



Today's Take-Aways

Senior Leadership Team

- All staff are reminded of the value of vacation time as it helps to reduce burnout and enables team members to return to work with renewed energy. Whether it's a week or two all at once, or some extra long weekends, everyone deserves some time away to spend with friends and family, travel or do other activities you enjoy, or just do nothing at all. We all wish you some well-deserved relaxation.

Human Resources

- As you may be aware, the Ontario Nurses' Association (ONA) and the Canadian Union of Public Employees (CUPE) recently reached a settlement that includes wage increases for their members. To maintain fairness and equity within our workforce, and in alignment with previous practice, we have decided to match the settlement reached by ONA for our non-unionized employees. A memo on this, with additional detail, was issued to our management team on Wednesday to be shared with those in this grouping.

Trillium Gift of Life Network (TGLN)

- Routine Notification is the rate at which hospitals notify the Trillium Gift of Life Network (TGLN) when a patient has died and there may be potential for organ and/or tissue donation. Routine Notification is an important step taken by our team to connect potential organ donors with TGLN. Through the process of Routine Notification, we are able to honour our patients' wishes, recognize donation opportunities and save lives. I am pleased to share that PRH has once again attained a 100% Routine Notification rate for the year 2021-2022.

Organ and tissue donation is a complex process, involving hard work and dedication. Thank you for your ongoing efforts to ensure that families within our community are offered the opportunity to make lifesaving choices.

Occupational Health and Safety

- One of the priorities in our Quality Improvement Plan (QIP) for this year is to reduce incidents of violence that result in injury to staff. Reviewing data is a key part of this and when an incident of violence occurs, it can be confusing on how it should be reported.

After a Code White is called, a Code White report is filled out.

When a patient is violent towards another patient or does self-harm to themselves, a Patient Rims should be filled out.

In all cases, an Employee Rims should also be completed as all of these incidents will involve an employee.

All of these reports serve as data collection for a variety of reasons and for a variety of groups/individuals. Hopefully we can streamline this reporting in the future, but for now it is important to submit it, so that we can get a clear picture as to what is happening within the hospital.

Today's Take-Aways Continued

Emergency Preparedness

• On July 28th, a Code Black exercise was held in our Ambulatory Clinics. The simulation was well received by staff with good turnout and involvement. The exercise included a review of the policy and search checklist which yielded some areas for improvement. August's Code of the Month will be Code Silver. Thanks to all those who took part.

Departmental Updates

Maintenance

• In addition to the construction update in the Construction Corner section of this newsletter, please note that we are anticipating that more noisy work will be taking place starting next week in an area of the third floor of Tower A that will have patients located below and above. We will be working with the units involved to help minimize the disruption and impact on our patients. The good news is that with each step in the project, we are getting closer to completion.

Medical

• The Medical program would like to thank Amanda Godin for her dedicated leadership and support to our team over the past year and wish her success in her new role as a full-time professor at Algonquin College starting this fall. Amanda has worked in a variety of RN roles with Pembroke Regional Hospital since 2012, including Clinical Educator for our District Stroke Centre, RN with the Community Mental Health program and Hospital Charge/Clinical Resource nurse. Amanda's last day onsite at PRH will be August 17th so please stop in to say "Hi" and wish her well if you are out and about on Medical 3B. We will miss having Amanda on our Medical team but know she will be so amazing as a clinical instructor for those wishing to join the nursing profession, especially with all of the clinical expertise she will be bringing to her role. Thank you Amanda!

Mental Health Services of Renfrew County

• On August 17th, our SHARE program will celebrate its 25th anniversary. SHARE is a peer-led support group in which members living with mental illness share and provide emotional and social support to each other. Membership is by self-referral.

PRH Foundation

- The next *Auto Lotto* will launch October 5th and run through December 14th.
- Only 32/222 tickets remain for the *Black & White Gala* so if you are planning to go, be sure to get your ticket sooner than later from the Foundation office.
- The current edition of *Catch the Ace* has been a tremendous success, with only nine cards now left in Week 43. To date, for this edition alone, over \$500,000 has been raised for the hospital and there has been over one million dollars in ticket sales!

Roger Martin's Joke of the Day



A man calls his mother and starts the conversation with
"Ma, I don't want you to worry but I'm calling from the hospital."

