHL Hockey game hosted at the Canadian Tire Centre in Ottawa are up for grabs!!!

- Pick up your BINGO card starting Friday Feb 10th on your unit or at the Accreditation Education Board.
- Your goal is to complete each activity on the board (24 total).
- Submit your completed card by **March 22nd at 12noon** in the drop box at the Accreditation Education Board for a chance to win!



Accreditation Education Board

STOP AND TAKE THE CHALLENGE

Come find the 'floating' education resource center for ALL THINGS accreditation. **Q-Tips included!**

-Submit your completed BINGO card here too.



LOCATION RIDDLE: When you step off the elevator, look straight ahead. You're on the third floor, its a spot where our core values and patient rights can be explored.

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

THE LANGUAGE OF ACCREDITATION

What Surveyors are Saying vs. What they Actually Mean



ROP
Required
Organizational
Practice

... are **essential practices/high priority criteria** that our hospital must have aka mandatory! in place to enhance patient safety and minimize risk.

6 categories of essential practices are defined with individual goals:
Safety Culture, Worklife/Workforce, Medication Use, Communication, Risk Assessment, & IPAC



Priority Process

... are **critical (key) areas and systems** that are known to have a significant impact on the quality and safety of care and services at our Hospital.

These key areas will be **the topics to start a roadmap** to evaluate and assess our compliance against their standards of excellence.



**Tracer
Activity**

...The **method** the surveyors will use to **follow the route on the roadmap** of a patient's experience, a key material or program.

Tracers **assess** how processes and the care environment impact quality and patient safety

Observe our Hospital as a whole, not independent parts!



QIP
Quality
Improvement
Plan

...our ongoing process that our hospital **commits** to identify **key priorities for change!**

The **annual plan** aligns quality related commitments with system and provincial priorities and vision through focused targets and actions of **continuous improvement.**

More Information:
www.pemreghos.org/accreditationhub



Guardian Angels



Brian Wanger

"Thank you for your hard work and dedication, going above and beyond, primarily at Christmas."



Dr. Amanda Williamson

"Thank you to Dr. Williamson and her team, I am so grateful."



John Thomas

"He is such a kind, helpful and personable person. He put me at ease and made me feel comfortable. He is in the right profession!"



Isaac Anderson

"Thank you very much for being kind and efficient."



Week #20— \$45,000 estimated Jackpot!

www.PRHcatchtheace.ca



Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Become a Healthcare Challenger!

- ★ Register as a group or individual
- ★ Choose a fun or challenging way to raise funds for your Regional Hospital
- ★ Then be featured on myFM as a Healthcare Challenger and get some great prizes!



www.PRHFoundation.com



Saturday, May 6th
Downtown Pembroke

REGISTRATION NOW LIVE!
www.heroesrunforhealthcare.ca

Looking for a HOST FAMILY

PRH is once again looking to partner with Schloss Hansenberg to provide an education placement to a German high school student!



Duration:
Month of October 2023

REQUIREMENTS:

- Provide the student with transportation to and from both the airport as well as PRH if not within walking distance
- Meals and a place to stay (reimbursement of 800€)
- Provide the student on off time with opportunities to explore our wonderful country!

INTERESTED?

Connect with
Micayla Sewell- HR
Consultant

Ext. 6504

micayla.sewell@prh.email

MORE THAN PINK JENNA'S HOPE

ADULT PARTY PACK RAFFLE

The Lab is raffling off an Adult Party Pack to help with medical expenses for Jenna Driscoll who is the daughter of long time co-worker, Arden.

You may purchase tickets in the Lab from February 27th to March 17th

The draw will be held March 17th @11 a.m.

Tickets are 1 for \$5 or 3 for \$10

This past January, Jenna was diagnosed with Stage 2 Invasive Ductal Carcinoma, a form of breast cancer. Jenna also tested positive for HER2, which means that Jenna's cancer is more aggressive with a higher likelihood of reoccurrence. Jenna has already begun her chemotherapy treatments and will need a further three to four treatments, followed by surgery and radiation. The good news is that these treatments are covered through benefits and with the help of the drug manufacturers. The not-so-good-news is that Jenna's best chance of a cure involves a drug called Pertuzumab which is not covered under health or drug plans in Ontario. This life saving drug comes with a devastating cost of \$30,000.

