

Today's Take-Aways

Equity, Diversity and Inclusion (EDI) Committee

• Thanks to everyone who participated in this month's National Indigenous History Month and Pride Month activities. For those who weren't able to attend Sheila O'Brien's session on Inclusive Language, we were able to record the session on June 19th and it's now uploaded for viewing on our hospital's YouTube channel - https://youtu.be/jatOMd8ZoOk

Lunch with the CEO

Thanks to the five staff who joined Sabine for lunch on June 18th.

Discussion points at the most recent session included the following:

- · Discussed amazing teamwork on Obstetrics and how the group supports each other
- Obstetrics staff shared information about a new Code called Code OB
- Various opportunities to reduce waste were shared including ways that departments might be able to coordinate supply orders. This opportunity is going to be advanced as a Lean improvement ticket.

Overall, staff shared how much they enjoy working at PRH and how their departments are working well as teams and supporting one another – like our vision statement "Together we care".

If you would like to be part of an upcoming lunch session in order to share your ideas and feedback, please your name forward by email to carolyn.levesque@prh.email.

Palliative Care

• As we are seeing more patients with palliative care needs coming into the hospital, Erin McCabe, a nurse with Home and Community Care who specializes in Palliative Care has offered to provide education to staff who may be unfamiliar with the resources and treatment available to assist them in providing care to their palliative patients.

Based on feedback around the type of information they would like to see, Erin will be scheduling information sessions for staff to attend.

Nursing Graduate Receives Special PRH Award

• PRH proudly supports the General Proficiency Award for Nursing in the Bachelor of Science Nursing Program. This award is presented to a graduating Bachelor of Science in Nursing student who has consistently demonstrated high academic achievement and who has provided efficient and conscientious clinical nursing care.

The award was established in memory of Dr. I.D. Cotnam by his wife and son. Dr. Cotnam, an active medical doctor in the city and area from 1910 until 1965, gave many nursing students the benefit of his knowledge and experience during his career.



Today's Take-Aways Continued

It was an honor and a privilege to present the award to Erin Anderson on behalf of PRH at the Algonquin College Convocation on June 14th.

Departmental Updates

Food Services

 The team has created a new cafeteria four-week Cafeteria Summer Menu menu for the summer with many new items that we will rotate through until mid-September. The team has also created a two-week breakfast menu. Be sure to check out the variety items available for purchase.

Maintenance

 Please be advised, beginning Tuesday July 2nd, there will be a revision to the loud noise hours. Noise hours will be from 0700 to 0900 and from 1400 to 1600 Monday to Friday as the noisy work with the Day Surgery project continues in the Tower A 3rd floor West Wing. The noise may resonate throughout the building

and will be most notable on the 1st, 2nd and 4th floor West Wings.

	Manday	Tuesday	Wednesday	Thursday	Friday
Week 1	Vegetarian Latagra W/ Carrier Kalad	Faces	iwest & lace Meditios w/ Rice & Vegefoties	Proper	Lemon Pepper Cod 8, Fotola Westges
Week 2	Chicken Tenders w/ Rick Plot & Daily Vegetables	Pow Body Ribs w/ Colesiow & Polatio Salad	Tariyasi Medisolis W/ Scalioped Polafoes 5 Daliy Vegetables	Wing Day W/ Noney, Gottle, 580 or Medium served with Row Veggles	Baer Bollered Haddock & Palato Wedger
Week 3	68Q Chloken fregst w/ 8dby Red Polatices & Dolly Vegetables	Pulled Pork W/ Colmiaw & Polata Salad	Honey Garlic Meatballs W/ Pice & Daily Vegetables	Tunny Faires	Club Sandwich w/ Snatoned Chicken Breast & Bacon
Week 4	Bani Burgar w/ Policio Soleci	Chicken Sowield Skewers W/ Grack Pasta Salad	Ilpian Malahali Mha	Chicken Quesadiraj	Lamion Peppar Cold IL Fotolo Wedger

Hearing protection is available for those that require it, please contact Occ Health. Your understanding is appreciated.

Medical Affairs

• Earlier this month, ERMEP (Eastern Regional Medical Education Program) sponsored not one, but two Community Week experiences here at PRH. A total of 20 first year medical students – 10 from Queen's University and 10 from the University of Ottawa, were welcomed to PRH where they had an opportunity see medicine in practice and everything rural medical practice has to offer.

