

Today's Take-Aways

Human Resources

• There are exciting changes ahead with regards to the delivery of our EAP (Employee Assistance Program), LifeWorks! Stay tuned for more information in the coming weeks.

Occupational Health and Safety



 Marked annually in Canada on April 28th, the National Day of Mourning is dedicated to remembering those who have lost their lives, suffered injury or illness on the job, or experienced a work-related tragedy.

Unfortunately we all know someone who has had this happen or have suffered it ourselves. Please take a moment on this day to reflect and commit to improving health and safety in our workplace.



Patient Safety

• In the month of March, there were 100 incidents/near misses reported in RIMS. This is a slight drop from 110 in February. The most significant change was related to falls. In February, there were 20 patient falls

reported, whereas March had six. Fall prevention has had a big impact on ensuring our patients stay safe, and prevents extended hospital stays and negative health outcomes. Well done to everyone for having a great month preventing falls.

Connecting with the Community

 Our hospital is always looking for ways to interact and engage with our community partners.

Earlier today, members of Canadian Special Operations Forces Command (CANSOFCOM) who are training to become Special Operations Medical Technicians visited PRH in order to conduct a tabletop exercise with the facility and give the students a rehearsal for how to integrate with a local hospital prior to doing it in an operational setting.



Today's Take-Aways Continued

Departmental Updates

Acute Mental Health

• On April 6th, Acute Mental Health staff and Spiritual Care collaborated to accommodate a firstever drumming circle ceremony in the new hospital chapel for one of the patients.

Medical Affairs

• Recruitment is an important part of the work of our Medical Affairs team. This week Katie Hollahan and Debbie Robinson are in Niagara Falls for a rural family physician conference.

Rehabilitation

• The department is happy to share that the Rehab patio is now open for use by all throughout the day. Please note that, for now, masking on the patio is required unless seated for eating and drinking. It's a great location to take a break on nice weather days. The Rehab patio is open from 8 a.m. to 7:30 p.m. daily.



Spiritual Care

• All are welcome to attend the first Mass and blessing of our new chapel taking place Friday, April 21st at 10 a.m. We will be having an official grand opening celebration later in May or June, with a date to be announced. For now, the weekly Mass will resume and also Roman Catholic volunteers will be able to visit patients and bring the Eucharist.

PRH Staff Association

• Please note that the PRH Staff Association's annual survey has been launched and will be available via Survey Monkey (link below) until 4 p.m. May 2nd. Please take a few moments to complete this short survey as your valuable feedback will assist with our event planning for the rest of 2023.

https://www.surveymonkey.com/r/7TR2VYB

Surgical

• The Surgical Construction Project is currently in Phase 2 and has moved into the reconstruction phase in Tower A's 3rd floor East and North. The next major step in the project is to relocate our inpatient Surgical unit from Tower 3A South to Tower 2A South. The Medical/Surgical/LDRP teams, along with various organizational stakeholders have started planning meetings to plan for this next step. Thank you to all who have been involved in these initial planning phases!

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

National Organ and Tissue Donation Awareness Week - April 23-29

Wear green as a show of support throughout the week and share your photos with pr@prh.email.

Administrative Professionals Day - April 26

National Day of Mourning - April 28

National Physiotherapy Month - May

Asian Heritage Month - May

National Doctor's Day - May 1

Connecting with the CEO - In Case You Missed It

April 7, 2023

Congratulations on a successful Accreditation!! On behalf of our hospital's Board and Senior Leadership Team, I want to extend my deepest gratitude to each and every one of you for doing such a wonderful job each and every day.

All of you had an important role in getting us to where we are today and you have enabled us to share with the Accreditation Canada survey team, the things that make our hospital great and what we do to ensure our patients and our community are well cared for in every way possible.

In their debrief on April 6th, the Survey team shared some of their overall impressions of Pembroke Regional Hospital and our health care team.

- Caring and committed staff and physicians
- Finding ways to be fiscally responsibility
- Providing strong community support
- A Positive culture "You feel it when you walk into the building."
- Patient centred care
- Multiple ways to communicate "The Loop is great."
- Ways we have adapted to innovative models of care



The fact that they saw this from an objective perspective is testament to the fact that we are all doing our part to stay strong despite the challenges we have faced and continue to face, and that, ultimately, we are working together, supporting each other and doing the best for those in our care.

As we receive the final report and decision in the coming weeks, we will also share more detail with you.