It is our hope, with the help of this raffle and incredibly generous and supportive family, friends and community members, that we can help lessen the financial costs of these treatments so that Jenna is able to focus solely on getting better and being here for her sweet family.

With Gratitude, Lab Staff



Now Available: PRH Clothing and Accessories



Spring/Fall Jackets (Women's and Men's styles) **\$70**

- Optional embroidery on the right sleeve \$5 extra

Fleece sweatshirt **\$35**

- Optional embroidery on the right sleeve \$5 extra

Glass etched ornament **\$20**

Travel mugs **\$25**

Winter hats **\$20**

*T-shirts, yoga jackets
and baseball hats
coming in the spring!*



CELEBRATIONS

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

- Recently at our GMH Status Update, Lori Ann Borne was celebrated by members of the team for her excellent work in the ergonomic assessments she conducted and additional practical support she provided. Those on the receiving end found it very helpful and they were grateful. Congratulations and thank you! *Rob Wynja*

- A family wanted to celebrate Vincent for the exceptional care he provided not only to a patient but to the family during their end-of-life journey. His care made all the difference in their experience during this difficult time. *Amanda Godin, Clinical Manager, Medical Program*

- Congratulations to Baylie Corrigan, RN for completing the PRH internal training requirements, modules, and exam for the Emergency department. Baylie has been a great addition to the ED team! *Kaley, Laurie, and Erin*

- We welcome Kiana to the ED team and congratulate her on successfully completing the PRH Critical Care Training program for the Emergency department, pictured below her certificate of achievement. *Erin, Kaley, and Laurie*



Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

March

National Social Work Month

Pharmacy Appreciation Month

International Women's Day - March 8

Holi - March 8

Healthcare HR Week - March 13-17

Dietitian's Day - March 15

Health Info. Professionals Week - March 16-20

St. Patrick's Day - March 17

Congratulations!

2022 Retirees

Congratulations to the following staff who celebrated a retirement in 2022.

All retirees have been invited to a special luncheon on April 12th at the Clarion Hotel where they will be presented with a certificate and a monetary gift commemorating this special occasion.

Those who are unable to attend the luncheon will have their items mailed to them.

Marilyn Adam, Kimberly Ball, Susan Bow, Gwen Brooks, Wanda Edmonds, Peter Emon, Lloyd Gervais, Lisa Horton, Ruth Hunter, Joe MacLellan, Karen McKenzie, Pierre Noel, Elizabeth Rosamond, Sharon Schilkie, Gamil Shahein, Susan Smith and Betty Wood.

2022 Long Service Reward Recipients

Congratulations to the following staff and physicians who achieved long service milestones in 2022.

Those who achieved milestones ranging from five to 15 years of service will be presented with a certificate and a commemorative pin by a member of the Management team.

Those staff who achieved milestones ranging from 20 to 30 years of service have been invited to a luncheon at the Clarion Hotel on April 12th where they will receive their certificate and pin as well as a gift of their choice aligned in value with their years of service.

Physicians in this category will be presented with a certificate and pin, and a monetary donation will be made to the PRH Foundation in their name.

Those who are unable to attend the luncheon will have their items presented to them by a member of the Management team.