We cannot thank the physicians, staff and community enough for making this a thoroughly successful event! The students rotated through different departments in the hospital as well as physician offices in the community and were wowed and enthused over what they saw. They were in the OR's, ED, ICU, with the Hospitalist team, OB, Diagnostic Imaging, Ortho Clinic, and doctor's offices too.

Here are some of the responses when asked how they will remember PRH:

- An amazing community of patients and healthcare professionals
- Hands on experience and amazing hospitality
- My amazing experience with all the physician preceptors and staff! I felt extremely valued and welcomed by all the teams I shadowed. Special shoutout to the staff in the Acute Mental Health ward such as Dr. Vijay, Jeff, Kelly, the Sarah's, and more! They made my experience there fantastic and I can't wait to be back in the future for a visiting elective!
- The amazing community of health care workers. I am grateful for the opportunity to observe some amazing physicians at work, but more memorably will be the conversations and time shared outside the hospital. This experience allowed me to connect with and break the invisible barrier so often felt and seen between medical students and physicians. Learning about life and getting to hear the stories/journeys of different doctors in the Pembroke community was invaluable. I felt welcomed into a community so willing to teach more than just medicine, and I don't think this would be possible in a bigger learning centre in such a short time. I will definitely be back!
- Having a safe and engaging environment for me to learn new skills! I will also remember the doctors and nurses that took the time to teach me and help me connect with the aspects of medicine that I love.

Today's Take-Aways Continued

Students working with Deep River and District Health were also invited to take part in our groups' social activities. They walked through town and along the river, had dinner, played trivia and video games at Ashe's Barcade and went rafting with Wilderness Tours. Thank you to Garry Engler for the chat on whole health healing and Dr. de Jesus and Dr. Chang for the casting session with each crew. Over 50 physicians and staff helped make this experience happen. A big thank you to the Clinical Administration staff who helped with the planning and execution.

Thanks again to Dr. Amanda Williamson and all of the physicians who rally to support our medical learner program through ERMEP!















Today's Take-Aways Continued

Please give a warm welcome to the newest members of our professional staff:

Registered Midwife Joanne Payne will be joining the Obstetrics & Gynecology - Midwifery Department effective July 1st.

Occupational Health and Safety

• In our quest to get a more comprehensive understanding of the violence that takes place within the hospital, you will soon see a change in RIMS. It was noticed that a few of our hospital's sexual violence incidents were being classified as "other". This means that some of them were not being captured in our violence data. To guide staff, the following changes in bold will be made:

Under Select the Type: violence (includes sexual)

Under New Episode of Violence: d) Sexual - comments of a sexual nature or conduct (verbal or physical) that is known or ought reasonably to be known to be unwelcome in the workplace.

Thanks for your continued support in documenting these events. As these events can be traumatic, please reach out to Occupational Health or our Employee Assistance Program for support.

LEAN //

As part of their regular Gemba Walks, members of the Senior Leadership Team met with Medical Affairs Coordinator Katie Hollahan on June 26th for an overview of the physician credentialling and onboarding processes.

Katie shared details of the work involved in credentialling a physician so that they are able to work at PRH and noted that while there are ways to expedite the process under certain circumstances, there is a fair bit of behind-the-scenes work that is involved and her office regularly has several to 10 or more physicians in the process of receiving credentials at any given time.

Katie also shared with SLT members some of the challenges and barriers to completing the process in a timely manner and noted that transitioning the process to an electronic one in the future would also make a huge difference in terms of the time it takes to process the applications.

In terms of physician onboarding, Katie highlighted the fact that the Medical Affairs team is working diligently to improve the onboarding process for physicians by pairing them with a colleague in a mentorship type role when possible, to date this has been very well received.



Emergency Preparedness

On June 20th, a Mock Code Orange - Disaster Stage 2 - was conducted in the Emergency Department. Over 25 staff actively participated, and many more came to observe and provide feedback.

The main objectives were to gain experience managing the flow of multiple critical patients in the ED, identify if contents of the Code Orange cart meet the needs of the unit following recent process changes, and to improve communication within the multidisciplinary team during management of an external disaster.

Overall, the mock was a success with many positive takeaways and some excellent recommendations from the team.