The mother responds,
"It wasn't funny the first time you started working there and it's not funny now!"

Connecting with the CEO - In Case You Missed It

July 28, 2023

While we are all still in summer mode and enjoying the nice weather, I wanted to share with you that this fall our hospital Board, together with us, will be starting to develop a new five-year Strategic Plan.

A planning process like this will only be effective if we have input from all of you as well as our broader community.

All of our annual goals, objectives and the hospital's Quality Improvement Plan (QIP) are based on the direction of the Strategic Plan, so ensuring that our plan meets the needs of our community for the next five years and beyond is paramount.

In addition to the plan's update, we are also seeking to renew or re-affirm our hospital's Mission, Vision and Values statement.

In order to ensure that we do this well, we will need some help from people who have been doing this work with other hospitals in Ontario. Our Strategic Planning Steering Committee is in the midst of engaging an external facilitator to help lead the plan's development.

It is our intention to solicit broad consultation from you, our staff and physicians, and from our community. We will be looking for feedback from as many individuals, community and health care partners, and special interest groups as possible so that, ultimately, our new Strategic Plan will focus on the needs of the patients and families we serve, actively engage our community, be set in a context of providing connected and coordinated health care with our partners, be straightforward and practical, and will enable all of us to develop our annual goals.

The process will involve workshops where the Board and our leadership teams will come together to review the data and feedback we have gathered, start to draft a potential plan and seek feedback on the draft.

Our current timeline sees a new plan to be approved by our Board of Directors in March 2024.

A lot of work will be involved, and we hope to hear from as many of you as possible. This plan is the foundation that will determine where we place our efforts for the future.

I look forward to engaging with you all as part of this important process. Sabine

August 4, 2023

I wanted to take some time this week to talk about our Emergency Department (ED), and in particular, our ED wait times.

I recognize that many of you, if not most, have had first-hand experience with our ED at some point in time, whether it be through care for yourselves, a family member or a close friend. Many of us have experienced what it's like to have to wait when someone we love is sick and, more often than not, it's natural for us to think that things aren't happening as quickly as they should in that time of need.

Ontario's emergency departments, ours included, are seeing an increased number of visits by patients who are sicker and require more complex care. This is happening for a number of reasons, and because of this, it's not only the emergency departments that are impacted, but also many other areas of the hospital which, in turn, can also impact our ED wait times. For example, when we have no available beds on other units, patients requiring admission stay longer in the ED requiring care.



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

In June of this year alone, our ED had 2,630 patient visits, 246 of which resulted in admission to inpatient units. These numbers continued to increase through July.

There is good news however! Our hospital is one of 74 medium and large-sized hospitals throughout Ontario to receive funding through the Ontario Pay for Results (P4R) program in order to help lower overall wait times.

Each month, we receive a report based on submitted data which tells us how PRH is performing in comparison with other hospitals. For the month of June, we were ranked 7th out of 74 hospitals in Ontario for two categories - Time to Inpatient Bed (9.9 hours) and Length of Stay of Admitted Patients in the Emergency Department (22 hours). This means that once the decision was made to admit them, 90% of admitted patients spent 9.9 hours or less in the Emergency Department and from triage to admission, 90% of patients requiring admission spent a total of 22 hours or less in the Emergency Department. Although we are still not meeting our internal targets of 5.5 hours for Time to Inpatient Bed and 15 hours for total time in the ED for admitted patients, our hospital continues to make good progress towards those targets.