5 Years of Service

Laurie Alton, Heather Armstrong, Natalie Banville, Laura Behnke, Louise Bimm, Veronique Borgford, Kaitlin Brunet, Meghan Campbell, Melissa Campbell, Janet Debbie Cartwright, Robyn Cassidy, Jacqueline Copeman, Kathleen Denniston, Shellie Desgroseilliers, Sharleen Doucette, Victoria Fritz, Kristal Graham, Claire Johnson, Christine Keenleyside, Nicole Lalonde, Denise Lewis, Erisen Loback, Erin Lomore, Justin MacFarlane, Ashley McKeown, Patricia Mohns, Alanah Nagora, Tyler Neville, Joelle Piche, Tasha Prescott, Moira Ryan, Lisa Schilling, Kathleen Schroeder, Kayla Schultz, Ashley Scott, Corinna Shannon, Sarah Shorten, Chanda Silva, Katherine Smith-Kuiack, Stavros Tsimiklis, Lisa-Marie Turcotte, Erin Van Allen, Ashley Votour, Stacey West, Jennifer Whytock and John Wren

Dr. Alexander McLachlan, Dr. Sio Mei Lai, Dr. George Mathew, Dr. Margarita Lianeri, Dr. Erika Lee, Dr. Dorota Szczepanik, Dr. Jeremy Setterfield, Dr. Jay Sethi and Dr. Lavaniya Mangaleshwaran

10 Years of Service

Rita Amodeo, Julie Benoit, Rebecca Brum, Amber Bulmer, Deidra Chartrand, Amanda David, Tina Davidson, Ashley Duhn, Shawn Edwards, Julia Fischer, Susan Garretto, Amanda Godin, Shauna Gibbon, Kimberley Haley, Julie Howarth, Danielle Malone, Terri Mitton, Donna Moriarity, Erica Mulligan, Mary-Lou O'Connor, Mary Prince, Diane Purcell, Tyson Purcell, Stephanie Randell, Matthew Savage, Lori Schultze, Adrienne Smith, Lyndsay Smith, Marcie Stewart and Melissa Wieland

Congratulations!

2022 Long Service Reward Recipients Continued

10 Years of Service

Dr. Long Truong, Dr. Lynsay Lane, Dr. Todd Gauthier, Ms. Amber Regier and Dr. Abram Choi

15 Years of Service

Chris Beaupre, Karie Bissonnette, Kathy Bromley, Kathryn Cardiff, Alicia Clouthier, Evan Foss, Janet Gleason Morris, Lani Graham, Stephanie Grzelak, Rae Hermitte, Candice Lacroix-Johnston, Karen Lavigne, Shawn Lazarus, Nancy Lounsbury, Kristy Melcher, Teena Nagora, Richard Pearce, Michael Peters, Julie Pilatzke, Mila Schyrer, Greg Tate, Jonathan Thomas, Lori Trenhaile, Kaitlyn Vaillancourt, Brianne Vecchiola and Daphne Wren

Dr. John Davies, Dr. Wasantha Ratnayake, Dr. Heather Castillo, Dr. Adel El fitori and Dr. Sharon Rowan

20 Years of Service

Lynda Aird, Jennifer Andrews, Catherine Blok, Amber Boire, Lori Ann Borne, Julie Bramburger, Collinda Elliott, Sharon Gillis, Cindy Hudder, Pamela Maxam, Diane O'Kane-McHugh, Amanda Stewart, Cheryl Summers, Sandra Wells and Robert Wynja

25 Years of Service

Trish Groves, Marlene Hubert, Sarah Meilleur, Tracey Sullivan and Kerri Timm

Dr. Michael Ferri and Dr. Lorraine Gerus

30 Years of Service

Lisa Best, Karen Gauthier and Becky Richardson-Sack

Dr. Marlene Van Gentevoort

2022 Perfect Attendance Recognition

A belated congratulations to full time staff member Megan Keuhl who was missed in the original list of Perfect Attendance Recognition recipients.

Emergency Preparedness

On February 9 our Code of the Month exercise was completed. This month was Code White. Thank you to all who took part in the exercise. One of the successes identified in the exercise on AMH was that there were good demonstrations, and teaching of restraint application, with the most common errors being reviewed. One of the misses was that all units with an assigned role in the code need to be sure to respond to codes, even if it's an exercise.

In March, Code Brown will be our Code of the Month.

