



Today's Take-Aways

Regional/Provincial Updates

- Some work is being done to revise and update the regional patient repatriation agreement which covers patients being returned to their “home” hospitals. While there won't be too many changes to the agreement, the revisions will help to clarify aspects of repatriation and will also see the addition of an escalation process for instances where there are challenges. Kudos to Annette Davidson and others involved in helping repatriate patients back to PRH for all the work that they do!

Project Updates

- Tower C Ground Floor Redevelopment - The RFP process for this project has commenced with the submission deadline scheduled for August 1st.

- New Software to Improve Onboarding and Exiting Processes – The Information Technology and Human Resources teams are working together to implement a new software which will make it easier to track the onboarding of new hires and also to ensure all items are complete when an employee exits the organization. A test phase of the new software will take place before implementation so more to come!

- Medication Distribution System – We are anticipating that the final contract will soon be signed and once this happens, there will be a 20-week implementation plan leading up to a go-live date in March, 2024.

- Cancer Care Project – We are in the process of having the architectural designs finalized for the work being done in Tower D at which point this part of the project will go to RFP.

Standardized signature line for PRH emails

- In the coming weeks a standardized email signature template will be rolled out that we are encouraging all staff to adopt as part of our organizational branding. More details to come on this.

Emergency Preparedness

- The Code of the Month for July is Code Black. The exercise will be held the last week of July, in Ambulatory Clinics. Please take the time to review the Code Black procedure in your Emergency Preparedness binder and speak with your manager if you have any questions.

Patient Safety

- In June, there were 116 incidents and near misses reported in RIMS related to patient safety. Out of those, 28% were related to medications/IV fluids and 19% were related to medical procedure/processes. In comparison, there were 120 incidents and near misses reported in May, of which 23% were related to medications/IV fluids and 12% were related to medical procedure/processes.

There was also a noticeable increase in the number of reports in June related to IPAC concerns. Of the 12, the majority of these were missed signage for isolated patients, particularly those awaiting results after swabbing.

Today's Take-Aways Continued

Please do your best to protect not only yourselves, but also patients and their visitors by identifying proper hazards.

Departmental Updates

Infection Prevention and Control (IPAC)

- As you may be aware, the Aerosol Generating Medical Procedure policy has been recently updated. As a reminder, printed policies are only valid at the time of printing. Please refer to the online policy for the most recent version. Education and guidance are being provided by the IPAC and education teams. If you have any questions, please contact the infection control team at ext 7106.

Information Technology

- Work continues with the hospital's migration to Office 365. The team recognizes that there have been a number of challenges that have arisen from this transition. Those staff who are still having difficulty with their email are asked to reach out to the IT team. In the meantime, the team is working on updating distribution lists and room bookings, acknowledging that this is taking some time since all of the back end work is done through The Ottawa Hospital. File sharing will be the next step, however this will also take some time in order to ensure a smooth transition. IT would like to thank everyone for their patience.

Maintenance / Project Update

- Please note that, due to unforeseen circumstances, planned work on the Tower C parking lot will not begin until September. At that point, the last row of PRH staff parking adjacent to the Caritas residence will be turned over to Caritas.

This change will support the residents of Caritas who are currently parking across the street but need parking spaces closer to their residence. A new start date will be communicated when this work has been rescheduled.

Occupational Health and Safety

- Despite the warmer weather and decreased community transmission, the Occupational Health team continues to receive reports of staff members who have tested positive for COVID-19 or who are sick from other respiratory illnesses.

As a reminder, the following guidelines apply to any health care worker returning to working after feeling unwell...

HCWs who are feeling unwell may return to work with:

- Symptom improvement and fever free for 24 hours in respiratory symptoms;
- Symptom improvement and fever free for 48 hours in new undiagnosed gastrointestinal symptoms

HCWs returning to work after feeling unwell are expected to complete work self-isolation for 10 days after symptom onset. This means that the HCW must:

- Wear a surgical/procedure or N95 mask at all times unless eating or drinking in a designated break area.
- Take meal breaks alone.
- HCW's who are feeling unwell should follow pre-pandemic protocol for calling in sick for work.

The Occupational Health and Safety department can be consulted during regular hours of operation (Monday- Friday 0800-1400). If you have questions or concerns, please call extension 8200, leave a message and the team will return your call when able.

