



Today's Take-Aways

Lunch with the CEO

• Our second Lunch with the CEO was held October 20th and was well received by the seven staff in attendance. Once again, Sabine and the staff got to know each other on a personal level and also shared feedback and discussion on some of the things our hospital is doing well and where improvements are needed.

Some of the discussion points included:

- The value of more focused communication around some of our ED challenges and the use of Zone B, and countering some of the negativity about the hospital and the ED on social media.
- The power of testimonials and patient stories to highlight what we do well.
- The value of the hospital's senior leaders acknowledging challenges and providing the "why" about what is happening.
- The importance of showcasing the good things that happen at PRH.
- The value of staff knowing how far we have advanced already and where we are headed in terms of technological advancements.
- The feasibility of an onsite gym versus discounts at local gyms.
- Safety concerns in several areas of the facility.
- Ways in which some of the Lean ticket items that require more time can be addressed in a more timely manner.
- The importance of having sufficient, safe, and clean equipment.
- The value of Unit Support Workers on the clinical units.

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.

Today's Take-Aways Continued

Staff Vaccinations

- Starting this week, staff vaccinations for influenza and COVID-19 are available by drop-in at the Occupational Health and Safety Office (Tower C- ground floor).

Influenza Vaccine: Monday, Tuesday and Wednesday – 8:30 a.m. to 1 p.m.

COVID-19 (XBB.1.5): Wednesdays only – 10 a.m. to 2 p.m.

Staff can contact the Occupational Health and Safety Team at extension 7202 for vaccination appointments outside of these times.

COVID-19 vaccinations will be offered by the Occupational Health and Safety Team until November 22nd. After this date, staff and physicians are encouraged to visit their local pharmacy or Renfrew County and District Health Unit vaccination clinic to receive their COVID-19 vaccine. Influenza vaccinations will continue to be available to staff and physicians after November 22nd.

- COVID-19 vaccinations will be available to admitted patients at PRH until Thursday, November 2nd. Patients looking for information about vaccination clinics within the community should be encouraged to visit the Renfrew County and District Health Unit (RCDHU) website at: <https://www.rcdhu.com/clinics-classes/covid-19-and-flu-vaccine-clinics/>

Influenza vaccinations will continue to be available to our inpatients at PRH after November 2nd.

Strategic Planning

- Just a brief reminder that our Strategic Planning surveys will close this Friday, November 3rd at 4 p.m.

This is an opportunity for you to have input and give voice to our new five-year Strategic Plan.

To date, we have had great response with the completion of 325 public surveys, 313 staff/physician surveys and 18 partner surveys.

<https://www.surveymonkey.com/r/K2KYWGW>

Departmental Updates

Food Services

- The Food Services team had a Thanksgiving theme for their October staff engagement treat. (Pictured to the right)

Staff members brought in various dishes to enjoy.

Medical Affairs

- Welcome to the team!

Please give a warm welcome to the newest members of our professional staff.

Dr. Andrew McNaughton

(Internal Medicine)

Effective November 3rd.



Today's Take-Aways Continued

Mental Health Services

• Mental Health Services of Renfrew County came together October 30th in the Pembroke Office for a "Soup's on" themed potluck lunch. Team members signed up to bring different varieties of soup and it just so happens to have fallen on the first "snow day" so we were able to warm up together while enjoying it. This was the first event of this kind since the pandemic.



Operating Room

• The OR team held a mock difficult airway scenario on Oct 19th. This session focused on an unanticipated difficult airway where a patient's airway was not able to be managed with usual measures, ultimately requiring surgical airway intervention. We were able to increase familiarity with the new algorithm/posters, the flow of how a situation like this might unfold, and team communication. The team was able to progress through the steps and demonstrate the use of a new airway kit in the OR setting.

Key points:

- great scenario and facilitation of the event by Dr. Stewart
- sharing of information/processes
- team participation and observation
- nurse to ask if this is a possible difficult airway situation
- anesthesiologist to state and announce/declare points along the algorithm
- staff to assist in following the main algorithm
- staff to assist by reading out the steps if 'Plan D' - surgical airway is required

Congratulations and a job well done to everyone involved!



Connecting with the CEO - In Case You Missed It

October 20, 2023

This week's message contains a few different topics of interest and clarification that I thought might be helpful to address based on staff questions and conversations.

Did you know that our hospital hosts two community-based memorial services each year?

Our hospital has a long-standing tradition of providing support to those who have lost loved ones in our care by hosting bi-annual non-denominational public memorial services.

These services which are typically attended by upwards of 100 friends and family members, are held at Our Lady of Lourdes Parish and provide an opportunity for families to light a candle in honour of their loved one as their name is read out. A small reception and opportunity to socialize and celebrate the lives of those lost is held following the service.