Please take the time to update your response time in S&A as per the email that was sent out Feb 23. The Emergency Preparedness Committee is working towards digitizing our communication fanout list in the event of an emergency. Having up to date information is key if an emergency were to happen and staff were needing to be contacted.



Pembroke Regional Hospital Staff Association Membership Has Its Privileges

February 23, 2023

Dear PRH Staff Members and Physicians:

On behalf of the Hospital's Staff Association, I would like to take a moment to speak to you about the benefits of becoming a Staff Association member.

If you are already a member – new or existing, I would like to extend my thanks to you and it is my hope that you are satisfied with the benefits your membership continues to bring. While this past year wasn't quite the return to "normal" that we had anticipated due to continued concerns around the spread of respiratory illnesses including COVID-19, thanks to all of you – we made it work!

If you are not a member, I would like to give you a quick outline of what \$2 per pay or \$52 annually provides you with:

- **An opportunity to enjoy a variety of monthly treats/give-aways. (In 2022, members receiving 12 items received approximately \$45 worth of product.)**
- **A chance to win prizes in monthly cash draws and several additional cash prize draws throughout the year. (In 2022, \$2,400 in cash and gift cards were given away.)**
- **Complimentary or low-cost participation in special events. (In 2022 this included a family-oriented Christmas skating event. In previous years – pre-COVID, this has included our Christmas Dinner and Dance, Family Christmas party, movie nights, craft classes, trivia nights and more.)**

Given these benefits, and others, if you would like to take advantage of all that a SA Membership has to offer, and you are a full or part-time staff member, please contact Human Resources to join via payroll deduction (\$2/pay).

New or existing casual or temporary staff and physicians can also enroll in the Staff Association by paying for a full year up front (\$52). These payments can be made by cash or cheque made out to the PRH Staff Association. Those in this category should contact me directly to make these arrangements.

If you have any questions about the PRH Staff Association, or would like to be part of the Executive, please feel free to contact me at extension 6165, or carolyn.levesque@prh.email.

***Carolyn Levesque
President, PRH Staff Association***



Pembroke Regional Hospital Staff Association

Your 2022/2023 Executive (Including Dept. And Years Of Service On Executive)

Carolyn Levesque, President/Secretary (Public Affairs and Communications, 23 years)
 Rita Amodeo (Medical Affairs, 4 years)
 Lori-Ann Borne (Occupational Health, 8 years)
 Sandra Griffiths (Human Resources, 2 years)
 Ralph Hatem (Human Resources, in his first year)
 Nyomi Immel (Resource Team, 3 years)
 Roger Martin (PRH Foundation, in his first year)
 Erica Mulligan (Mental Health Services, in her first year)
 Julia Reddy (Medical, 2 years)
Sarah Selle (Mental Health Services of Renfrew County, 10 years)
 Erin Van Allen (Clinical Education, 2 years)
 Masha Zakharenkova (Finance, in her first year)

Cost Summaries Of 2022 Events

Gift package of hand cream and shower steamer from The Bath Boutique for all active members (December 2022)

Net Cost to Staff Association \$4,200 (525 x \$8)

Family Skating (December 11) – 7 adults and 8 children participated (15 total)

Skating Fees	\$29.41
<u>Tim Hortons Gift Cards</u>	<u>\$142.82</u>
Net Cost to Staff Association	\$172.23