April 14, 2023

Recently, our Senior Leadership Team was provided with a detailed overview of the 2023 Staff Engagement Survey results. With an overall participation score of 69%, I want to thank all 605 of you who took the time to complete the survey and provide very insightful feedback through your comments.

Of particular note, 14 of our departments/department groupings had between 70 and 100 percent participation, Way to go!

The results of this survey validated some areas for improvement that we are working on, but it also brought to our attention some other areas where clearly more work is needed.

Some of these were highlighted as part your comments – a total of 307. Many of these were highly detailed, carefully thought out and, while expressing concerns, also offered constructive suggestions for ways to move forward. I want to thank you for this. We need to know what your thoughts are in order to make changes!

A number of common areas for improvement were identified. These were:

- Communication with frontline staff
- Staff recognition and the need to feel valued
- Staffing levels and workload
- Staff involvement in improvements and changes
- Staffing processes

Connecting with the CEO - In Case You Missed It

While some of these areas are within our control and therefore allow us much more opportunity to enact change, we do acknowledge that others may take more work and innovation since they may be impacted by factors that we cannot change alone.

This doesn't mean that improvement can't happen – only that the resolution may be more complex. Please know, however, that all comments are valued and, having heard you through them, we are now incorporating your feedback into our next steps.

In the coming days and over the next few weeks, survey results will be reviewed at the Lean huddles, and we are hoping to gather additional unit specific details. From there, more work will be done and we will keep you up-to-date on plans and progress made. Provider Experience is one of our hospital-wide goals (Drivers) for this year and we will use these results to choose our improvement ideas.

DID YOU KNOW?



ADMINISTRATION

- IV direct: physician or RN respiratory support give over at least 2-3 minutes. At TOH: always as IV direct route.
- Intermittent IV infusion. Must be administered by a
- When administering a medication with bold instructions, if you are unsure what that means, be sure to refer to the legend at the beginning of the IV manual



2

There may be prerequisites for the administration of certain drugs. These are defined below and the specific prerequisites are also indicated in the drug monographs. Unit-based protocols, once approved by the Pharmacy and Therapeutics Committee, will supersede these prerequisites. The drugs have been classified, according to prerequisite(s), into seven categories.

- 1. No prerequisite noted Drugs which may be given by an RN in any area.
- Respiratory Support There must be an oral airway, manual ventilator (ambu bag), airway suctioning and oxygen equipment readily available on the unit.
- Blood Pressure Monitoring Drugs requiring use of non-invasive blood pressure monitoring with vital signs being monitored more frequently than q1h.
- 4. <u>Continuous BP Monitoring</u> Drugs requiring invasive continuous arterial blood pressure monitoring and where a physician is available in-house to immediately attend STAT calls. However, if inserting an arterial line is not feasible or if the drug requiring continuous blood pressure monitoring is to be administered only for a short time period, "continuous blood pressure monitoring" can be performed by a non-invasive method such as ongoing frequent intermittent blood pressure monitoring (e.g., q10 minutes or as decided by the team).
- <u>Cardiac Monitoring</u> The patient must be connected to a cardiac monitor and the Registered Nurse giving the drug must have acquired the skill of ECG interpretation (except Neonatal ICU).
- Ventilator Support The patient must have an endotracheal tube or tracheostomy tube in situ and must be mechanically ventilated. The RN must have acquired the skill of ventilatory support.
- Fetal Monitoring The patient must be connected to an electronic fetal monitor and the Registered Nurse must have acquired the skill of interpreting the monitor strip.



PRH Staff & Physician Satisfaction and Engagement Survey A Summary of Our Strengths and Areas for Improvement

A sincere thank you to everyone who completed the survey. We had excellent participation with a total of 605 responses which represents 69% of our staff.

Some of the key take-aways were:

Teamwork has never been stronger at PRH!

86% of employees feel that the people they work with treat them with respect

81% say that the people they work with help each other out

75% of employees feel like they belong to a team

Our Teams are engaged

80% of employees are willing to put in a great deal of effort in order to help PRH succeed.

77% I have an opportunity to bring forward challenges and issues to the person I report to.

Our Teams are committed to Quality

72% of employees are proud of the quality of patient care/client service they provide

72% of employees bring quality improvement ideas to their department's huddle

82% understand how the performance of their department impacts the success of the goals of PRH

What's next?