Many people help make these services a success including our Spiritual Care Coordinator, Garry Engler, local clergy, local musicians, hospital staff and volunteers. Many family members have expressed thanks to the hospital over the years for honouring their loved ones in this way and offering ongoing support to those left behind. Our next public memorial service will be held November 5th.

Along this line, we also have a tradition of honouring and celebrating the co-workers we have lost with an internal memorial service.

I wanted to let you know that a service to celebrate the life of Shawn Buske will take place in the new year. Final details and timing is being planned in coordination with his family and co-workers. Details will be shared once they have been finalized.

How is the Surgical Renovation Project coming along?

I am pleased to report that things are still progressing and nearing completion in terms of the Surgical Daycare and Endoscopy areas of our Surgical Renovation Project, however occupancy has been delayed until January 2024. This delay is due to a number of construction-related issues.

In the meantime, however, transition planning meetings are getting underway as early as next week and will involve participation from all stakeholder teams. I can tell you that, even with the latest delay, excitement around move-in is building.

Why do internal job postings get rescinded?

Some of you may have wondered why you see rescinded job postings on our internal bulletin board in the 2nd floor staff corridor.

As you know, Pembroke Regional Hospital posts many jobs on both its digital and physical job boards. Some of these postings are for permanent vacancies as a result of retirements, staff transfers to other units etc., or they may be for temporary vacancies such as new projects, coverage for employee leaves, etc.

Postings may be rescinded or withdrawn for different reasons. Some examples of why a post might be rescinded include those for a staff member who is returning from a leave, or is no longer taking a leave. In other cases, there may have been an error on the posting and a repost is required. If you have any questions about a posting, please contact the HR department at extension 7103 or speak with your Manager.

As always, I welcome any feedback on my messages as well as suggestions about future content.



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

October 27, 2023

As more and more changes are made in the way health care is governed and organized, I thought it might be helpful to try to explain the roles and responsibilities of the Ministry of Health, Ontario Health, Ontario Health Teams and the Ottawa Valley Ontario Health Team. We hear about all of these in the news regularly and in communications pertaining to hospitals in Ontario, including ours, so hoping this may help to clarify who does what.

Ontario's Ministry of Health (the Ministry) Under the leadership of our current Minister of Health, Sylvia Jones, the Ministry is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion and disease prevention. It also regulates hospitals, operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

To help achieve this, it develops and enforces legislation, regulations, standards, policies and directives.

The Ministry also provides overall monitoring of the health system and the health of Ontarians and reports its findings to the Ontario Government while providing funding to the health system and ensuring that it meets the needs of Ontarians and is sustainable.

Ontario Health In 2019, the provincial government introduced the Connecting Care Act in an effort to overhaul the healthcare system. It authorized the then Ministry of Health and Long-Term Care to create the new "super agency" known as Ontario Health. Ontario Health works with partners, providers and patients to make the health system more efficient so that everyone in Ontario has an opportunity for better health and wellbeing.

Some of the work of Ontario Health includes:

- *Measuring and reporting on how the health system is performing*
- *Overseeing the delivery and quality of clinical care services, including cancer care, mental health and addictions services*
- *Managing funding and accountability for parts of the health system*
- *Creating provincial digital and virtual services that will give patients and health care providers more complete health information*
- *Delivering organ and tissue donation and transplantation services (Trillium Gift of Life Network)*
- *Setting quality standards and developing evidence-based guidelines to improve clinical care*
- *Helping to oversee and coordinate Ontario's response to the COVID-19 pandemic in close partnership with the government, health system and other partners*

Our hospital works with many people at Ontario Health for everything from funding and program planning to capital planning, performance and accountability, and many other operational aspects.

Ontario Health has a President and CEO, Matt Anderson who reports to the Deputy Minister of Health, Dr. Catherine Zahn. Ontario Health is divided into four geographic regions. We are in Ontario Health East that reaches from Scarborough to Kingston and includes our Champlain health region. Our Chief Regional Officer is Anna Greenberg. Ontario Health also directs the work of Ontario Health Teams.

Ontario Health Teams

An Ontario Health Team is a group of health care providers and organizations that will be responsible, both clinically and fiscally, for managing a fully coordinated continuum of care to a defined geographic population.

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

OHT providers include:

family doctors and nurse practitioners / family health teams and community health centres / hospitals / home and community care support services / long-term care / mental health and addictions services / rehabilitation and complex care / palliative care and hospice emergency health services, including ambulance and paramedic services / patients and family indigenous providers / public health / francophone representation

Ontario Health Teams are designed to create improvements in integrated care throughout the healthcare system, fundamentally changing how patients and their families and caregivers experience care. Under the guidance of Ontario Health Teams, patients will have easier access and improved navigation support as they transition from one health care provider or setting to another.

