

Community Connection



Pembroke Regional Hospital Fall 2021 Edition



Phone (613) 732-2811 Email/Version Françaises Disponibles au pr@prh.email
Website pembrokeregionalhospital.ca / Facebook pembrokeregionalhospital / Twitter @PRHhospital

PRH President And CEO Reflects On Vaccination Success And What Comes Next



Pierre Noel

As we head into our second fall of the COVID-19 pandemic I'm starting to feel more optimistic than ever about the path ahead of us, especially given the vaccination uptake locally, provincially and nationally.

While optimistic on the whole, the Delta variant is bringing about some cause for concern with the number of positive COVID-19 cases increasing both domestically and internationally. We truly must do everything we can to get through this next challenge and it is clear that vaccination and ongoing safety measures are our best way forward.

COVID-19 Vaccination Rollout

Since my last report, we have seen tremendous success with the mass vaccination clinic that our hospital operated at the Pembroke Memorial Centre on behalf of the Renfrew County and District Health Unit.

The numbers are astounding. Over 43,000

doses of the vaccine were given at the PMC site since mid-March, along with an additional 1,600 doses which were given in a smaller clinic setting at PRH before moving into the arena. Close to 350 people were involved in our vaccination efforts, staffing nearly 60 public clinics.

And, as you will see in another part of this newsletter, an assortment of individuals, businesses, organizations and several anonymous donors provided over 45 sponsored meals and treats for our team as a way of saying "thank you" for their efforts.

The generosity of our volunteers doesn't end there. While our last clinic was held on August 19th, some of our team members have signed on to assist with the operation of local pop-up clinics which are being run by public health as part of the transition from mass clinics to smaller vaccination settings that will complement those in pharmacies and primary care offices.

I must admit that saying "thank you" hardly seems enough to capture the gratitude that we have not only for all those who helped make our clinic a success but also to those in our community

who came out to be vaccinated in order to help stop the spread of COVID-19.

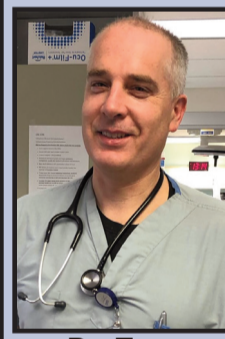
In reviewing survey feedback from our team members on their clinic experience, so many positive sentiments were expressed, words like "amazing atmosphere", "incredible team spirit", "well organized", "supportive", "rewarding", "welcoming", "friendly", "sense of family", "enthusiasm", "positivity", and "pride".



Some referred to the clinic as the "happiest place in Pembroke", while others called it the "social event of the year".

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Professional Staff Experiences Growth And Celebrates Retirements



Dr. Tom Hurley

During the past five years, I have been privileged to serve as Chief of Staff at PRH. The role has afforded me the opportunity to work alongside our physicians and our leadership team as we collectively strive to provide the best care possible, close to home, for those in our region.

During the past 19 months, all have worked with great energy and effort to address the impact of the COVID-19 pandemic and the ongoing health needs of our community. This included designation of PRH as the regional facility for COVID positive patients.

To facilitate recovery from the pandemic, PRH also supported the county's successful mass vaccination strategy. A number of PRH and community-based physicians assisted the vaccination team of staff, volunteers from PRH and the broader community, as well as recently retired hospital staff who answered the call to return.

Many of our physicians also gave extra time supporting Renfrew County initiatives throughout the pandemic, including the Renfrew County Virtual Triage and Assessment Centre (VTAC). This work has confirmed that while some medical care can be provided in a virtual setting, certain in-person visits are a must.

The months ahead will see significant changes in the professional staff at the hospital. Dr. Jeremy Setterfield (urology) and Dr. Abe Choi (radiology) will be leaving Pembroke for family-related reasons. They will be missed, and we do wish them luck!

Fortunately, we have secured replacements: Dr. Anis Aziz and Dr. Mark Wu, respectively who we will welcome to Pembroke.

We will also be expanding our otolaryngology (ears, nose, and throat) service. Dr. Jeff Jones will be joined by Dr. Nadarajah Sanjeevan who is relocating from Oakville.

Dr. Hyman Rabinovitch (neurology) who served our community for 25 years in a part-time capacity recently retired.