On June 26th, the Emergency Preparedness Committee, in collaboration with the Maintenance Team, set up the CBRNE (Chemical, Biological, Radiological, Nuclear and Explosive) decontamination tent at the lower loading dock. This exercise was completed to assess the condition of the CBRNE equipment and contribute to preparedness activities.







Connecting with the CEO - In Case You Missed It

June 14, 2024

In alignment with the work being done by our Equity, Diversity and Inclusion (EDI) Committee, and as part of our National Indigenous History Month recognition, I thought it might be fitting to share an overview of the partnership that we have with our local Indigenous population through the Algonquins of Pikwakanagan.

In fact, we were very pleased to welcome to our May 29th Board meeting, Registered Nurse and Home Care Supervisor Peggy Dick of Pikwakanagan and Kevin Lemarr who is the Indigenous Engagement Specialist with the Ottawa Valley Ontario Health Team (OVOHT).



Peggy is well known at PRH since she is the liaison between our discharge teams and Pikwakanagan health services.

Part of Kevin's role with the OVOHT is to build and support Indigenous health initiatives while serving as a liaison between First Nations, Inuit and Métis communities, health care providers and other relevant community partners.

One of these initiatives is the creation of an Indigenous Health Circle which, among other things, is designed to guide health care providers in ensuring that services meet the unique and diverse needs of Indigenous communities. We plan to be an integral part of this and look forward to learning more about how we can make our services more welcoming and inclusive from this perspective.

As we work to foster a more inclusive environment for Indigenous patients, staff, and the community, we also do and have done the following:

- Participate in Orange Shirt Day (September 30th) to honour those who attended residential schools.
- Share a land acknowledgement at Board meetings to recognize the traditional territories and ground the Board in their work.
 - Share recognition of special Indigenous cultural and historical days on social media platforms.
 - Offer Indigenous-specific food items in our cafeteria at certain times of the year.
 - Developed a Smudging Policy to create a space for traditional spiritual practices.
 - Host drumming ceremonies to promote cultural expression and healing and raise awareness.
- Incorporated Indigenous education into onboarding for all new staff and for our leadership team upon hire through an eLearning module.

In addition to promoting cultural understanding and helping to create a more welcoming space, these actions serve as part of our goal to encourage awareness and understanding so that, ultimately, any existing stigma and bias can be eradicated. It's a journey, but we are well on our way.

Digital Transformation – The Importance of Patient Emails

With the recent adoption of new electronic satisfaction surveys for our patients and, as we move towards implementation of Epic, our new health information system, I wanted to take a moment to ask for your assistance in ensuring that we regularly collect email addresses from our patients at all points of contact.

Having their email address allows us to connect with them for real-time feedback post-discharge and will also enable us to provide them with access to the MyChart patient portal when Epic goes live.. For those of you who have had the opportunity to use MyChart, you know how empowering it is to have quick access to your health information and we know our patients want to have that available to them

Connecting with the CEO - In Case You Missed It (Continued)

for our services as well.

As with patient addresses and phone numbers, once we have email addresses on file the task won't be quite as onerous so the more we can gather now, the better. Once again, if you can all be of assistance in getting this information, we can ensure that our patients have the access they deserve and expect. Thank you.

Surgical Program Construction Update

And lastly, Beth Brownlee and I had a chance to tour the Surgical program construction last week and I wanted to share a few details of what we saw.

We were delighted to see the upgraded patient rooms, featuring ample space, abundant natural light, and accessible washrooms. The anticipated addition of four private patient rooms was exciting to see and undoubtedly will help us in fulfilling patient requests and meeting infection control standards.

Construction in the new ophthalmology suite and MDR (Medical Device Reprocessing) area is well underway. The physical location of the new ophthalmology suite has been switched out to the room next to its planned location, thanks to lessons learned through the Day Surgery phase of the project. The new space has higher ceilings which will be able to better accommodate the equipment that needs to be installed.

We are still anticipating completion of this project in mid-September so while there is a lot of work still to be done, a lot of progress is being made thanks to everyone involved! We're currently in the planning stages for a celebration and open house. We'll be sure to provide details as soon as they're finalized, as we're excited to tour as many people as we can before the space is open for patient care.

Sabine







June 21, 2024

Welcome to summer! Earlier this week, our lab partner, EORLA, was involved in an on-site accreditation visit as part of the region-wide unified accreditation cycle with Accreditation Canada Diagnostics. All EORLA laboratories are ISO certified and are now participating in on-site assessments every two years. Previously, their onsite assessment was conducted as part of the full accreditation visit which took place every four years.