Department specific survey results will be posted on Lean Huddle boards

Over the next few weeks, discussions will happen at Lean huddles to get feedback on areas of strength in each department as well as areas for improvement based on the survey results. Through this feedback, plans will be made to improve the experience of PRH team members. Stay Tuned to *The Pulse* for more updates.

Question	Strongly Agree	Agree	Neither Agree/ Disagree	Disagree	Strongly Disagree	IN/A
Teamwork						
The people I work with treat me with respect	40%	46%	9%	4%	1%	
The people I work with help each other out	37%	44%	11%	5%	2%	
I feel like I belong to a team	35%	40%	15%	7%	3%	
Communication & Feedbac	k					
The person who I report to clearly communicates what is expected of me in my job	29%	40%	14%	11%	6%	
The person who I report to frequently provides me with useful feedback on my performance	20%	40%	18%	15%	7%	
The Senior Leaders (CEO,Chief of Staff, VP's ,Directors, Department Chiefs) communicate organization plans openly with employees	10%	30%	30%	18%	12%	
Engagement						
I regularly provide feedback to my immediate supervisor.	21%	50%	18%	9%	2%	
I regularly provide feedback to my immediate co-workers	22%	56%	16%	3%	2%	
If I have an idea to make my workplace better,I bring it to my department's huddle	21%	50%	15%	5%	3%	5%
When changes are made in my department/ area of work, I have an opportunity to be involved in the process	19%	38%	18%	16%	9%	
I have an opportunity to bring forward challenges and issues to the person I report to.	29%	48%	12%	6%	5%	

I am willing to put in a great deal of effort in order to help this organization succeed.	33%	47%	15%	3%	1%	
This organization inspires me to do my best	16%	37%	26%	15%	7%	
Overall how satisfied are you working at PRH?	18%	42%	21%	13%	5%	

Quality & Safety						
I believe that the goals of the organization will improve the quality of			Y .		-	$\overline{}$
care for my patients and/or my co-workers	14%	46%	24%	11%	4%	
I will freely speak up if I see something that may impact myself	4504	450/	F0/	40/	40/	
and/or my co-workers' safety	46%	46%	5%	1%	1%	
I am satisfied with the quality of patient care/client service provided	22%	50%	15%	11%	2%	
by myself, my team, and my department.	2270	3070	1370	1170	270	
My organization takes effective action to prevent violence in the workplace	23%	43%	17%	11%	6%	
I believe that our Senior Leaders(CEO,Chief of Staff, VPs, Directors,						
Department Chiefs) are committed to providing a safe and healthy workplace	17%	39%	22%	15%	7%	
My organization takes effective action to prevent bullying,	16%	42%	20%	15%	7%	
harassment, and other forms of abuse in the workplace.	1070	7270	2070	1570	7 70	
I would recommend my department/program to my family and	24%	33%	22%	12%	8%	
friends as a place to work						\blacksquare
I would recommend Pembroke Regional Hospital to my family and	16%	36%	30%	13%	9%	
friend as a place to work						
Investment In Improvemen	it			-		
I am offered training and learning opportunities that enable me to perform well in my role at PRH.	14%	45%	21%	14%	7%	
I am informed about the learning and development resources available to me.	13%	47%	23%	12%	4%	
Huddles in my department lead to process improvements.	16%	42%	20%	9%	6%	7%
I understand how performance of my department/work area impacts	26%	56%	14%	3%	1%	
the success of the goals for the organization	2070	30%	1470	376	170	
I understand what the goals are for the organization for this year.	11%	39%	28%	18%	3%	
PRH is always looking for ways to improve	14%	44%	25%	12%	5%	
Visual displays of my department's performance are regularly						
reviewed and used to identify improvement opportunities	10%	38%	21%	15%	6%	



This week we celebrate the volunteers who are a valuable part of our health care team and enhance many aspects of our hospital through their contributions to the PRH Auxiliary, Board of Directors, PRH Foundation, Patient and Family Advisory Council, Spiritual Care program and Volunteer Services program.

CELEBRATIONS

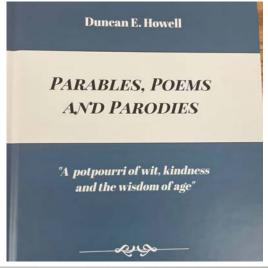
To include a special message in this section, email celebration&recognition@prh.email.