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New and Noteworthy: PRH Project Updates

Refurbished Deck on the Rehabilitation Unit - Those looking to enjoy some fresh air, sunshine and green space are now welcome to visit our new patio which can be accessed through the dining room on the first floor of Tower B daily between 8 a.m. and 8 p.m. A hand hygiene and masking station are located at the entrance and all COVID-19 safety measures should be respected during use.

IV Pump Replacement - PRH made a substantial investment in patient safety this year by purchasing 139 new state-of-the-art intravenous (IV) pumps for use across the organization. While they are similar to existing equipment, they have an added feature of an electronic drug library specifically tailored to each unit's clinical needs which reduces the risk of setup and programming errors. There are more than 400 drugs in the new database which has been programmed by our pharmacists.

New Patient ID bracelets - As part of a broader hospital-wide project that will help to increase patient safety, quality of care and streamline workflow through the use of new technologies, new thermal imprinted ID bracelets have been introduced which make it easier to read patient identifiers, and eliminate the risk of having the printed information bleed or fade.

New Medication Carts - Medication carts were replaced on our Rehabilitation unit early this summer. We are now in the process of replacing the carts on the Medical Units. The new medication carts feature computerized secure access to each patient specific drawer. This new technology will help improve clinical workflow on the busy units.

Tower A Elevator Upgrades - To align with current accessibility standards, bilingual voice command software was added which now confirms elevator direction and floor number upon arrival.

Parking System Improvements - A new, more modern parking system has been installed offering contactless debit and credit care payment with tap and faster payment processing as well as new intercoms allowing for improved communication and remote assistance.

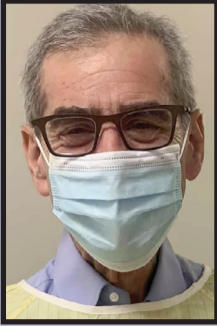
COVID-19 Testing

You must call RC VTAC to schedule your testing time 1-844-727-6404

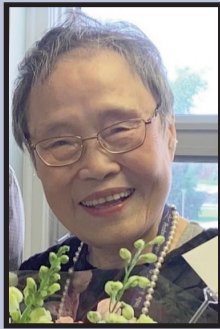
Professional Staff...From Page 1

While his expertise is proving to be hard to replace, a number of Ottawa-based neurologists are currently stepping up to fill this role.

I would also like to highlight the retirement of Dr. Wen-Mei Pan. She served our community for 50 years as an anesthesiologist and pain medicine specialist. It will be impossible to replace the kind and caring manner with which she greeted every patient. All greatly miss her at the hospital and in the community. Sadly, Dr. Pan's husband, Dr. A. Y. Eng, passed away this year. Since they arrived in



Dr. Hyman Rabinovitch



Dr. Wen-Mei Pan

Pembroke in 1971, this couple became leaders in the healthcare community. While Dr. Pan worked in the hospital, Dr. Eng had a busy family practice. He always provided exceptional care with the most pleasant disposition. His unassuming nature allowed him to connect with patients and families. In contrast, his knowledge and leadership allowed him to advance health promotion efforts in smoking cessation and other important areas of health education and disease prevention.

Physician retirements have not been limited to the hospital. Our community has been impacted by the retirement of two valued long-time local physicians: Dr. Brian Baxter and Dr. Colin Macpherson. Through his 43 years of service, Dr. Baxter provided inpatient care, emergency department coverage, and obstetrical care while maintaining a hectic family practice. Dr. Macpherson was a former hospital Chief of Staff who provided obstetrical, emergency, and inpatient care at PRH. Their well-deserved retirements have placed additional strain on the region's already taxed primary care system, however recruitment efforts are continuous. Recruiter Debbie Robinson, who has a lengthy and successful track record in leading the county's recruitment efforts has already found one replacement and continues to work with the hospital and the Renfrew County Primary Care Network.



Dr. Brian Baxter



Dr. Colin Macpherson

In the meantime, those without a family physician are encouraged to register online with Health Care Connect () or contact the Renfrew County Virtual Triage and Assessment Centre (1-844-727-6404). When services such as VTAC cannot meet your needs, rest assured that the emergency department is available. PRH is making efforts to broaden the services offered through the emergency department to address this void, while focusing on ways to help stabilize primary care in the long-term.

Additional long-term goals will focus on the expansion of our critical care program and a review of our mental health program. Both initiatives will help to bring more care close to home, however expanding these programs will take some time and require us to attract and recruit specialty physicians. I look forward to highlighting our success in specialist recruitment in my next update.