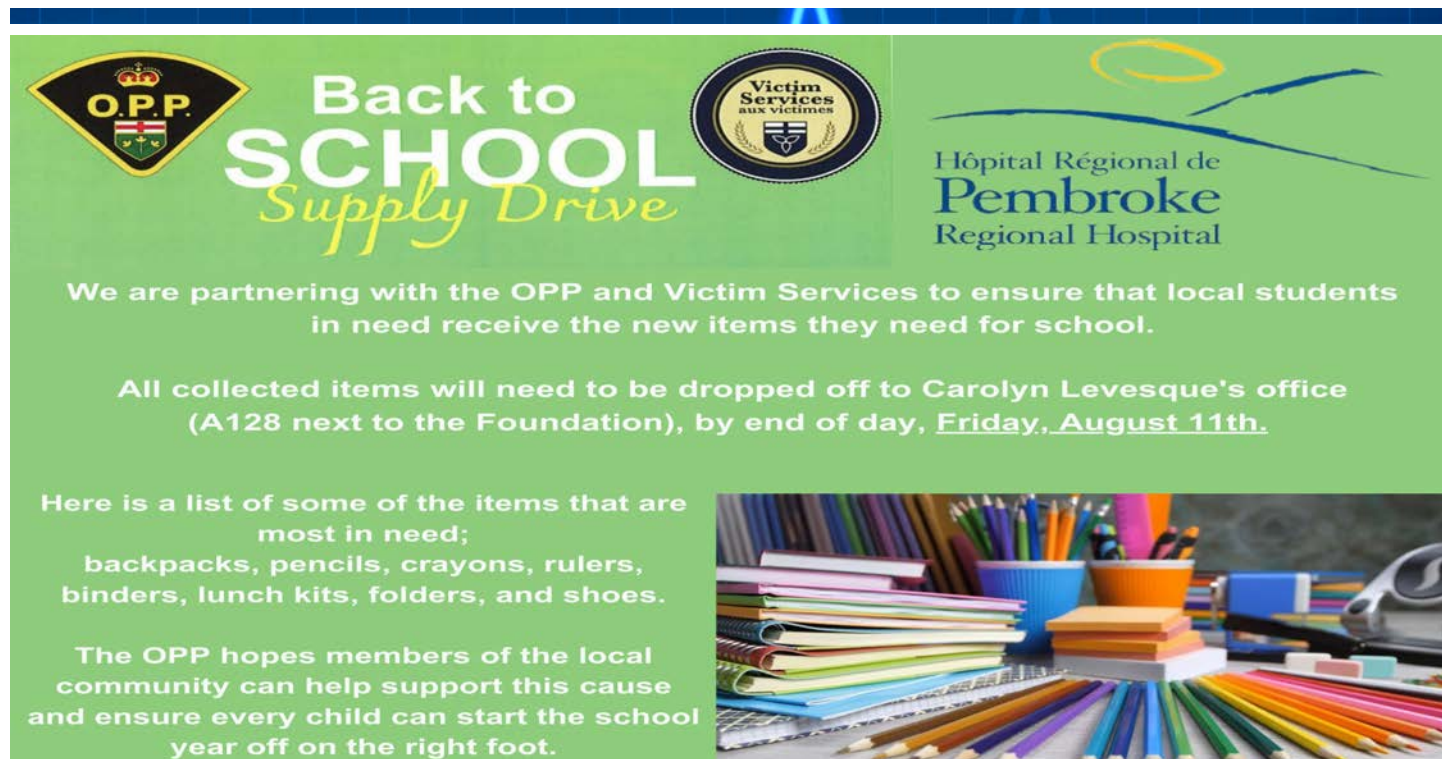
Those responsible for this success includes many of you - the ED Team, our Patient Flow Manager, Hospital Charge Nurses, inpatient units, our physicians, our Allied Health professionals including the Lab and DI, Environmental Services staff, and those in registration – all working together to optimize patient flow.

And, when we combine all wait time category results for June 2023, the Pembroke Regional Hospital had an overall ranking of 32 out of 74 Hospitals in Ontario. This is our highest ranking since April, 2019!

So while we celebrate this success and improvement, it does not stop there.

We know that, regardless of process, our patients arrive in our ED with an expectation to be seen and treated promptly. We will continue to make progress using our Lean process improvement strategies to improve testing times and finding other ways to streamline processes required to help diagnose and treat patients in a timely manner. Each of you is a part of this improvement strategy which will also benefit you and your loved ones when you are most in need.

Thank you for all your efforts each and every day to deliver the best, compassionate and timely care to our community. Sabine



Back to SCHOOL Supply Drive

Victim Services aux victimes


Hôpital Régional de Pembroke Regional Hospital

We are partnering with the OPP and Victim Services to ensure that local students in need receive the new items they need for school.

All collected items will need to be dropped off to Carolyn Levesque's office (A128 next to the Foundation), by end of day, Friday, August 11th.

