



Today's Take-Aways

A Message From The Senior Leadership Team

• With just 10 days remaining until the Accreditation Canada four-member survey team arrives at PRH, we would like to take a moment to pause and recognize the incredible work that has been done by so many of our health care team members to prepare for this valuable onsite assessment. We recognize the amount of effort that it has taken to get to this point in order to ensure we are ready to share our experiences, our expertise and our journey with the four new friends coming to our hospital.

We also recognize that there are many of you who may not have experienced an Accreditation process before and may have some trepidation about what to expect but we want to reassure you that this is not meant to be a “test” or “punitive” process in any way. Having our processes, policies and practices measured against best practice standards will help improve our patient experience and workplace environment.

In addition, it's an amazing opportunity for us all to take stock of the work we do every day, and the tremendous efforts that were made throughout the pandemic and share them with others in a positive light.

Rest assured that when a surveyor asks a question, you are not on your own – support each other, collectively provide information and showcase the great things you are all doing in your own areas.

We know you all do great work. Now is the time to shine and share what you do with others!

Infection Prevention and Control

• Please note that the "Infection Prevention and Control" link on the PRH Intranet has been updated and now includes quick access to important information, including:

- Alters, Advisories and Memos
- Hand Hygiene Audit Results
- PPE Audit Results
- Outbreak Reports

Pembroke Regional Hospital Intranet

[Infection Prevention and Control](#)

[Electronic Medical Record \(EMR\) Help](#)

[** Staff Resources **](#)



Departmental Updates

ED/ICU

• A huge THANK YOU to ED physician Dr. Svetlana Cakarevic who surprised the team with a selection of pies from a local bakery as a treat during her March 22nd shift.

Food Services

• The department recently hosted a “Pie” day where staff brought in different purchased pies to share. This was a great morale booster!

Today's Take-Aways Continued

Human Resources

- HR is looking for a new person to join the team! The Human Resources team at Pembroke Regional Hospital is seeking an HR Business Partner to join the team. If you, or someone you know, may be interested, please view the job posting here: <https://www.pemreghos.org/hr?job=16386>

PRH Foundation

- As you may have heard, our next "Heroes Run for Healthcare" in support of the Pembroke Regional Hospital Foundation is being held on Saturday, May 6th in downtown Pembroke. Registration for the event starts at 7:30 a.m. that morning and the event should be all wrapped up by 11:30 a.m.

The Foundation is currently looking for a variety of volunteers to make this day great for our runners and their supporters. They are in need of a variety of roles such as route guidance, cheering stations, parking attendants, etc. If you are interested in volunteering for this event, please contact the Foundation at extension 7408 and indicate any preferences you may have regarding your volunteer duties.

Rehabilitation

- The inpatient Rehabilitation team meets every Wednesday to review patient goals and treatment plans and update on progress and next steps.

On Wednesday March 22nd, the team welcomed Dr. John Bradley, first year family medicine resident to their team meeting. John is currently paired up with Dr. Linde Corrigan for his rural family medicine placement.

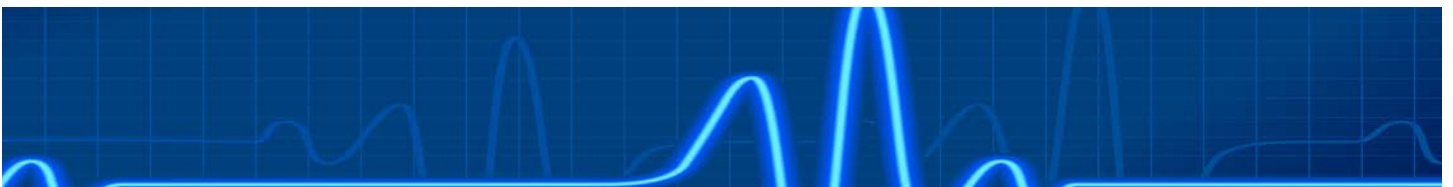
The team also surprised his mom, Lisa Bradley, who was called down "urgently" to see what was happening in the Rehab Angel Room!



Surgical/OR

- The Surgical/OR team would like to celebrate the whole surgical program and physiotherapy department on a job well done for the first successful Day Surgery hip surgery as well as the first day having two Day Surgery knee surgeries.