Attention RNs and RPNs

PRH has been accepted as an eligible hospital to hire nurses through the *Community Commitment Program for Nurses (CCPN)* - a program that offers eligible nurses a \$10,000 incentive in exchange for a 12-month commitment to the hospital

****To be eligible the applicant must:**

- Not have been employed as a nurse in Ontario in the six (6) months prior to being hired;
- Hold a Certificate of Registration in good standing from the College of Nurses of Ontario;
- Begin employment no later than November 15, 2021;
- Commit to 12 months of employment at a full-time work schedule offered by the employer; and
- Not simultaneously receive funds from the Ministry of Health for the Tuition Support Program for Nurses.

In addition, as a designated "Rural Community Hospital", Registered Nurses and Registered Practical Nurses working at Pembroke Regional Hospital may be eligible for the *Tuition Support Program* and/or *Canada Student Loan Forgiveness Program*.

For more information about these programs and to learn if you qualify, please contact:

Janna Desroches

janna.desroches@prh.email or (613) 732-2811, extension 6755

Micayla Sewell

micayla.sewell@prh.email or (613) 732-2811, extension 6504

CEO Reflects On Vaccination Success ...Continued From Front Page

Many expressed the feeling that they had taken part in something "historic" and commented on how special it was to be part of such a large group of people from so many different backgrounds all coming together for the common good.

Who would have thought that from such a dark period in our lifetime so much good could come!

As Vicki Bradfield, our clinic scheduling coordinator noted: "What incredible things we can do when we come together as one team – sometimes a crisis has to show us what we can accomplish together."

And I think this sentiment is our take away. Throughout the pandemic we have found greater connection with our community and with our friends and colleagues. We have seen incredible collaboration and we have seen so many people step up, adapt to the circumstances and work together to achieve great things.

Helping Others

In fact, from a hospital perspective, we continue to assist others in our sector, to address the backlog of patients waiting for surgeries and diagnostic appointments such as CT and MRI. To facilitate this we have received additional Ministry funding to allow for increased CT and MRI hours and we are working closely with our surgeons to see how we can help those who have been waiting a long time for procedures.

Upgrading and Improving the Patient Experience

While COVID-19 and its impacts have been all consuming over these past eighteen months or so, I am pleased to say that we have still been able to find the time and energy to improve and upgrade our hospital's infrastructure along with our programs and services.

In addition to some of the projects highlighted elsewhere, we are excited to see work now underway as part of our Cancer Care Renovation project which will not only upgrade the space for chemotherapy and medical daycare but will also make major improvements to our in-house pharmacy where the medications for these units are prepared.

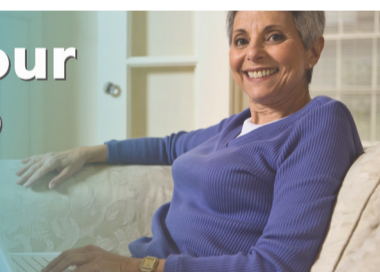
This summer, construction started on the 5th floor of Tower A where former offices are being transformed into new sterile preparation rooms for our pharmacy team. This renovation project will ensure that our pharmacy maintains compliance with established standards while also providing much-needed additional work space. Our Foundation's Cancer Care Campaign is supporting this project and we are extremely thankful to the generous individuals and businesses who have already contributed over \$775,000 of this \$2.5 million campaign goal.

Hope on the Horizon

As fall approaches, we ask that you continue to do your part to bring an end to the pandemic – get vaccinated, follow public health safety measures and ensure that you get tested and isolate if you have symptoms.

As we saw through the amazing efforts at our vaccination clinic, we are all in this together and together we can keep each other safe and enjoy the better days ahead. Please be safe and stay well!

How to Access Your Proof of COVID-19 Vaccination



Step 1: Visit Ontario's Online COVID-19 Vaccination System

- Visit <https://covid19.ontariohealth.ca> or get a family member or friend to do so on your behalf.

Step 2: Verify Your Identity

- Next step is to verify your identity so that you can be provided with your proof of vaccination. You will need the following to complete this step:

1. Health Card (including health card number, 2-letter version code and the 9-character code on the back of the card)
2. Date of birth (YYYY-MM-DD)
3. Postal code (Example A2A 2A2)



Step 3: Access and Print Off Your Proof

- You will now be able to access proof of your first and second vaccination. You can print this proof of vaccination, or take a picture to have it available if needed.