Here is a list of some of the items that are most in need;
backpacks, pencils, crayons, rulers, binders, lunch kits, folders, and shoes.

The OPP hopes members of the local community can help support this cause and ensure every child can start the school year off on the right foot.





Farmstead Cheesehouse is located at 2545 Greenwood Rd.

Their specialty is small batch artisan cheeses made on farms in Ontario and Quebec, locally roasted coffee done the way you like, and authentic Italian gelato produced on-site by a local girl who trained in Italy!



End Of Summer, Hospital-Wide Frosty Treat Day

Featuring A Small Cup (3 scoops) Of Farmstead Gelato

Wednesday, August 30, 1-4 p.m.

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

While supplies last, you will have a choice of up to three flavours:

Sorbetto Dairy-Free Fruit Gelato - Lemon, Strawberry-Rhubarb

Milk-based Gelato - Salted Caramel, Chocolate Hazelnut, Apple Pie, Coconut

Please note that this is not a Staff Association event - no pre-orders are being taken. This staff appreciation event is compliments of the Pembroke Regional Hospital.

Please note that when picking up for others, the gelato will have to be stored in a freezer if it isn't being consumed right away.

For those staff working offsite that are unable to stop by, Managers are encouraged to make arrangements for the purchase of a similar treat and email carolyn.levesque@prh.email for reimbursement.

Frozen ice cream treats will be delivered to the units for night staff.

Pembroke Regional Hospital's

GOT TALENT



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.

CONSTRUCTION CORNER

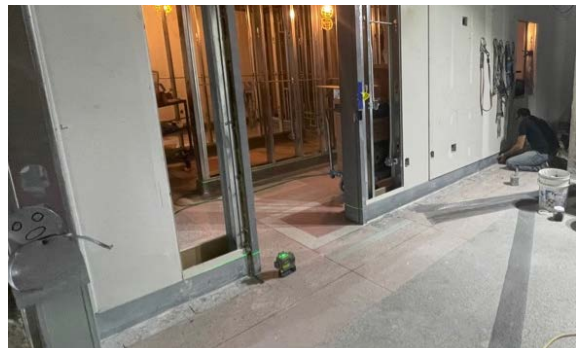
As we near completion of Phase 2 of the Surgical Renovation Project, the look of the space is changing with each passing week. Here's a few of the latest photos.



Pictured above are the North wing recovery rooms where the head wall units have been installed and the ceiling grid is almost complete.



This is the new Cysto clean room.



Here is the endoscopy procedure room where Wade Construction is installing the terrazzo base.



This is the mechanical room which is still a very busy area. We are very close to seeing the testing of the new air handling units.



Here is a picture of the Tower B roof work. Tuesday was a rain day, but the contractor will be back as soon as weather permits.

CONSTRUCTION CORNER



• Here are some pictures of the progress being made on Tower A, 4th floor. The photos above depict the corridor and patient rooms where ceiling and light fixtures are being installed and painting is underway.

Other construction updates:

• Just a reminder that we will have our three-day Medical Air shut down starting next Tuesday, August 15th.

Tower A

• *Cancer Care Project* - The decontamination and decommissioning of the old rooms has been completed. We are still working through some alarms, humidity, and temperature control issues with the contractors and engineers.

• Regarding the *Surgical Day Care Project*, work is progressing and the terrazzo floor repairs are nearing completion. Most of the drywall has been installed including the headwalls and the lead lining in certain rooms. Asbestos abatement of the textured ceiling finish in the 3rd floor south corridor was completed.

• On the 4th floor (Obstetrics), the electrical wiring in the patient rooms was completed and the new emergency panel was energized. Suspended ceilings were installed in the remaining patient rooms and in the main corridor. Painting has resumed.

• An access control panel was installed on the half door at the clerk's desk in AMH.

Tower B

• The roof replacement is continuing with the installation of the new roof membranes and insulation.

Tower C

• The *Main Entrance Ground Floor Renovation Project* tender closed on August 1st. The architects are reviewing the bid of the lowest bidder before issuing the contract.

Tower D

• The engineers visited Medical Day Care in order to finalize the drawings for Phase 2 of the *Cancer Care Project*.