- Congratulations also to everyone on all the hard work for being done in preparation for our upcoming Accreditation survey!



Accreditation Update

ACCREDITATION | April 3 to 6, 2023

10 : 21 : 07

DAYS

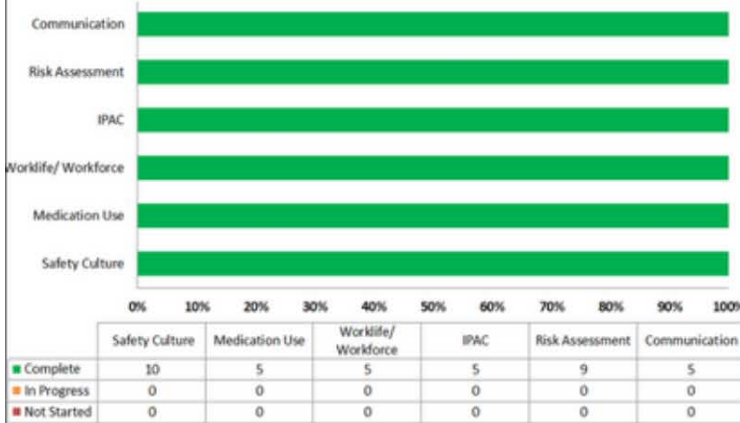
HOURS

MINUTES

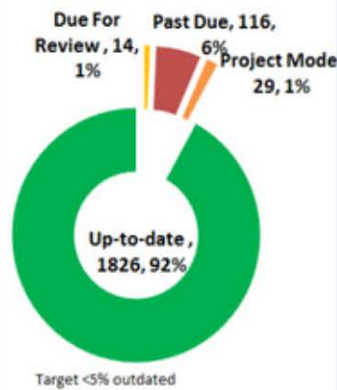


PEMBROKE REGIONAL HOSPITAL 2023 ACCREDITATION READINESS DASHBOARD

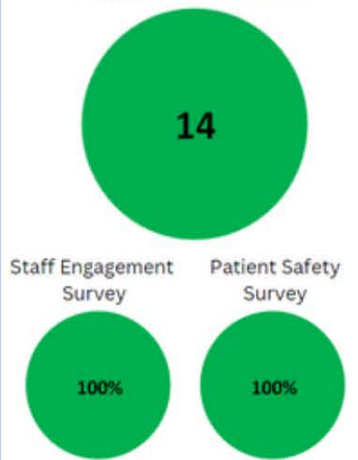
Status of Required Organizational Practice (ROP) Readiness



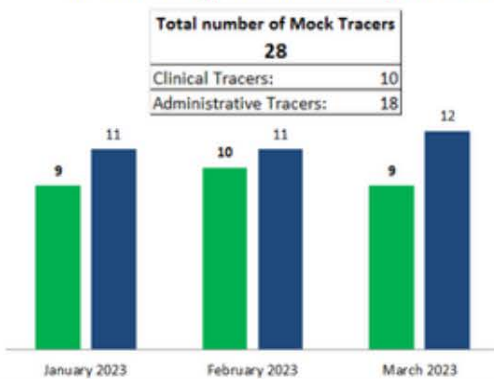
Policy Readiness



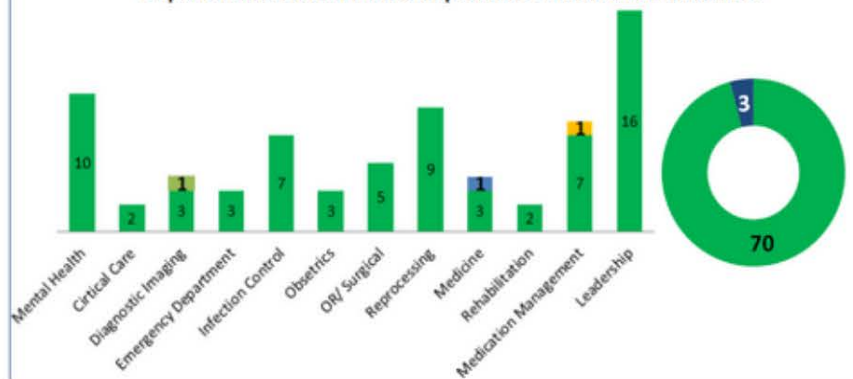
Combined Survey(s) Completed Action Items



Mock Tracer Opportunities for Improvement



Departmental Action Plan Completeness Indicator of Readiness



To everyone that has worked so hard to get us where we are in our Accreditation Journey. This experience has brought our teams together to work in close collaboration to enhance our efforts in ensuring our patients are provided with safe and quality care!