If you are unable to get a family member to assist you or do not have access to the internet, you can call RCDHU at **613-732-3629 ext 200** and a staff member will print off your proof. RCDHU will either mail it to you, or you can pick it up at RCDHU's office. Ensure you have your health card handy during the call.

For COVID-19 vaccine information visit www.rcdhu.com

Thank You To All Who Sponsored Meals, Beverages And Treats For Our Clinic Team

Over the past six months, individuals, businesses, organizations and several anonymous donors came forward asking how they could thank and give back to the COVID-19 Vaccination Clinic Team at the Pembroke Memorial Centre. Their efforts and generosity resulted in the sponsorship of meals and treats for a total of 45 clinic days with the delivery of 50 to 70 portions each time. The team has been overwhelmed by this generosity and community spirit and will never forget how appreciated it made them feel in their roles.

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| • Tina Belanger (2 Tarts & A Truffle) | • Dr. Katie Forfar | • Nancy and Chris Neville | Principal / Vice-Principal Association |
| • Bradley Law Professional Corporation / Lawyers | • Frank Carroll Financial | • Derek Nighbor | |
| • Christine Tabbert | • Harvey's Swiss Chalet Pembroke | • OK Tire | • R.G.T. Clouthier Construction |
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| • Culligan Pembroke | • His & Hers Gourmet Grazing | • Ontario Disability Support Program Staff | • Lyndsay and Darcy Smith |
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| • Shelly Dumouchel | • Dr. Margarita Lianeri | • Pizza Hut Petawawa | • Wilkies Fresh Baked Bread |
| • East Side Mario's | • Tami Mask | • Renfrew County Catholic District School Board | • Holly Woermke |
| • Richard and Debbie Faught | • The McClusky Group | | • Women's Sexual Assault Centre of Renfrew County |
| | • David Minns Insurance | | • Zion Evangelical Lutheran Church |
| | • Dr. Scott Murray | | |

Community Effort Helped Keep PMC Cool

The COVID-19 Vaccination Clinic team at the Pembroke Memorial Centre has several local businesses, the City of Pembroke and the hospital's Plant Services team to thank for keeping the arena cool during the hot clinic days.



"When I was told we were setting up a mass vaccination clinic in a hockey arena, I thought we'd be in a pickle since these are not used or cooled in the summer," said Michel Godbout, PRH Director of Plant Services. "However, I was amazed how the community rallied to the challenge and came together to make it happen."

By early June, the much-needed air conditioning was installed, with Valley Refrigeration Ltd. providing the 12.5-tonne mobile cooling unit, Canadian Nuclear Laboratories (CNL) providing the diesel generator and Sunbelt Rentals providing the temporary fencing. The hospital's Maintenance team and the City of Pembroke's PMC staff worked to get it operational before the summer heat set in.

"My team and I felt we all have to do our part to help the community get past the restrictions that COVID-19 have put upon all of us in the area," said Trevor Keenleyside, Energy Section Head of CNL's Energy and Infrastructure Management team. In this case that meant lending a hand to size, assess and provide a generator to power a/c unit at the PMC.

The team from Valley Refrigeration also felt compelled to support the community that supports them and were quick to offer up their portable emergency unit that offers 12.5 tonnes of cooling, adding "This portable unit is a true team effort, from its design by Garry Schizkoske and Jared Kenny to our highly skilled tradesmen (Harold McGuire, Bruce Schizkoske, Brandon Schizkoske and Nolan Schruder) who assisted with its installation."

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Relocated Family Medicine Teaching Unit Able To Grow, Improve Patient Experience

Pembroke's Family Medicine Teaching Unit and affiliated physician offices are now located on the newly-renovated 4th floor of Tower D.

"Pembroke's Family Medicine Teaching Unit is a large teaching practice affiliated with the University of Ottawa and focused on training family practice residents and medical students with the aim of setting them up for a future rural family practice," said Dr. Richard Johnson, Lead Physician and Residency Program Director who was trained on the unit as a resident himself from 2012 to 2014.

eight physicians, two physician assistants, six medical residents and visiting medical students, with additional capacity to allow for added growth in the future.