I would like to congratulate our EORLA team at PRH for their outstanding result during this visit where only one minor opportunity for improvement was identified regarding our Point Of Care Testing in the Emergency Department for which a mitigation strategy is already being explored.

I am very proud of our partnership and I want to thank each EORLA team member for their dedication and commitment to quality. Great work by all!

Connecting with the CEO - In Case You Missed It (Continued)

PRH Demographics

Recently Brent McIntyre presented some telling demographics about our diverse and dynamic health care team to our Board's Fiscal Advisory Committee that I thought might be interesting to share with all of you.

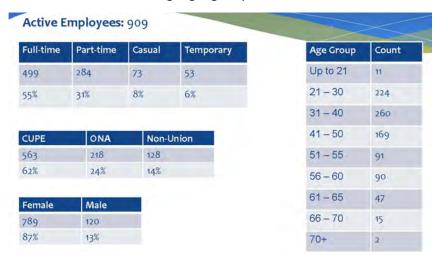
First, in terms of total staff numbers, we have 909 active employees at PRH. Of those, 499 are full-time, 284 are part-time, 73 are casual, and the remaining 53 are temporary.

The temporary staff primarily backfill the full-time and part-time staff when they take time off.

Our staff fall into three employee groups - 563 belong to the CUPE bargaining unit, 218 belong to the ONA bargaining unit, and 128 are non-union.

And while age is "just a number", you may be interested to know that our youngest team member is 20, while our most seasoned staffer brings 71 years of wisdom and experience to the table.

The remaining staff fall within the following age groups:



We're so proud to have such a vibrant and varied team working together to provide the best care for our patients.

Lunch with the CEO

Since launching our Lunch with the CEO events last September, I have had the pleasure of sharing a meal and some great conversation with 58 staff from a broad cross-section of PRH departments and services.

What I have learned, to date, from this experience is that so many of you have such wonderful and innovative ideas and suggestions on how to improve work life at PRH as well as the care and services we deliver.

My hope is that you keep these ideas coming – not only to me, but through the processes we have in place to launch and advance them, like Lean huddles, improvement tickets and even by talking to your manager.

I have taken many of your ideas shared over lunch to others in the organization for follow up and action, where possible, and in some cases your ideas and feedback have initiated other conversations that will ultimately lead to improvements.

Thanks for your enthusiasm, and please, do not be discouraged if something doesn't appear to have been actioned immediately, but feel free to follow up to see where things might have gone. And if you would like to receive an invitation to our monthly events, please email carolyn.levesque@prh.email.

Staff Appreciation BBQ

Lastly, I want to extend an invitation to all members of our health care team to next Wednesday's

Connecting with the CEO - In Case You Missed It (Continued)

annual Canada Day-themed Staff Appreciation Summer BBQ!

Not only will there be a great meal sponsored by Harvey's, but this year we are welcoming DB Kettle Corn who will have their tent set up just beyond the patio to provide free nibbler-size portions and local magician Steve Anthony who will be doing walk-around magic between 11 a.m. and 1 p.m. in the cafeteria.

With the isolation of the pandemic finally behind us, I would love to see this event well attended with many of you enjoying your meal on the patio or in the cafeteria and enjoying the festive, atmosphere complete with music, decorations, give-aways and fun!

We will do our best to ensure there are as many seats and tables as possible.

Be sure to wear your red and white! See you there! Sabine





MEDAVIE BLUE CROSS

is our new health and dental benefits provider!

Look for full information coming soon!

Upcoming Recognition and Celebration Dates

July

Canada Day - July 1

August

Civic Holiday - August 5

September

Labour Day - September 2

Environmental Services and Housekeeper Appreciation Week - September 8-14

National IT Professionals' Day - September 17 National Rehabilitation Day - September 18

National Day for Truth and Reconciliation (Orange Shirt Day) - September 30



As part of the City of Pembroke's National Indigenous Peoples' Day event held June 21st at the waterfront, our Mental Health Services program was represented by Ian Payne (pictured here), along with Ashley Verner, Adrienne jacyno, Corinna Shannon, Miranda giroux and Emily Capling.