ACCREDITATION | April 3 to 6, 2023

Accreditation Update

ACCREDITATION | April 3 to 6, 2023



Survey Week is approaching quickly...

TOP TIPS



- **Be proud!** The work done on the units every day is outstanding. Most of what the assessors are assessing is what we do every day. Talk about it with pride.
- **Be welcoming and friendly to the surveyors; they are peers in other hospitals!** You can fully expect them to be respectful and appreciative of the time you can share with them
- **Make time to speak with them.** They will respect the rhythm of the unit and will understand that patients' needs take precedence!
- **Let them know about the great and exceptional stories.** Share quality improvement initiatives, awards, leading practices, special accomplishments, ect.
- **Be comfortable to join a conversation with a colleague.** It is perfectly acceptable (and encouraged) to support one another, we're in this together! *"I can add to that..."* is a great way to contribute additional information to an answer and to demonstrate teamwork.
- **If you don't know the answer, it's okay to say "I'm not sure but I would go to XXX to find out".** Remember, that the point of having policies, procedures, standards, educators or managers is to support patient care; use those resources as you would in a real situation.

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

We asked: you responded... You spoke: we listened!

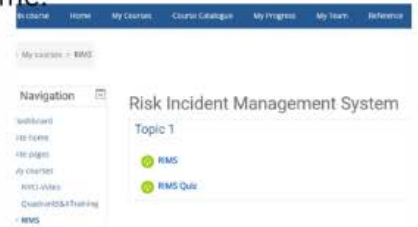
The following action items have been completed in response to the 'Patient Safety Survey' and 'Staff Engagement Survey (2022)':



1. To ensure awareness of safety issues at the frontline, the Senior Leadership Team (SLT) has set a target to attend at least 20 departmental huddles each month and has exceeded this goal.

2. To revitalize LEAN huddles across departments in order for teams to connect and work together on identifying, prioritizing and working on improvements identified by frontline staff, 26 of our departments have reimplemented LEAN huddles. Since January these huddles have been happening 90% of the time!

3. To cultivate a culture for patient safety incident reporting that emphasizes facts and responsibilities over blame, an eLearning module was created. This module outlines roles and responsibilities and assists staff with inputting patient safety incident reports through the RIMS system



4. To ensure a consistent approach to incident follow up and provide staff with feedback about changes made due to patient safety incident reports, a standardized incident investigation guide was created for management



5. To recognize staff for their involvement in patient safety improvements, a "Patient Safety/ Quality of Care Shout Outs" board was posted in the cafeteria and will be regularly updated

6. To recognize staff and celebration of exemplary job performance and achievement through peer recognition and hospital wide recognition we have had a total of over 500 celebration tickets generated from our frontline staff since October! Additionally, SLT has conducted 11 Gemba walks over the last year to learn about and celebrate improvements being made across the hospital.

7. To engage frontline staff in improvement work as they are the real experts, we have collectively brought forward over 300 improvement ideas through our Lean Huddles and have consistently generated 30 improvement tickets each month since October!

8. To ensure availability of equipment required to safely transport and care for our patients, a working group was established. Additional wheelchairs were purchased and a Lean process was used to tag and store the equipment.

9. To engage frontline staff in improvement opportunities, a copy of the Patient Safety Survey Tool Action Plan was widely shared and feedback requested. An additional action item was added to our plan as a result of this feedback.