Despite the growth, Dr. Johnson said the practice won't be accepting new patients directly. Instead, those requiring a family physician are asked to register online with Health Care Connect (Ontario.ca/healthcareconnect).

Existing patients have been notified about the move and provided with information about parking and the change in address.

The office phone number has not changed.

Since opening in 2008, the Teaching Unit has been home to 26 residents who have each completed a two-year placement, the most recent of which are due for completion in 2022 and 2023. Of those who have completed their residency, 19 are currently practicing in Renfrew County.



Dr. Richard Johnson

As tenants at PRH, Dr. Johnson said he and his team are excited to occupy the new modern space which will offer an improved patient experience and allow for the expansion of the practice in order to be able to better serve the needs of unattached patients in our region.

This fall, two physicians will join the group – for a total complement of

Important Information And Updates

Given the current situation, all information contained in this section is subject to change. Please visit pembrokeregionalhospital.ca or check with a member of our health care team for the most up-to-date policies.

As a part of our commitment to quality care and patient safety, there are a few things you need to know before you visit.

Vaccination Status Of Those In Our Care

Please be assured that, regardless of vaccination status, no patient or those requiring care or services at PRH will be denied care or turned away due to their vaccination status.

Use of Masks

As a safety measure, everyone entering the hospital will be provided with a hospital-grade procedure mask to be worn at all times while indoors.

Visitor Policy

With guidance from the Renfrew County and District Health Unit, our hospital has once again welcomed visitors back for admitted patients - one per patient per day between the hours of 11:30 a.m. and 8:30 p.m. These visitors are allowed in addition to the patients' essential caregivers / care partners. Patients may identify as many caregivers / care partners as they require to support them throughout their inpatient stay. One caregiver / care partner is eligible to visit daily 24/7. Patients who are approaching end of life may have an unlimited number of caregivers / care partners and general visitors at one time.

In addition, patients may have a visit from their clergy / faith leader if the request for this visit has been approved by the Spiritual Care Coordinator and they have passed the screening at the hospital entrance.

The above changes to the hospital's visitor policy do not affect outpatient appointments to areas such as the Emergency Department and Ambulatory Clinics where only one essential caregiver / care partner is able to accompany patients as required.

Please note that, a new vaccination policy for visitors and essential caregivers / care partners will be implemented county-wide sometime in the month of September. Details will be shared via local media and through the hospital's social media channels as they become available.

Mandatory Vaccination Policy For All Who Work At PRH

Following the lead of other hospitals in the province and throughout our region, PRH, as part of a phased approach, will be implementing a mandatory vaccination policy effective October 15th.

Under the new rules, everyone who works at the hospital will need to be fully vaccinated against COVID-19. Until that date, PRH will ensure that everyone who has not yet been vaccinated will receive an education session on COVID-19 vaccines and will be subject to regular testing.



2021 Un-Gala @ Home

Due to the impact of COVID-19, we have made the decision to err on the side of caution and host a virtual *Un-Gala @ Home* event again this year, on **Saturday, October 16th**. This event will enable each of us to be with people we care about and raise the much needed funds to support the highest priority needs at the Pembroke Regional Hospital.



Your four course meal and paired wine will be delivered to you and your guests in a specialized *Un-Gala @ Home* kit, accompanied by the event program, both featuring our amazing event sponsors. Flowers will be provided for your dinner table and 'Early Birds' even have a chance to win a customized dining room setting for the night of the event by Parvati & Athena Events.

Tickets are on sale now!

Visit www.prhfoundation.com for more information

GET YOUR TICKETS NOW ONLINE

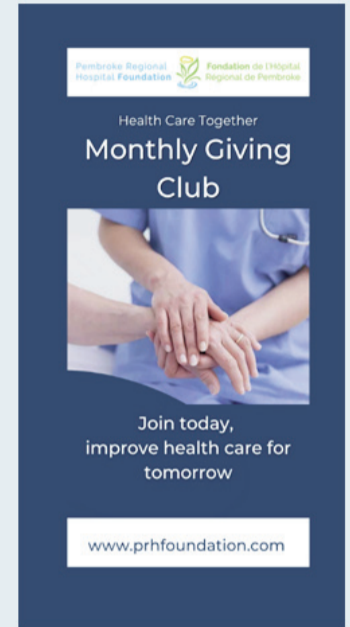


www.PRHcatchtheace.ca

Join the Monthly Giving Club

A great way to contribute to the Pembroke Regional Hospital's *Cancer Care Campaign* is to join our *Monthly Giving Club*. The *Monthly Giving Club* is a supportive group of caring individuals who commit to making a monthly donation to advance health care here at home.