Cash Crazy Draws - Net Cost to Staff Association = \$1,200.00

St. Patrick's Day Cash Draws - Net Cost to Staff Association = \$500.00

Easter Cash Draws – Net Cost to Staff Association = \$500.00

Thanksgiving Cash Draws – Net Cost to Staff Association = \$1,000.00

Christmas Cash Draws – Net Cost to Staff Association = \$500.00

Christmas Party Prize Draws – Net Cost to Staff Association = \$623.32

Online Banking Fees – Net Cost to Staff Association = \$168.00

Pembroke Regional Hospital Staff Association

2022 Treat Days

Madawaska Coffee Co. (Quantity – 350)	\$698.94
Valley Buns and Bakery Cookies (Quantity – 406)	\$1,660.08
McGuire’s Doughnuts (Quantity - 400)	\$1,000.00
Wild Irish Rose Soap (Quantity - 400)	\$1,487.50
Loaf Artisan Bakery Monkey/Foccachia Bread (Quantity - 350)	\$1,628.00
Mapleside Sugar Bush Maple Syrup (Quantity – 420)	\$1,365.00
Uncle Jim’s Pepperettes (Quantity – 380)	\$1,140.00
Hugli’s Blueberries (Quantity – 405)	\$1,721.25
Smith’s Corn (Quantity - 390)	\$1,185.00
Cottage Cup Butter Tarts (Quantity - 415)	\$1,245.00
His & Hers Gourmet Grazing Snack Cones (Quantity – 420)	\$1,898.40

Bags and Gluten free item purchases \$157.38

Total Cost = **\$15,186.55**

Revenue = **\$211.60**

Net Cost to Staff Association = **\$14,974.95**

2022 Revenue From Membership Dues = **\$26,406.00**

Total Staff Association Expenditures For 2022 **-\$23,838.50**
= \$2,567.50

IN EVERY JOB THAT
MUST BE DONE
THERE IS AN ELEMENT
OF FUN
MARY POPPINS



LEAN IN



During the Gemba Walk on February 22nd, our Senior Leadership Team met with representatives of ACTT (Assertive Community Treatment Team) to learn more about the results of the service's recent Fidelity Review.

Erica Mulligan, Judy Hartwig and Kristy Melcher first provided an overview of the county-wide program which, at any given time, provides much-needed assistance to upwards of 65 clients. ACTT is often referred to as “a hospital without borders” since it's 11-member multi-disciplinary team provides a wide range of care for those with severe and persistent mental illness who are frequent users of the health care system, may have had involvement with law enforcement and may have difficulty managing aspects of daily living.

The Fidelity Review which took place in the second half of 2022 involved virtual assessments, team interviews and more as the program was measured against 46 different standards - very similar in process to our hospital-wide Accreditation.

The final report which was received last October celebrated the work being done, acknowledged some of the challenges the program faces, and identified a number of areas where improvements can be made. The ACT team is now in the process of working through action items that can help improve the client experience.

The Senior Leadership Team left with a more detailed understanding of the work being done and ways in which they can support the team going forward.

2023 PRH STAFF & PHYSICIAN SATISFACTION & ENGAGEMENT SURVEY

The survey will run from February 27th-March 12th.

We want to hear from you!

COMING SOON

Mark your calendar!

Pembroke Regional Hospital

Get a quote. Get a \$20 e-gift card.*

Hurry! This offer ends March 28, 2023 get your Home and Auto insurance quote today.

Call us at 1-800-387-1963.



PEMBROKE REGIONAL HOSPITAL

JAN. 30TH
to FEB.
28TH

ALL ITEMS
\$10 to \$55

SUNSHINE
GIFT
SHOP

ALL BOOTS, SHOES and SLIPPERS
Come early for best selection of sizes!

Feel supported and connected with your confidential 24/7 Employee Assistance Program, a trustworthy, innovative wellbeing resource



Did you know that the Pembroke Regional Hospital offers you access to LifeWorks? It's a website with content and professional support accessible at all times to strengthen your wellbeing. You won't want to miss out on everything LifeWorks has to offer, so join the fun today!

Why you should join LifeWorks

- 1 Get support 24/7, 365 days a year with a confidential employee assistance program (EAP) whether you're expecting a baby, isn't getting along with a neighbour, or feeling overwhelmed at work.
- 2 Get help to bring out your best with hundreds of wellbeing articles, podcasts, tools, videos and more.
- 3 Access self-guided journeys to improve communication, mindfulness, sleep and more with CareNow programs.

Ready to get started? Visit www.workhealthlife.com for convenient access to wellbeing support!

Haven't tried LifeWorks yet? Login to www.workhealthlife.com and search Pembroke Regional Hospital. Follow the instructions to create your own account