Today's Take-Aways Continued

Patient Relations

- Recent patient feedback received through random visits has been very positive with regards to the direct care patients are receiving and the addition of the Health Care Aides on the units. Our patients are really appreciating the little day-to-day aspects of care that are being addressed and looked after. Way to go team!

Please note that if you have any compliments to log into RIMS, these can be done independently or they can be given to your department's administrative resource.

Surgical

- The entire Surgical/OR program would like to celebrate:

Heather Kilius (OR RN) on competing in the World's Kettlebell Competition and receiving two gold medals along with a silver medal. You rock and we are so happy for you!

Sydney Nixon (Surgical RN) who will be competing in World Kayaking Competition this fall. You rock and we will be rooting for you!

Also, we are very happy to have a new Patient Advisor for the Surgical/OR program and we are very excited to work alongside her as we continue to improve on patient and family experiences and processes!

Pembroke Regional Hospital's



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.

Connecting with the CEO - In Case You Missed It

June 30, 2023

I wanted to take a moment this week to recognize and celebrate all those who, over the past year, have assisted in the development, roll-out and implementation of our new patient care team model on our clinical units.

As you all know, like many hospitals in Ontario, we have experienced an unprecedented staffing crisis over the past several years.

While this crisis has not jeopardized or impacted our hospital's ability to provide high quality care for our patients, I recognize that it has had a great impact on each of you and your ability to maintain the work-life balance that you need and deserve.

One of the innovative ways in which we have been able to successfully respond to this crisis is through the development of a new patient care team model which has resulted in the creation of a far more diverse and multi-disciplinary team on each clinical unit.

To achieve this:

- We looked at ways to maximize the talent and skills of all of our health care providers who work to support our patients.*
- We reviewed the role of our Allied Health professionals.*
- We increased the scope of practice for our Registered Practical Nurses.*
- We welcomed Health Care Aides and Advance Care Paramedics as new team members.*
- We explored additional ways that we can support our teams to enhance safety and effectiveness.*

And thanks to you, all of this hard work and dedication paid off.

I want to personally express my gratitude for your willingness to embrace change for the greater good and for warmly welcoming our new patient care team members. I also want to thank the Clinical Education team for the valuable support they have provided to all of the teams throughout this transition.

As a result of this change in care model, we have been able to reduce the number of unfilled shifts over the past year by 65%. In addition, many of our staff have been able to regain a sense of work-life balance and are feeling less on the verge of burnout.

Our patients are also reaping the benefit of this new care model as staff now have more time for patient education, and added care with a personal touch.

Going forward, and in the true spirit of Lean, work with the teams will continue as we ensure that each team member understands their role, optimizes their scope of practice, feels supported, and has efficient and effective workflow processes.

I assure you we will continue to find ways to support you and our patients. This summer, through the support of the Ministry of Health, we were successful in attaining funding to support hiring 17 clinical externs. Our clinical externs have been a great addition to our organization; learning hands-on skills and contributing to our patient care team models. We have also just posted the positions of clinical scholars who will be able to assist our new staff as they transition into the workforce, or support staff seeking opportunities to upskill.

Happy Canada Day and have a safe long weekend!

Sabine



Connecting with the CEO - In Case You Missed It

July 7, 2023

I wanted to touch on a few items of interest today, starting with some recent and upcoming changes taking place in the cafeteria.

As you may have noticed, our Food Services team has been working hard to source and introduce some new offerings in The Lunch Box including a variety of “Mindful Snack” products, various gluten free and vegan items, and a variety of new beverages such as a selection of flavoured sparkling waters and other low/zero calorie and low/zero sugar options.

In addition, for the summer months, they have introduced some new muffin flavours and are now selling iced coffee. You will also notice that new salads have been introduced and there is always a selection of fresh whole and cut fruit.

As a trial, the food vending machine has returned with a selection of sandwiches, wraps, salads and microwavable hot meals in reusable containers. Speaking of microwaves, I’m happy to share that several new ones are on order and should soon be available for use in the cafeteria enabling more staff to heat up their meals when time is of the essence.

For meal planning, and as the team adds in some new entrees, be sure to check out the week’s menu that will soon be published on both the Intranet and The Loop. As always, Food Services welcomes your feedback and input. If you have a healthy choice meal/salad/sandwich/wrap suggestion that you would like them to consider, feel free to submit the recipe.