It is important to note that Ontarians will continue to access care from their current and existing providers, and continue to choose who provides their care and where it is received. Patients who are supported by providers or organizations that become part of an Ontario Health Team do not need to sign up or complete any additional administrative processes.

The members of the Ontario Health Team have the flexibility to redesign how care is delivered to meet the needs of their patients in the most effective way.

The goal and vision for an Ontario Health Team is to have all members of a patient's circle of care able to access and share information in an efficient and secure manner across the provider network.

The Ottawa Valley Ontario Health Team (OVOHT) was officially launched in October 2021. It is made up of more than 50 local health professionals, health care providers, organizations, and community members who are working together to improve our health system and connect patients to the services they need in a more consistent and timely way. They are called collaborative partners.

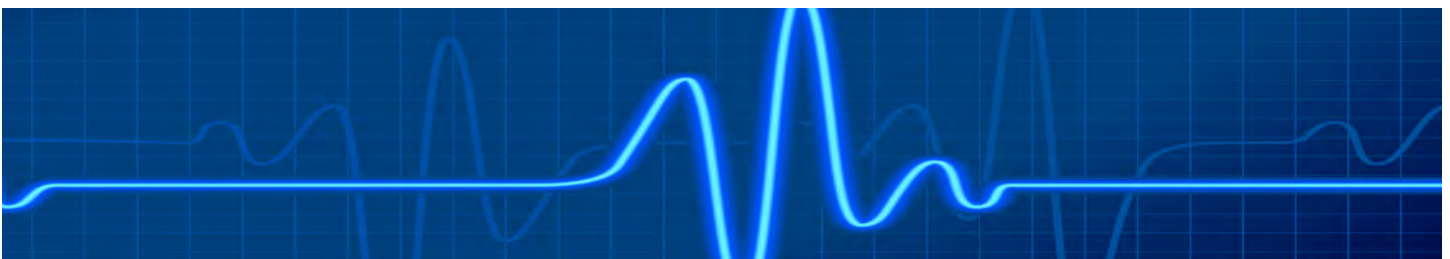
The Ottawa Valley OHT is one of more than 50 OHTs across Ontario that has been approved by the Ministry of Health to support integrated care in our province.

The Ottawa Valley OHT represents a large part of Renfrew County that stretches from Renfrew to Barry's Bay and the South Algonquin area to past Deep River and includes a broad and diverse set of communities in and around the Ottawa Valley including Calabogie, Barry's Bay, Eganville, Cobden, Pembroke, Petawawa, and Chalk River as well as those along Highway 60 to South Algonquin Township.

The OVOHT is spread out across 7,600 square kilometres in a mainly rural area and provides services to nearly 80,000 residents. It has a steering committee and many subcommittees, enabler groups, networks and project teams.

The OVOHT reviewed their population health data and chose three priority populations to focus on - frail seniors, individuals experiencing mental health and addictions concerns, and those with no attachment to primary care. I am happy to share that many of our leaders are working on subcommittees and project groups. I am on the steering committee and serve as a subcommittee co-chair.

So I know this week's message has gone a little long, but I hope it has helped to outline the new health care governance structure that, at its core, is designed to improve the way patients experience health care.



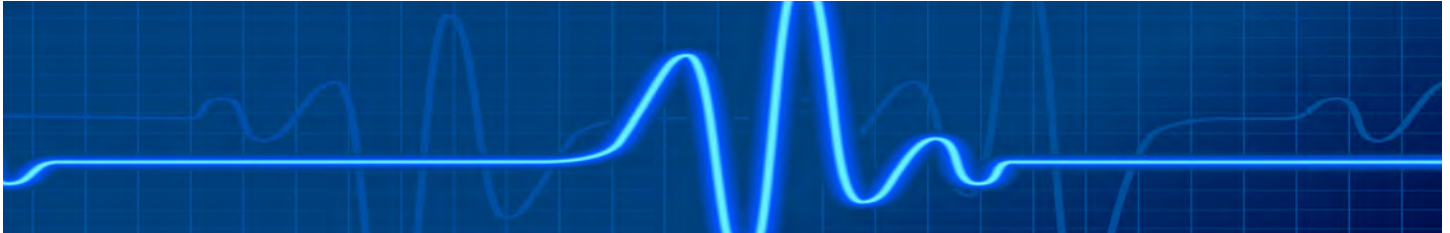
Happy Halloween



Emergency Preparedness

The Emergency Preparedness Committee is currently planning for our annual Code Green. This exercise is required annually and involves having the Pembroke Fire Department on site to audit our evacuation and operation of the Command Centre.