**DON'T LET YOUR
SUMMER SLIP AWAY!!**



Sunday, September 10th, 2 p.m. at the Pembroke Golf Club

Register as a team of 2 or 4. Registration Deadline is Sept. 5th.

Cost: \$30 Per Staff Association Member, \$45 Per Non-Member

Cost includes 9 holes of golf, power cart rental and catered dinner (burger/salads).

For questions or to register, contact:

Carolyn Levesque

Ext. 6165 / carolyn.levesque@prh.email

Julia Reddy

Ext. 6530 / julia.reddy@prh.email

Club Rentals Available for \$10

Call (613) 732-1665 to reserve.



PEMBROKE

GOLF CLUB
Est. 1922



New Spring Line: PRH Clothing and Accessories



Yoga Jackets (Women's and Men's styles) \$60

• Optional embroidery on the right sleeve \$5 extra

T-Shirts (Women's and Men's styles) \$30

• Optional embroidery on the right sleeve \$5 extra

Ball cap \$38

** Tax and PRH embroidered logo included in price.
Spring/Fall jackets and fleece sweatshirts 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.





Guardian Angels



Please join us in congratulating Sydney Bourque on her Guardian Angel nomination!

“Because of Sydney and Dr. Roy, my son (who was barely able to force himself to walk into the Emergency Department in the morning without collapsing and who was completely unable to fill out the small intake slip prior to seeing the Triage Nurse) was able to leave the hospital in the afternoon with many fears removed. The results of their combined efforts have provided him with a good deal of hope for a return to a manageable level of mental health within the foreseeable future. They both exceeded all of our expectations and did their jobs exceptionally well.”

www.PRHcatchtheace.ca

YOU COULD WIN!
\$350,000.00

Estimated Jackpot if the Ace of Spades is caught on Aug 16th 2023!!!
Deadline 11:59pm on Aug 15th.
Lottery License RAF#220843

Tickets are on sale near the Mural Café:

Monday — 9:30am to 2pm

Tuesday — 9:30 a.m. to 2pm

- Cash only

Tickets are available at the Foundation office:

Monday to Friday, 9am to 4pm

- Cash and Debit
- Please note that the Foundation office closes at 3pm each Tuesday



Black & White
GALA

Celebrating Local Healthcare

Returning October 14th, 2023

Tickets on Sale NOW!

Sign up for
FREE!



**Saturday,
October
7th**

www.walkforher.ca

CELEBRATIONS

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

- Having just received our Emergency Department *Pay For Results* summary for the month of June, we wanted to share that PRH is ranked 7th out of 74 hospitals for both "Time to Inpatient Bed" and "Emergency Department Length of Stay - Admitted patients". This helped us improve for a total performance ranking of 32 out of 74 Hospitals. Thank you to the **ED Team, Annette and the Hospital Charge Nurse team, and the Inpatient units** for working together to optimize patient flow.
Laurie Menard

- We received an email from a patient who recognized **Tress Crevier's** outstanding care and commitment to our patients and families. He said that he and his wife's visit to our ED was made so much less stressful by her actions in looking in on them and providing food and a blanket. Thank you for going above and beyond in your every day work at PRH. Your compassion and caring is exemplary. Thank you, *Sabine*

- I would like to celebrate **Tyler Graveline** for being so flexible and helping out on all fronts. We had minimal staff and he helped out everywhere. We really appreciate all that Tyler brings to our team! Thank you, *Beth*

- Congratulations to the **OR team, OR booking clerks, POAC, staff, physicians, physician admin staff, and Decision Support Analyst** for the incredible collaborative work efforts to enable our hospital to exceed the cancer surgery wait time targets for Wait Time 2 (Decision to treat to OR) in the first quarter of this year (April- June 2023). 93% of PRH patients had their surgery within the target timelines; the provincial target is 90%. This demonstrated a 17.7% improvement from 2022-23!

For any patient waiting for cancer surgery... this makes such a difference! Thanks to the whole team for ensuring exemplary care and access for our patients! *Beth, Michelle, and Heather*

- A special thank you is extended to **Helen McLeod, SHARE Coordinator and the SHARE program** for creating such a beautiful Memory Garden. Pictured is Helen (wearing teal) with clients Serena, Cathy, Tanya and Wayne.