And as part of a go-Green initiative, you will soon see the return of reusable items in the cafeteria although take-out containers will remain available for those needing something “to-go”.

I want to express my thanks to the entire Food Service team for the work that they do. Preparing food for our patients, our staff and our visitors is not without its challenges and we recognize the important role they play within our organization.

Parking Update

I also wanted to let you know that, starting this month, the last row of eight parking spots in the Tower C “Lorrain” lot, closest to Caritas, will be turned over to Caritas and will no longer be available for PRH staff. Those of you who usually park there will need to go across the street to the Deacon staff lot. This change will support the residents of Caritas who are currently parking across the street and who need parking spaces closer to their residence.

In addition, you will have seen mention of the construction work at Marianhill that is impacting some of our staff spaces in the Bell Street parking lot. For the next couple of weeks, up to ten parking spaces that run along Bell Street at the edge of the lot will be cordoned off to allow for work being done in the ditch. These parking spots will be reopened when that work is complete.

As many of you commence summer holidays, I wish you well as you take a much-deserved break.

Sabine



CONSTRUCTION CORNER

DAY SURGERY AND SURGICAL INPATIENT RENOVATION UPDATE

- Renovations are now moving along at a steady pace.
- The terrazzo floor is nearing completion and the drywall is well underway on the north and south wings.
- There is still a lot of work to be done in the new mechanical room, but it is moving along as expected.
- The contractor is still confirming completion of Phase 2 by the end of September.
- The demolition of the south wing has started. We expect to see the window installation in about two weeks.
- There are several major shutdowns coming up shortly with the vital power one taking place July 13th from 6:30-9:30 p.m., the medical air three-day shutdown taking place the week of Aug. 15th, and the main vacuum line shutdown taking place in early September.
- The Tower C main entrance and Pharmacy tender has gone out and will close August 1st.

Pictured below, left, is a view of the new Day Surgery recovery stretcher bay area and below, right, is a photo of Wade Construction polishing the new terrazzo flooring where the registration desk will be.



EDUCATION

Congrats to the following Emergency Department and ICU staff members who have completed their Registered Nurse Critical Care Nursing schooling (post-RN Critical Care College Certificate). These courses emphasize a deep understanding that allows them to be better prepared to recognize and deal with high acuity, unstable, and critical patients.

Rebecca Brum - Durham College 2018

Brooke Gould - Algonquin College 2022

Carissa Genrick - St. Lawrence College 2022

Many other staff are progressing through their courses.



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, August 10
1:00 pm to 6:00 pm

Join Canada's Lifeline
Book now at blood.ca or call **1 888 2 DONATE**



K0201

JULY SALE



AT THE PRH SUNSHINE GIFT SHOP

**30% OFF ALL REGULAR PRICED
MERCHANDISE**

(PLUS STAFF/VOLUNTEER DISCOUNT)



TIM HORTONS CAMP DAY

Wednesday, July 19th
8 to 11:30 a.m.

Robinson Lane Location

VOLUNTEERS NEEDED

As part of their annual *Camp Day* event, Tim Hortons is hoping to partner with PRH in getting some volunteers to assist in customer service roles at their Robinson Lane (Home Depot) location.

To volunteer, please call extension 6165 or email pr@prh.email and provide your name and the timeframe you would like to volunteer between 8 a.m. and 11:30 a.m.



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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!

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- 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.
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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**





Guardian Angels



Stephanie Stewart



Madison Smelko



Brian McWhirter



Grace Weisenberg



Isaac Anderson



Sarah Williams



Karen Lavigne



Dr. Castillo

Congratulations to all the Guardian Angels and thank you for all that you do!

www.PRHcatchtheace.ca



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CELEBRATIONS

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

- Sarah Selle recently celebrated **Carolyn Levesque**. She was truly impressed by her skills in putting together a story for which she had very little subject matter/knowledge before meeting with people to gather the information and then wrote a beautiful and excellent "Connecting with the CEO" piece.

- Celebrating **Avery on AMH** for doing her first group and getting great feedback from patients. Well done! *Shannon*

- Celebrating **Madison Smelko and Issac Anderson from 3rd Medical**. Because of their quick response to stroke symptoms, a patient qualified for both IV clot busters and clot retrieval surgery. The patient was already improving after IV tPa, before being sent to TOH Civic for EVT. Great job - you have made a huge impact with your action. *Hope (Stroke Educator)*

- Celebrating **Greg Tate from Clinics** for his support in assisting with a patient transfer to the Clinics for a procedure. His team support meant a lot. *Lisa and Rehab Team*.