This year, the Code Green (evacuation) will occur on the Rehab Unit. There will be dry runs prior to the day of the exercise. We are currently submitting our plans to the Pembroke Fire Department and will await confirmation of our official date. More communication will come once we have the date confirmed. In the meantime, please take the time to familiarize yourself with our Code Green Policy in preparation for the exercise.



Quality Improvement Plan (QIP) Driver Update

Staff & Physician Engagement

Driver Update: October

- In order to keep staff informed about key departmental updates, managers will send out an email to all staff in their department with key information to their teams. This email will be sent at minimum once a month. This will include updates about improvements made during lean huddle, priorities for the department, and any process changes that may have happened. **What else would be helpful for you to know?**
- We have renamed our Unit Leadership Meetings! We heard from staff that the term "leadership" implied that it was only for management, when in fact the idea of these meetings is to get the feedback from and engage with frontline staff in any improvements that departments are trying to make. This meeting will now be called **Quality Improvement Team Meeting**. When possible, we will have these meetings right on the unit (often at the nurses' station) so that all staff who are working that day can attend and give their input into the priorities for their department.
- Sabine has hosted 12 employees so far at the monthly 'Lunch with the CEO' which occurred in September and October. Feedback from both Sabine and the staff who attended has been positive and it has been a great opportunity to exchange ideas. Please contact Carolyn Levesque if you are interested in attending a future lunch.
- Our Senior Leadership Team has started monthly 'Go See' Gemba walks. These 'walks' are an opportunity for a member of our SLT to visit a department to connect with staff, patients, and better understand the work that is done. Melanie Henderson—our Vice President, Clinical and Support Services / Partnerships & Integration recently visited 3rd Medical & Diagnostic Imaging.
- A very short (9 questions) survey will be sent out at the end of November to all staff to measure 'the pulse' of our employees as it relates to some improvements we have been trying to make across the organization relating to communication, recognition and job satisfaction.

The PRH Staff Association Presents The
2023 Christmas Dinner and Dance
Friday, December 1st
At Germania Hall, Pembroke

Doors open at 5:30 p.m. / Ullrich's Roast Turkey Dinner (Buffet) Served at 6:30 p.m.
Dance 9 p.m. to 1 a.m. (Music by VSM Entertainment) / Prizes
Pizza late lunch / Complimentary Non-Alcoholic Beverages

TICKET COST: SA Members \$30 / Non-Members \$60
Dance Tickets Only (9 p.m. to 1 a.m.) \$10 in Advance.

Tickets (Office A128 next to the Foundation):
Sales open 9 a.m. Monday, November 6th and close 12 p.m. Friday, November 24th

Dance Only tickets will remain available until November 30th.



All payments by Cash, Cheque or
Etransfer (carolyn.levesque@prh.email)

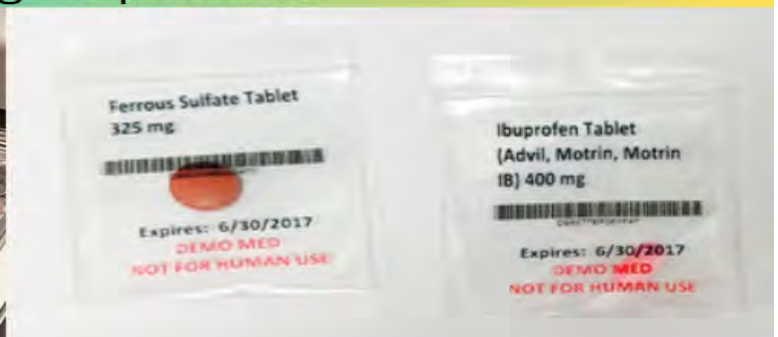


RESERVED SEATING:

Full tables or single seats will be booked on a first-come, first-serve basis.
If booking a full table, all tickets must be paid for at the same time to reserve. All reservations are final.
All tickets are non-refundable. For more information, call Carolyn @ 6165 or email pr@prh.email.

What Will Be In The ADU?

The Automatic dispensing units (ADU) will be stocked with packaged unit dose medication. This means that you will no longer have patient specific medications. Medication will be pre packaged like our current ward stock. All packages will be labeled and have barcodes that will be scanned at the ADU when removing for patients.



Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

November

November 5-11

Allied Health Professional Week - November 5-11

Remembrance Day - November 11

Diabetes Education Week - November 5-11

Diwali - November 12

National Patient Transport Week -
November 5-11

International Men's Day - November 19

Medical Radiation Technologist Week -

National Child Day - November 20

Pharmacy Image Capture
Starting Monday October 30th

EXT 6323
Super Users will be available to help Day/Night shifts for the first week of roll out

Standard Work can be found in policy and procedure

Super User available to help Call EXT 6323

Carbon copied order sheets should NOT be used as of Monday the 30th

Super Users
Ayla Dery
Jamie-lynn Hunt
Kerri Timm
Allyssa Rabishaw
Travis Andrews
Jamie Lynn Thibeault

What's the tea

I'm Keri Ladd, one of the Hospitalists at PRH. My 10-year-old daughters are cast as young Anna and Elsa in the Streetlight Theatre Production of Frozen Jr. which will run at Festival Hall this November. It's a youth production and the cast of 40+ has been working really hard to get ready.

The shows are Nov. 17-19 and Nov. 23-25 and tickets are available through the Festival Hall website at festhall.ca.

If you have some news to share with your co-workers, email the information to carolyn.levesque@prh.email.

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

PRH SUNSHINE GIFT SHOP PRESENTS:

A Christmas Celebration

Starting Sundays	Christmas Theme Weeks 2023	ENDING the Following Saturday with 30% off
Nov 5	Woodlands & Cardinals	Nov 11
Nov 12	Gnomes & Snowmen	Nov 18
Nov 19	Sports & Plaids	Nov 25
Nov 26	Evergreens & Poinsettias	Dec 2
Dec 3	Glitter & Glow	Dec 9
Dec 10	Angels & Snow	Dec 16
Dec 17	40% off all Merchandise Storewide Exceptions – Cards, Food, TV Rentals and Sale Items	Dec 23

CELEBRATIONS

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

- Sarah Selle celebrated **Laurie Menard** for the great work she is doing on the medication transformation project. She said she is working a lot on communication by visiting teams and huddles and has a structured plan that includes a lot of guidance to Ayla. Thank you for everything you do!
Sabine

- Great job **Ayla Dery!** You are a natural teacher. I have heard from several staff how effective you are at relaying information so everyone understands. The way you interact and communicate makes everyone comfortable to ask questions and ensures they have retained the information shared. We appreciate all the time and effort you are putting into this rollout and making sure staff are comfortable and knowledgeable. Thank you!
Hope Weisenberg RN, Clinical Stroke Educator

- Hello **Alycia Fraser**, Katie Hollahan celebrated you during our status update meeting yesterday for your engagement around Lean management. She says you are often identifying improvement opportunities and also leading many of those. Thank you for your leadership and enthusiasm, you are doing a great job! Thank you,
Sabine

- The ICU team celebrated **Lyndsay Couture, RN, ICU** on her successful completion of the Critical Care Orientation Program. Congrats Lyndsay on this accomplishment and hard work and dedication."
(from Erin, Kaley, and Laurie)

- We would like to thank our working group consisting of **Angela Montgomery, Laurie Alton, Nathan Lavigne, and Tanya Hamber** for their hard work in reviewing and creating guidelines for our Rent Supplements. This has brought consistency and clarification to our process that was very much needed. Thank you! Thanks,
Chrissy Payne

- The Medical team would like to extend our gratitude to **Sonya Silver** for going above and beyond supporting the Medical program for the past several months. Sonya provided the Medical team with guidance and leadership while maintaining her responsibilities on the Rehab unit. We appreciate all the time you dedicated to the Medical program. Thank You Sonya!
Kelly Malley RN

- Melanie celebrated **Hope Weisenberg** for the wonderful job she did on the implementation of TNK. She said her passion and energy are outstanding. Thank you for everything you do!
Sabine



Doctors Bryce Lowry and John Epps recently took time to provide OR coverage at the Weeneebayko General Hospital in Moose Factory, Ontario.

The hospital provides service to about 10,000 people of the Nishnabe Aski First Nation. Travel to this job requires driving, flying, and a boat ride to the island.

They provide both general surgery and obstetric coverage. Dr. Colleen Haney and Dr. Elizabeth Renehan (not pictured) also provide locum service to this northern region. Life should be an adventure!

At right, here's Dr. Rick Zamora, Dr. Bryce Lowry, and Dr. John Epps at work in Moose Factory.



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

www.autolotto.ca

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

Hospital Foundations Board Collaboration & Education Day !



Great Community Volunteers make a difference. Thank you all!

PARTNER

Pembroke Regional
Hospital Foundation
Fondation de l'Hôpital Régional de Pembroke

TM

SPLIT *the* POT ★ Lottery ★

www.splitthepot.ca