More Information:
www.pemreghos.org/accreditationhub

CELEBRATIONS

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

- Please celebrate **Brianne Laabs** who provided exceptional care on March 13th to an elderly patient who was actively dying in the ED. Her colleagues observed her going above and beyond to make sure the patient was comfortable and cared for in all aspects. She also showed genuine compassion and empathy when the family presented. *Kaley Lapierre*

- Thanks to **Andrea and Tanya (staffing)** for their contributions to the clinics schedule and auto-call process. Their patience and guidance helped us navigate the change. *Julia and Greg (Clinics)*

- Congratulations **Carmen Walker, RN, ICU** for completion of the PRH Critical Care Orientation Program for Intensive Care, with Honours Distinction on the final exam. Welcome to the team! *Erin, Kaley, Martin and Laurie*

- On behalf of Food Services, we would like to thank **everyone who purchased tickets to help raise money for Cindi and Shawn Buske**. With your help, we raised \$1,160. Here are your winning ticket numbers - Scratch Ticket Bouquet #3231828 and Candy Basket #3231951



Please hang on to your ticket until both prizes have been claimed. If one or both haven't been claimed by Monday March 27th we will redraw another winner! Thank you again for all your support!

- Beth Brownlee recently celebrated **Danielle Rae** for the positive energy, optimism and enthusiasm she is spreading throughout the organization as part of our Accreditation preparation. I want to add that Chris Ferguson mentioned the same and was very impressed with all the work you have done to get us ready. Thank you for all you do!! *Sabine Mersmann*

- A huge thank you to you **Erin Van Allen** for prepping the AMH team and providing education and support to the unit around a recent Mock Code Blue. We celebrated her at a recent huddle for all the work she did to support us! *Cheryl Summers*

- I would like to celebrate our **staff in the Ambulatory Clinics** for all of their hard work this week, coming together and helping out where needed. It was most welcomed and truly appreciated! *Lisa Gravel RPN*

- Andrew Keck and Kirsten Johnson recently celebrated **Alycia Fraser** for her tremendous efforts in getting all the policies updated in preparation for Accreditation. She did an amazing job and was instrumental in this process.

- I would like to express my heartfelt gratitude to my **co-workers in the Clinics** for their ongoing support following the recent passing of my Special Aunt, Gertrude Covey on March 14th at PRH. God Bless! To **Dr. Zakko**, you touched my heart. For the many times you cared for her, you went above and beyond. So very much appreciated. To the **many staff who contributed in any way to Gert's longevity**, Thank You! YOU ARE ANGELS! It is hard to put into words the gratitude I have. All the support and caring services that were provided daily are very special. Even the smallest of tasks put a smile on her face. She was like family to many. The many hugs, messages, flowers and condolences that were received have meant so much. I am so grateful. Truly blessed to have you all, in my life. Thank You for caring. *Sandra Dick*

- Katie Hollahan celebrated **Dr. Margarita Lianeri, Dr. Keri Ladd, Tyler Graveline, Thea Nicolai and Erin Van Allan** for the great work in reviewing and updating the Med Rec tool. Thanks to each of them for all that they do to improve patient safety at PRH. *Sabine Mersmann*

LEAN IN



On March 9th, our Senior Leadership Team conducted a Gemba Walk in the Lab where they were provided with an overview of all of the improvements being made in that department and how these are improving the overall service quality including the introduction of a new Lab Information System.

In discussions with staff and members of the Lab's management team, it was revealed that while there is still improvement work to be done, some improvements in service delivery have already been made and as part of the learning curve there have been a number of lessons learned. They hope to share these lessons with others and refer to them when making improvements in the future.

The Lab team also spoke about the staffing challenges they too have faced, and how this has impacted the various projects and overall operation of the department.

St. Patrick's Day Spirit At PRH - Ambulatory Clinics



Emergency Preparedness

On March 20th, a Code Brown table top exercise was completed as the Code of the Month. The scenario for the table top was a chemical spill of a product in the boiler room in Tower A. The team in the Command Centre had to work through scenarios including an injured staff member, identifying the chemical and what risks exist (in this case respiratory risk). They also had to identify what PPE is needed and how to contain the chemical spill. This included identifying the location of spill kits, and talking through how they would set up a safety perimeter and ventilate the room.

The key learning to take away from this mock exercise was that all of the people who participated came with their own expertise and added value to the Command Centre. Through the support of SLT, Occupational Health and Safety, Maintenance, Medical, Rehab, ED, Communications, HR, and Clinical Resource, a mock plan was operationalized. This type of exercise was identified as being very helpful as everyone continues to build their knowledge on Emergency Preparedness, and it highlighted the importance of communication and teamwork.

