

PEMBROKE REGIONAL HOSPITAL
President and CEO Report – September 2023

Welcome Back

After what I hope was a restful summer break for each of you, I would like to welcome you back and extend a warm welcome to our newest members at the table.

Joining us as we start this 2023/24 Board year are our newest Directors, Clay Deighton, who has previously volunteered on our Board committees as a Community Representative, and Les Scott, who, as former Pembroke mayor, is no stranger to our community, and also is one of our hospital's Spiritual Care volunteers. Thanks to each of them for volunteering their talents in support of our local hospital.

As was announced at the end of the summer, Brent McIntyre will also be joining the table as a resource to the Board in his new role as a member of the Senior Leadership Team as Vice President of Human Resources.

Board Education Session – Lean Management

For our education at the beginning of our meeting the Board took a little walk around the hospital to see how our Lean Management System works and how it cascades throughout our organization. They visited a staff Huddle Board along with our main Strategy Room in order to see how everyone from our front line staff to our Senior Leadership Team is aligning all that they do with the strategic directions set by the Board and articulated in our Lean "Drivers".

PRH Exploring Options To Become A Schedule 1 Facility

We recently shared with staff the options we are exploring to become a Schedule 1 facility (a designated psychiatric facility under the Mental Health Act set out by the Ministry of Health and Long Term Care) in order to better serve patients with acute mental health needs.

As you know, our 15-bed Acute Mental Health unit provides county-wide care for those voluntarily admitted. As a Schedule 1 facility, we would be expanding our program to provide county-wide care for those involuntarily admitted because they are deemed to potentially be at risk for harm to themselves or others.

For this to happen, many steps need to be taken. These include some changes to our Acute Mental Health unit in order to make it safer for more acute patients, enhancements in the area of physician health human resources, and discussions around funding from Ontario Health.

A review of our Acute Mental Health unit already resulted in a list of recommendations for physical improvements which would allow us to proceed with a Schedule 1 facility application in the future. Over the next few years, we will be making some of those changes.

Visual Audit

As you may recall, in early June we welcomed some guests who were assisting us with a visual audit of our public areas. The purpose of the audit was to take a detailed and critical look at how these areas appear to our patients and visitors who may be coming to the hospital for the very first time. Specifically, they looked at signage, wayfinding, the positioning of objects, clutter and branding.

Our working group has reviewed the final recommendations and we prioritizing improvements based on those that are “easy fixes” (for example moving or removing some outdated signs), those that may involve a bit more work (replacing furniture or repainting), and those that may be beyond what we can budget for at this time (redoing our wayfinding).

Over the coming weeks and months, these changes will be implemented and we will be working with departments going forward to ensure that there are clearer processes in place to guide some of the things we do around signage, branding etc.

Chapel Enhancements

Special thanks to Bea and Jack Lockhart who have created some beautiful nature-inspired stained glass pieces for our new Chapel. The recently installed additions will make the space more welcoming to all. Starting this month the Chapel will also be used for monthly Mass, taking place the last Wednesday of each month at 10 a.m. All are welcome to attend.



Lunch With The CEO

On September 26th we launched the monthly *Lunch with the CEO* program that will provide an opportunity for eight staff to join me for an onsite, informal meal and a chance to ask questions, share work experience, bring forward improvement ideas, discuss how PRH can do better and learn a few things about each other.

The selection process consists of those who put their name forward to participate as well as those who have been celebrated within the organization.

PRH Recognized By Trillium Gift Of Life Network (TGLN)

I am pleased to share that PRH was one of only two hospitals to receive 100% Routine Notification Rate (RNR) awards in Ontario for the 2022/23 fiscal year, with 134 notifications. Routine Notification is the rate at which hospitals notify the Trillium Gift of Life Network (TGLN) when a patient has died and there may be potential for organ and/or tissue donation. Routine Notification is an important step taken by our team to connect potential organ donors with TGLN. Through the process of Routine Notification, we are able to honour our patients' wishes, recognize donation opportunities and save lives. PRH has received the Provincial Routine Notification Rate Award five times - this is outstanding work!

This year, for the first time, PRH will also be receiving the Provincial Eligible Approach Rate Award. This award recognizes hospitals for demonstrating leading practices by facilitating a donation discussion between Ontario Health (TGLN) and eligible patients and/or families of patients at the end of life. Pembroke Regional Hospital has achieved a 100 percent eligible approach rate!

Our hospital first partnered with TGLN in 2013, and we officially started reporting data to the public in April, 2014. Since then, we have supported two organ donors who had six organs recovered and transplanted, saving the lives of five individuals, and 70 tissue donors, enhancing the lives of many others.

End Of Summer Frosty Treat Day

A big thanks to the team from Farmstead Cheesehouse who assisted in serving 355 portions of gelato September 1st as part of our annual end-of-summer staff appreciation Frosty Treat Day. We heard nothing but positive feedback about how much members of our team enjoyed this!

Actions Taken by the Board at its September 27, 2023 Board Meeting

Approved the following appointments/reappointments:

- Ten new physicians for Term privileges
- One physician for Active privileges
- Two physicians for Term privileges

Approved the Terms of Reference for the Board Executive Committee