The Memory Garden was established so that SHARE clients could have an outlet for their grief following the loss of a fellow client, family member or staff, providing them with closure and a place of beauty and regrowth to be admired. SHARE clients are the caretakers of the Memory Garden.



CELEBRATIONS

• We celebrated **Sydni (CLEX)** yesterday at our ED Huddle for her prompt action when she identified that a patient's limb was pulseless. Her assessment skills, and ability to seek guidance in a timely manner led to this patient being flown out via life or limb and a stent inserted which resolved the occlusion and ultimately prevented limb loss. *Kaley Lapierre*

• Congratulations to **Erin Van Allen** who has been asked to support some ED education regionally. Erin received accolades from Ontario Health on the comprehensiveness of some of her education modules for ED onboarding. Great work Erin! Thank you to our **entire clinical education team** for your collaboration in supporting this initiative! *Beth, Michelle and Rachel*

• The staff of the Pembroke Regional Hospital's Paediatric Diabetes Education Clinic (Ambulatory Clinics) wants to express their deep gratitude to **Dr. Daniel Plante** for his two decades of unflagging support for the paediatric and young adult community living with Type 1 diabetes.

Dr. Plante brought his expertise in family and emergency medicine, lived experience and an unparalleled "desk-side" manner (along with an ability to juggle) to the practice. His balance of pragmatism, lack of judgement and deep compassion engaged our clients, reassured parents and ensured the best possible outcomes for all in his care.

His approach was truly holistic: mental health, socio-economic stressors, infections and injuries not related to living with diabetes were all included in his attention. He personally advocated with school boards and wrote letters to support post-secondary scholarships. He believed that all kids living with diabetes should have the opportunity to attend camp; he privately (and anonymously) subsidized several children each summer who would not otherwise have had the chance to experience Camp Huronda. This summer will mark his 25th, and last, year staffing at camp.

We all benefited from his confidence and trust in our individual skills. We know that we are better nurses, dietitians and mental health workers because of his support of our multi-disciplinary team.

Thank you and enjoy your retirement!

Take a Break - Have Some Fun!

Looking for something fun to do on your break or lunch? There are now a variety of games available in the bike rack corridor for staff to borrow and use in the cafeteria, on the deck or on the grass just beyond the deck.

Just be sure to return everything when you are done so others can enjoy them.



Christmas PARTY

Save the Date - Friday, December 1st which has been reserved for the *Staff Association Christmas Dinner and Dance* at Germania Hall.

The event will be catered by Ullrich's and DJ Big Mike of VSM Entertainment will run the dance. Decor by Creative Perspectives.

We are excited to finally see the return of our Christmas party! Hope you will join us!

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 is an online platform 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 are 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 app.lifeworks.com or download the LifeWorks app today in the [Apple Store](#) or [Google Play](#) for convenient access to wellbeing support!

Website: login.lifeworks.com

How to Login

Haven't tried LifeWorks yet? In the platform, click on "Login".

Your username is **pembroke** and the password is **EAP**

Call: 1-844-671-3327

AUGUST SALE



**TAKE 50% OFF
THE REGULAR
PRICE OF ALL
MERCHANDISE**

(NO FURTHER DISCOUNTS
APPLIED)

**PRH SUNSHINE GIFT SHOP
JULY 29 UNTIL AUGUST 29TH**



If you are looking for staff discounts on summer attractions etc. be sure to check out the *Staff Discounts* section on the *Staff Resources* section of the PRH website:

www.pembrokeregionalhospital.ca

If you are looking for a discount for the Calypso Waterpark this summer, send an email to pr@prh.email to receive a discount code that allows you to buy up to six day passes at a group rate.

We also have discounts for Park 'N Fly, Canada's Wonderland and more!



Four Scenic Routes from Wild to Mild

100 km Monarch of the Mountains ~

65 km Bonnechere Beauty ~

50 km Gravel Grinder ~

20 km Cave Coaster ~

OR Create your own virtual route

Celebrate after with
Live Entertainment
BBQ ~ T-shirts ~
Door Prizes

Money raised will support mental health initiatives throughout
Renfrew County, the Eganville Food Bank as well as
the vital work of other partner community agencies.



For more information and to register online
visit: tourdebonnechere.blogspot.com/