Information Technology - A Spotlight On Phishing

Phishing is one of the most common and successful ways to infect an organization with malware. Employees who have been instructed not to “click” on URLs in unexpected emails, are often fooled by convincing fake email messages. Once clicked, these malicious URLs can lead to data breaches, ransomware and other devastating threats.



- 91% of cyber attacks begin with a phishing email (Deloitte).

- Human error remains the highest cause of successful phishing attacks worldwide, as 97% of users fail to identify phishing emails. (Security Affairs)

Definitions:

Phishing: In this type of attack, hackers impersonate a real company to obtain your login credentials. You may receive an email asking you to verify your account details with a link that takes you to an imposter login screen that delivers your information directly to the attackers.

Spear Phishing: Spear phishing is a more sophisticated phishing attack that includes customized information that makes the attacker seem like a legitimate source. They may use your name and phone number and refer to Pembroke Regional Hospital or another legitimate company name in the email to trick you into thinking they have a connection to you, making you more likely to click a link or attachment that they provide.

Whaling: Whaling is a popular ploy aimed at getting you to transfer money or send sensitive information to an attacker via email by impersonating a real company executive. Using a fake domain that appears similar to ours, they look like normal emails from a high-level official of the company, typically the CEO or CFO, and ask you for sensitive information (including usernames and passwords).

Shared Document Phishing: You may receive an email that appears to come from file-sharing sites like Dropbox or Google Drive alerting you that a document has been shared with you. The link provided in these emails will take you to a fake login page that mimics the real login page and will steal your account credentials.

Below are samples of a phishing and whaling attempt you may receive, with some of the warning signs highlighted.

Sample **PHISHING EMAIL:**

From: PRH.HelpDesk@PRH.Email! [REDACTED]

Subject: Password Expired

Be advised that your PRH password has expired. Please reply with the last known password so that helpdesk can reset your account.

Regards

PRH Help Desk

* Notice the return email address is .email! not .email in the “from” field.



Phishing_

How To Protect
Yourself Effectively



Sample **WHALING EMAIL:**

From: PRH SLT <director.officesmail0@gmail.com>

Sent: March 14, 2023 14:01

To: PRH IT <@prh.email>

Subject: Quick Task

Let me know when you are free. I got a request from the CEO regarding the employees. We discussed the employees bonus through the month of January And February (2023). We agreed gift cards with a personal note would be perfect. I need you to assist me on that today. Let me know.

Kind Regards, Tom

* Notice that the return address does not match who they claim to be in the from field.

* Note that SLT, directors or managers will never ask you to purchase gift cards.

What You Can Do

To avoid these phishing schemes, please observe the following email best practices:

- Do not click on links or attachments from senders that you do not recognize. Be especially wary of .zip or other compressed or executable file types.
- Do not provide sensitive personal information (like usernames and passwords) over email.
- Watch for email senders that use suspicious or misleading domain names.
- Inspect URLs carefully to make sure they're legitimate and not imposter sites.
- Do not try to open any shared document that you're not expecting to receive.
- If you can't tell if an email is legitimate or not, please contact IT at extension 8000.
- Be especially cautious when opening attachments or clicking links if you receive an email containing a warning banner indicating that it originated from an external source.
- Also, be aware of the warning messages that come with some emails, especially if the system recognizes an email that is new to you.

St. Patrick's Day Spirit At PRH - Acute Mental Health



Unlock the potential of food:

📍 Find a Dietitian.



March is **NUTRITION MONTH!**

This Nutrition Month, we invite you to consider how visiting a Registered Dietitian can help you!
For more information, visit UnlockFood.ca

What Can I Expect When I See a Dietitian?

What Can I Expect When I Go and See a Dietitian?

Dietitians will help you identify eating habits and patterns, answer any questions about food or nutrient needs, and give you knowledge and skills to help you make the most out of your food choices.

The first appointment, whether it be in-person, online, or on the phone, will be about 45 minutes to 1 hour. During this appointment, your dietitian will ask you questions to get to know you and the reason you contacted them.

Your dietitian will need specific details about you to give you personal and practical information that you can use. The questions your dietitian will ask you will depend on the reason you are visiting them, and may include your current diet, where you eat, your food skills, your general health/medical history and more.