- I would like to recognize **Tania Charrette from the lab** for her help with troubleshooting a challenging order entry in the ICU. Your help enabled the nursing staff to treat the patient in a timely manner! Laurie Menard, Director Diagnostic Imaging, ED, ICU, and Pharmacy
- Congrats and a warm welcome to **Jordan Lee**, **RN to the ICU**, pictured at right. He has successfully completed the critical care orientation program for ICU with honours distinction on the PRH critical care exam. Congrats Jordan! From *Martin, Kaley, and Erin*
- The Senior Leadership Team would like to celebrate our hospitalists, surgeons, anaesthetists, and internal medicine physicians for all of their collaboration and support with the physician staffing challenges we recently experienced in our ICU. A special word of mention to Dr. Chander for taking on additional days to help with coverage. Thank you very much! Sabine, Tom, Beth, Melanie and Scott.



• The Rehabilitation team recently celebrated the return of former patient Duncan Howell of Petawawa who, at 92 years of age, recently had a book of his poems and parodies published. While Mr. Howell was in hospital this past February and March, he wrote a parody to the tune of Willie Nelson's "To All The Girls I've Loved Before", as a tribute to the staff who cared for him. He included that piece in his published book and presented a copy of the book to the team to remember him by.







To all the staff on rehab floor
Who traveled in and out my door
For helping me along
I dedicate this song
I've never seen the like before
For all the staff who were the best
To put my body to the test
Your work was so unreal

for helping me to heal

Mu manu thanks ... God Bless

Are you wondering about all the services and ways our **EAP LifeWorks can support you?**

Our EAP provides a wide range of services and resources from nutritional to financial, to self-care and life-style changes, mental health supports, grief supports and assistance with complex decisions such as retirement, or career changes.

Please take the time to check out our EAP at www.workhealthlife.com



There are many ways to get help today - all completely confidential. Your Employee Assistance Program (EAP) provides you with immediate and confidential help for any work, health or life concern. Let us help with stress, anxiety, parenting advice, family needs and much more.



This week is Health Information Professionals Week!

We celebrate all those who are a valuable part of our team for all that they do!

For all upcoming professional celebrations, consider submitting photos of your team that we can promote and celebrate on our social media sites during your profession's day, week or month!

Submit all photos and/or a summary of the work your team does to pr@prh.email.



pemreghos.org/hr

Apply on our website!

Posting # P-52-23



LEAN //V

On April 18th, members of the Senior Leadership Team visited the Emergency Department to learn about a recent improvement initiative in which one stretcher was removed from a two-stretcher room and was replaced with two chairs that have a privacy divider between them.

This was done in order to make more room for minor acuity patients within the treatment area. The initiative was identified as part of a departmental self-assessment for Accreditation and was supported by staff and the ED's patient advisor.



A working group was formed and the ED team collaborated with Maintenance, IT and IPAC in order to accomplish the end result. At any time, if need be, a second stretcher can be returned to the room.

After implementing this in February, staff and patient feedback have been helpful and additional improvements are being made, particularly around measures to improve privacy.





PRH Staff Association Treat Day

Featuring A Traditional (Plain) Butter Tart

Distribution Time/Location: Thursday, April 27th,

<u>11 a.m. - 1 p.m.</u>

(Room A128 Next To PRH Foundation)

PLEASE NOTE:

- 1. Everyone needs to pre-order, either as part of a group or individually. If pre-ordering individually, please note that your order will not be placed for collection with your department. It is assumed that the individual will pick it up or assign a designate to do so.
- 2. All pre-orders must be submitted by email to pr@prh.email by 4 p.m. April 24th.
- 3. All pre-orders must be picked up during the distribution period on April 27th.
- 4. Please note that groups who arrange pre-orders are responsible for ensuring all staff on their lists:
 - are active Staff Association members and are IN THEIR DEPARTMENT
 - wish to receive this month's treat
 - receive their items after pickup





Tower A:

- The move into the new sterile rooms for the *Cancer Care Project* had to be postponed due to issues experienced with one of the hoods which has since been resolved. Sampling ports still need to be installed and the controls/monitoring system reprogrammed to accommodate temperature and humidity displays on the room pressure monitoring panels in the corridor.
- Regarding the *Surgical Day Care Project*, work continues with terrazzo floor repairs, HVAC ducts, walls and electrical installations. The wood grain ceiling tiles and LED lighting fixtures were installed in the Chapel. The Surgical staff break room was relocated to B361. The water shutdown for Towers A and B was postponed to the evening of April 13th. A localized electrical shutdown on the 5th floor and on the 4th floor north wing was also planned for the same evening.
- On the 4th floor (LDRP), a new HVAC system is being installed in the Nursery and in the south corridor. A new medical gas alarm and shut off valve panel was installed in the south corridor. Asbestos abatement was started in the patient rooms to remove the insulation on the water and heating lines.
- In the 5th floor A537 washroom and in the A536 Housekeeping room, the rough-in for the electrical and fire alarm system was completed. The installation of drywall and insulation has started.
- Ductless split cooling units were replaced in the Penthouse elevator room, in the IT Coms Room (A538), and in the A517 meeting room currently used by Pharmacy.