If you would like to become a member of the *Monthly Giving Club*, please fill out the cut off area at the bottom of the page, select "Recurring Monthly Donation", and return to the Pembroke Regional Hospital Foundation.



Auto Lotto for Healthcare!

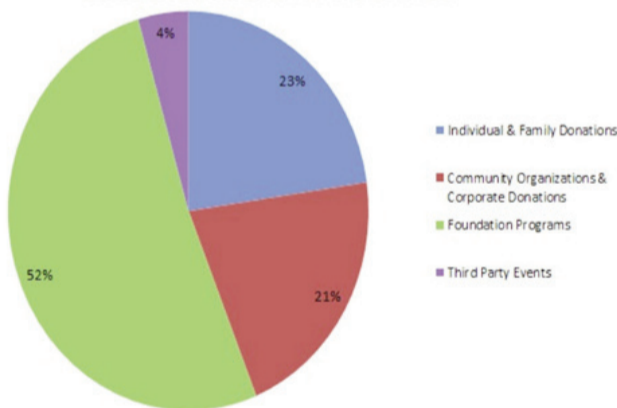
Support the Hospital and our Cancer Care Campaign for a chance to win great prizes including the grand prize, a 2022 Mitsubishi Outlander.

Coming **OCTOBER 5**

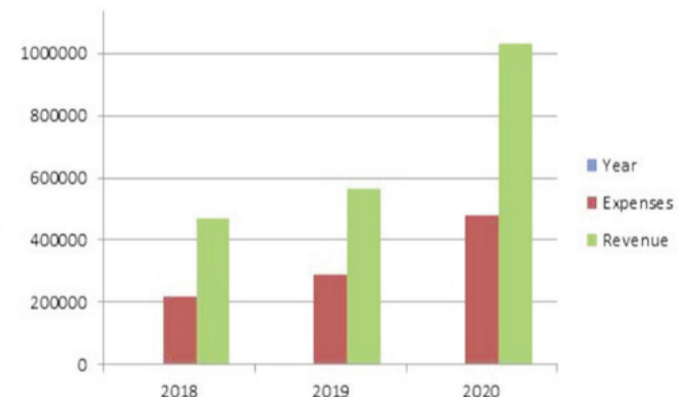
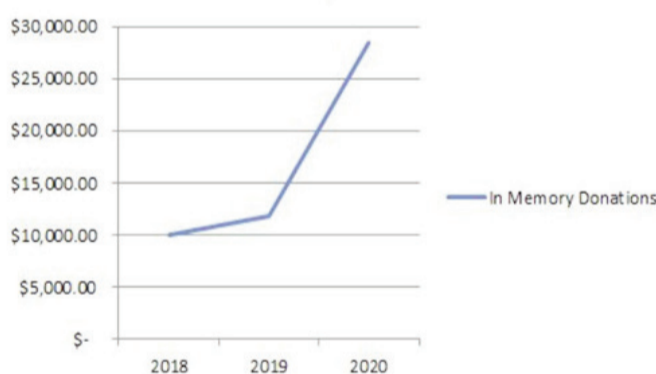
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Where our donations come from



In Memory Donations



Many thanks to our community for supporting the Pembroke Regional Hospital Foundation. Together, we have raised \$774,069 for the Cancer Care Campaign so far. Please help us reach our goal.

YES, I WANT TO SUPPORT THE *Cancer Care Campaign*

Please complete this donation form and return it with an enclosed payment, if applicable, to Pembroke Regional Hospital Foundation at 705 Mackay St, Pembroke, ON, K8A 1G8. A tax receipt will be issued for gifts of \$10 or more. Charitable Registration No. 870047610RR0001

One-time donation of **\$1,000** **\$500** **\$250** **\$100** **\$50** recurring monthly donation of **\$_____** prefer to give \$_____

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*Providing your email helps us to keep costs low with electronic receipting

For more information on the Monthly Giving Club or the Cancer Care Campaign please contact us at (613) 732-2811 extension 7408 or email foundation@prh.email. Visit www.PRHfoundation.com to make an electronic donation.