Asking these questions will help your dietitian get an idea of your diet and lifestyle and any food habits that you have. It also gives them the information that they need to complete their nutrition assessment and provide suggestions.

How do I prepare for my appointment with a dietitian?

- It's important to think about your goals and what you are hoping to get out of the appointment.
- Bring a list of medications or supplements with you and be able to talk about your medical history.
- In some cases, it may be helpful to keep a food diary. This is a list of everything you are eating and drinking for at least 3 days so that your dietitian can get an idea of your food habits and eating patterns.
- Write out any questions that you want to ask during your appointment.

What will I take away from my first visit with a dietitian?

Your dietitian will use or give you resources to help you with your goals. This can include food models to show you suggested portion sizes, sample meal plans, healthy recipes, or a grocery shopping list template.

You may also be given written information to take home with you.

Will I have a follow-up appointment?

You should expect to have a follow-up appointment. Diet and lifestyle changes are a gradual process and learning new information and skills can take time. You and your dietitian can decide on the frequency and amount of appointments required. Follow-up appointments are generally shorter and cost less than an initial appointment.

During a follow-up appointment, your dietitian will track your progress, adjust your nutrition plan if needed, and discuss the next steps.

These appointments allow you to ask questions, talk about what's going well, what's not going well, learn about new tools or resources and receive support and feedback.

REMINDER

Complete your Nutrition Month crossword for a chance to win one of two \$50 grocery gift cards!

Find the crossword on the Nutrition Month table in The Lunch Box, or print them from The Loop Facebook Page!

Drop them off to the Nutrition Month table in The Lunch Box by March 29th and keep your eye out for the draw on

March 31st!



**“SPRING AHEAD”
SALE**

PRH SUNSHINE GIFT SHOP

**MARCH 13 UNTIL APRIL 6TH
20% OFF ALL REGULAR
PRICED MERCHANDISE**

STAFF/VOLUNTEER DISCOUNT IN EFFECT ON ALL ITEMS



PRH SUNSHINE GIFT SHOP
PRESENTS
“UNLEASH YOUR SPRING
FASHIONISTA”
Fashion Show

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: PRH Clothing and Accessories



Spring/Fall Jackets (Women's and Men's styles) **\$70**
• Optional embroidery on the right sleeve \$5 extra

Fleece sweatshirt **\$35**
• Optional embroidery on the right sleeve \$5 extra

Glass etched ornament **\$20**

Travel mugs **\$25**

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

Winter hats **\$20**



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Guardian Angels



Rusty Vandiepeningen
"Thank you very much
for making my wife's
stay more pleasant."



Heather Lank
"Thank you,
you're so special
and Nova too!"

SPRING LOTTO

FOR HEALTHCARE



3 EARLY BIRD
PRIZE DRAWS!



Returning April 13th, 2023



Week #24 You Could Win over
\$63,000!

www.PRHcatchtheace.ca



Canadian Nuclear Laboratories | Laboratoires Nucléaires Canadiens

Presents



Coming to Beautiful Downtown Pembroke

Saturday, May 6th, 2023

REGISTER TODAY AND
SUPPORT LOCAL HEALTHCARE!

www.heroesrunforhealthcare.ca

613-732-2811 ext 7408

foundation@prh.email



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

Equity | Diversity | Inclusion

Our enthusiastic committee members came together again March 20th for a third productive meeting that resulted in lots of great discussion and an action plan with tangible outcomes.

Some of the highlights of the work in progress or now underway include:

- Ensuring all policies are updated to include gender-neutral language through standard work representing best practice.
- A list identifying the location of all, all-gender washrooms has been created and will be shared through PRH communication channels. Plans for revised all-gender washroom signage are also being made. Signage will be reviewed by the Patient and Family Advisory Council prior to implementation.
- Work continues on the language revision and standardization for all PRH forms where identification is required in order to ensure there are ways to include sex, gender identification and preferred pronouns. Work will also be done to ensure that this information follows patients throughout their hospital experience.
- Plans are being made to circulate an EDI survey among staff and physicians later this spring.
- Plans are also being made to launch a series of workshops, open to all both in-person and virtually. Various EDI topics will be explored for these and we will welcome guest speakers with various areas of expertise. Stay tuned for more details.
- The Committee is working on an introductory video that will introduce some of the work being done on EDI at PRH.
- Connections are being made with other regional hospital and health care EDI Committees in order to be able to share ideas and resources that may help advance our EDI journey.
- A working group has been established to explore development of an EDI section for the hospital's website.