Tower B:

- Patient room B376 was repaired following water leaks and has been returned back into service. Patient room B385 also has been patched and painted. The roof is scheduled to be replaced in the spring.
- The heating controllers continue to be replaced throughout the building with the focus on the difficult areas for access.
 - The nurse call contractor resumed the installation on the Ground floor.
 - Ductless split cooling units were replaced in the main IT Coms Room.

Tower C:

- The ground floor renovation tender drawings and documents were finalized.
- Ductless split cooling units were replaced in the IT Coms Room (C001), in the Boardroom (C142) and in the Auxillary office (A141).

Tower D:

- Maintenance staff installed the *On the Right Track* curtain system in POAC. This will improve patient privacy and efficiencies for the Housekeeping staff.
- The Cancer Care Project Phase 2 (Medical Day Care) conceptual layout was approved by the Senior Leadership Team. The next step is to start work producing detailed engineering drawings for tender.

D'Youville Warehouse:

• The furnace and cooling units were replaced in the Mat Man offices.

Hospital Wide:

• The Rogers technicians are in the testing phase of the cellular coverage improvement project.



You Are Invited To Join The Pembroke Regional Hospital's Pharmacy Team As They Celebrate The Opening Of Their New Sterile Rooms

Wednesday, April 26th, 2023, between 2 p.m. and 6 p.m. 5th Floor, Tower A

A few short remarks and ribbon cutting will occur at 5 p.m.

During this drop-in style event:

- · Stop by and take a tour
- View the new space and equipment
- Check out the specialized PPE (Personal Protective Equipment) worn by our team in these new areas
- Meet our Regional Sterile Compounding Supervisor from CHEO
- · Ask questions

We would like to thank each and every one of you for your patience and understanding throughout our construction journey.



Friday, April 28th, 2023 OUR LADY OF LOURDES CHURCH

DOORS OPEN AT 6:00 FOR SQUARES, COFFEE, TEA

Tickets \$20 each at the Gift Shop (Available April 3)



Now Available: unshine PRH Clothing and Accessories

Another Auxiliary Project

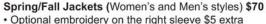
Gift Shop

NEW PRODUCT LINE COMING SOON!









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!



















Pleo and Partners Mobile Support Group

For parents/caregivers of youth up to age 25 who are living with mental health/addiction challenges

3rd Tuesday of Every Month from 6:30pm - 8pm



Upcoming sessions

- O1 April 18, 2023 Eganville
 Bonnechere Union Public Library (74 Maple St)
 Partner: Pembroke Regional Hospital
- O2 May 16, 2023 Petawawa
 Health Centre (154 Civic Centre Road)
 Partner: Petawawa Centennial Health Centre
- O3 June 20, 2023 Cobden Anglican Parish Hall (29 Crawford St) Partner: ConnectWell
- O4 July 18, 2023 Deep River
 Deep River Public Library (55 Ridge Road)
 Partner: North Renfrew Family Services

Visit <u>pleo.on.ca</u> for more information

More than 90% of parents we support feel:

- better able to cope
- O better able to support their child
- O better able to access the services they need
- O less anxious, isolated and stressed

Still have questions? Please call 1-855-775-7005 or email bonnie@pleo.on.c



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PEMBROKE REGIONAL HOSPITAL Offer Code: PEMBIG8



For more information, visit greatwolf.com or call 800.905.9653

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Now anyone in the Ottawa Valley who needs a **Pap test can get one.**

Eligibility checklist:

- You have a uterus
- You're aged 25 to 69
- 3 years or longer since your last Pap test
- No family doctor or nurse practitioner

SCREENING MATTERS.

The Pap test is the best way to detect and treat cervica cancer EARLIER for better outcomes.

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- Pembroke

- Barry's Bay
- Deep River
- Petawawa

Book now:



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Foundation News





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www.PRHcatchtheace.ca



Coming to Beautiful Downtown Pembroke
Saturday, May 6th, 2023

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