- Kudos to **Colin Clouthier from Maintenance** for preparing a wheelchair for a patient with specific needs. Without his help he could not have made it to his appointment in Ottawa. Colin saved the day for the patient, the Medical department and the Rehab department as well as for me. *Shannon (OT)*

- Celebrating the **Code Stroke Team (ED)**. I wanted to celebrate the teams who responded to Code Strokes on April 6 and 14 and had tPA administered within 29 and 22 minutes, well below our target time of 42 minutes. Thank you to all for your continued efforts in Stroke Care. *Hope*

- Celebrating **Marvick, Victoria, Laurie R, Marlene, Dr. Johnson and Dr. Nimbe and RT**. At 32 weeks, a patient had to deliver. It was a smooth delivery and work on the baby prior to transfer to CHEO. Great team work and preparation. The family was very thankful.

- Annette recently celebrated **Alysha and the Medical Team** for the great, patient-centred support and guidance that they provided to the family of a newly diagnosed patient with dementia.

- **Jackie Morrison (HR)** was recently celebrated by Katie Hollahan for being extremely efficient and responsive to any requests in addition to always being friendly. Thank you and we are happy you joined our PRH family! Thank you, *Sabine*

- Please join me in celebrating **Jeremy Connor** who has gone above and beyond for the hospital. Jeremy recently organized the second annual *Lumberfest*, a charity event in support of the PRH Foundation's *Cancer Care Campaign*. Jeremy started months ago, volunteering a great deal of time to get permits, equipment and over 15 local bands to come together for one day at Finnegan's restaurant. He then went close to 20 hours non-stop as the MC, playing drums to support some of the artists, and hosting the after party. A total of \$1,969 was raised through cash donations at the bar, through a posted QR code, and through after-profit sales through Finnegan's restaurant. Thank you Jeremy! *Paul Newman*

- Melanie Henderson recently celebrated **Anna Ethier** for stepping up and filling in for one of her colleagues. Thank you so much for being so supportive and helping the team out! *Sabine*

- **Danielle Rae** was recently celebrated by Andrew Keck for her enthusiasm on participating in the Emergency Preparedness exercise. He really appreciated her positive response! *Sabine*

- **Rita Amodeo, Nyomi Immel and Ralph Hatem** were celebrated by Carolyn Levesque for their assistance with the Staff Association Treat Day on July 11th. She said it was a lot of work to pick up, and divide out the strawberries and they were there to give a hand. Thank you for your support! *Sabine*

- The coffee-loving Administration team would like to thank **Carley** for her efforts in making such delicious iced coffee in the cafeteria! This is a great addition to the cafeteria menu and the perfect refreshing treat for the warm summer months, Thanks Carley!! *Katie Hollahan*

- Celebrating **Taylor, Dawn, Lori S. and Kim** for the excellent communication and work they did in the Lead Hand role this week. *Cheryl Summers, Environmental Services*

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

Civic Holiday - August 7

Labour Day - September 4

A very special thank you to the representatives of The Circle Of Turtle Lodge who led the Kairos Blanket Exercise at PRH on July 5th and to the 15 staff who participated.

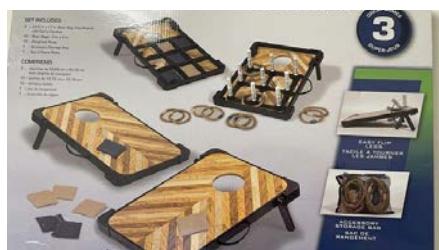
The blanket exercise is based on using Indigenous methodologies, and the goal is to build understanding about our shared history as Indigenous and non-Indigenous peoples in Canada by walking through pre-contact, treaty-making, colonization and resistance. Everyone is actively involved as they step onto blankets that represent the land, and into the role of First Nations, Inuit and later Métis peoples. By engaging on an emotional and intellectual level, the blanket exercise effectively educates and increases empathy. The exercise always concludes with a sharing circle.



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.



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 (through the Perkopolis site) and more!

Pembroke Regional Hospital

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Tour de BONNECHERE



Sunday
August 27, 2023

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
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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/



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.