If you have any comments or feedback, please send an email to Sarah Dube, sarah.dube@prh.email with "EDI Feedback" in the subject line.

Introducing our EDI Committee members:

Brent McIntyre (Human Resources), Ralph Hatem (Human Resources),
Sabine Mersmann (President and CEO), Jody Kulas (Human Resources),
Heather MacMillan (Surgical), Carolyn Levesque (Public Affairs and Communications),
Julia Reddy (Vascular Health), Jennifer Meere (Indigenous Diabetes Care Navigator),
Trish Burke (ED/ICU), Michael Peters (Social Work), Charae Degrow (Mental Health Services),
Jennifer Lemay (Acute Mental Health), Josi Curry (Patient Information).

Upcoming Recognition and Celebration Dates

April

World Health Day - April 7

TGLN Green Shirt Day - April 7

Good Friday - April 7 (Statutory Holiday)

Easter - April 9

Easter Monday - April 10 (Statutory Holiday)

National Medical Laboratory Week - April 9-15

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



The PRH Staff Association Presents

The Treat of the Month

Monday, March 27th,

1:30-4:30pm,

1st Floor, Tower A Entrance

(adjacent to the PRH Foundation office)

Staff Association members are invited to enjoy a
FREE Cinnamon & Sugar BeaverTail.

**Non-members and those wishing to purchase
an additional Beavertail can do so directly
from the vendor at a cost of \$6 + HST (\$6.80).**

**Please note that, given the format of this
month's Treat Day, pre-orders
will not be required.**

**Instead, staff will individually pick up their
freshly cooked BeaverTail anytime during
the three-hour distribution window.**

**Staff are also welcome to pick up for
co-workers who are unable to get away
from their workspace or those who may be
working evening or night shifts and want
theirs set aside.**

To get your BeaverTail:

1. Stop at office A128 (Carolyn Levesque's office) to have your name checked off on the Staff Association membership list.
2. If you are picking up for others, please ensure that you have their names too.
3. You will then be given a ticket which you can redeem at the food truck for a BeaverTail.



PERKOPOLIS DAY
Saturday, April 29, 2023

EARLY BIRD SPECIAL
Purchase on or before March 31
\$28⁹⁹
+HST

Purchase After March 31
\$33⁹⁹
+HST

Two Day Tickets Available
\$41⁹⁹
+HST

Sign in today to purchase your tickets to a Perkopolis exclusive day at **Canada's Wonderland!**

Scan to Buy

Haven't registered yet? Here's how:

- 1 Go to perkopolis.com
- 2 Enter your corporate email address
- 3 Look for an email from us with a link to complete your registration.



Scan to Register

PREFERRED PACK
* CLUB *
GREAT WOLF LODGE

2023
As a member, you can
SAVE UP TO 25%
on your next stay at Great Wolf Lodge
Members save up to 20% on a 1 night stay & up to 25% on a 2+ night stay.

You're going to love winding down our waterslides, dining in one of our fantastic restaurants and building family traditions. All of our lodges include a colossal, 28+ indoor waterpark, daily activities, spacious family suites and much more. So clear your calendar and head to your nearest Great Wolf Lodge.

To take advantage of this offer, simply provide your unique offer code when booking, and present a valid work ID, member ID or documentation at check-in.

PEMBROKE REGIONAL HOSPITAL
Offer Code: **PEMB1G8**

For more information, visit greatwolf.com or call 800.905.9653

Valid on a per night basis and must be presented at time of booking. Limited number of rooms available for each date. May not be valid during holiday and blackout periods, or combined with any other discount or promotional offer. Multiple night minimum stay may apply. Offer based on four guests per room and must have one individual 21 years of age or older staying in each room. Offer may be terminated at any time without notice. Offer subject to availability and is not redeemable for cash. Must present valid work ID, member ID or documentation at check-in or regular rates apply. Limit of two rooms per valid ID. Additional charges may apply for breakfast and premium suites, bookable and/or holidays.