PRH Staff Association Treat Day
Featuring Peameal Bacon On A Bun
Courtesy of Backyard Gourmet
Wednesday, July 17th
11 a.m. - 1 p.m. Tower A Entrance

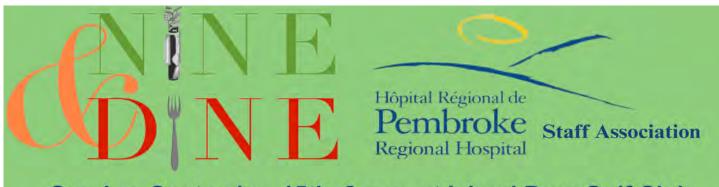
Pre-Orders Required For Groups Of 10+ For This Event Pre-Order Deadline - Wednesday, July 10th, 4pm New Process

All Pre-Orders Must Be Submitted Through Forms https://forms.office.com/r/QG3YRCcUX4

To Assist With Pre-Order Process, Please Note The Following:

- 1. For this event, pre-orders are only required for groups of 10+.
- 2. Be sure to include correct and current last names on pre-order lists.
- 3. Alphabetize all pre-order lists if possible.
- 4. Ensure that those on your list are still in your department.
- 5. Confirm that those on your list want to pick up their treat as part of your group order.





Sunday, September 15th, 2 p.m. at Island Brae Golf Club
Register as team of 2 or 4. Early Bird Reg. Deadline Aug. 2nd, 4 p.m.
Cost: \$35 Per Staff Association Member, \$45 Per Non-Member

Cost includes 9 holes of golf, power cart rental and catered dinner (burger/salads).

Pricing after August 2nd - \$40 SA Member/\$50 Non-Member No refunds unless event is cancelled - event runs rain or shine

Online registration:

https://forms.office.com/r/BU6GhTjKMi For questions, please call:

Julia Reddy @ 6530 / Laurie Tomasini @ 6161
Or email:

prh.staffassociation@prh.email



CELEBRATIONS

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

- Thank you to **Grace Weisenberg, Tina Davidson, Amy Warlich, Allyssa Rabishaw and Travis Andrews** for demonstrating ADU's and sharing how we transitioned our medication processes with visitors from the Hawkesbury General Hospital Pharmacy Team. The team from HGH was very appreciative of the time spent with them. *Laurie Menard*
 - We hosted Winchester Hospital June 13th for a site visit and received this thank you note:

"I am writing on behalf of the whole Pharmacy team to express our deepest gratitude for welcoming us to your esteemed institution.

We are incredibly thankful for the opportunity to visit your site and observe the remarkable work you and your dedicated Pharmacy staff do every day. The firsthand experience and understanding we gained about your Automated Dispensing Cabinet (ADC) workflow was invaluable.

Your team's willingness to share insights, discuss challenges, and provide constructive feedback has significantly enriched our understanding.

Once again, thank you for your time, hospitality, and valuable feedback. Please do not hesitate to reach out if there's anything else you'd like to share or if there's any way we can assist you with the Epic project.

Congratulations on the renovation and ADC projects, and best wishes for Epic preparation and Epic implementation.

Best regards WDMH Pharmacy Team"

- Thank you to **Tina Davidson and Amy Warlich** for the session you prepared for the clinical managers on how to run ADU reports. Clinical Managers were guided in setting up accounts to automatically email narcotic and discrepancy reports making it easier for them to track ADU workflow compliance. *Laurie Menard*
- Katie Hollahan celebrated Rita Amodeo for assisting her over the last two weeks with some tasks that you know had to be competed. Thak you for the great teamwork in helping your colleague! Thank you, Sabine
- Sarah Selle celebrated **Colleen Ferneyhough**, **Jamie-Lynn Thibeault**, **Jennifer Anthony and Ashely McKeown** for the great work they did in developing solutions for a few tickets that were on the hospitalist huddle board. She was impressed with their willingness to come together and change their work flow to help the hospitalists and the extensive knowledge they have on multiple processes. Thank you for your commitment to make improvements! *Sabine*
- The multidisciplinary team on the third Medical unit appreciates the consultation and support of **Andrew Keck, Quality and Risk Manager.** Andrew's support in processing moral distress individually is matched by his knowledge of organizational policy and broader social structures. We appreciate his guidance and advocacy, but most importantly, we appreciate his comaraderie and attention to client centered care.



2024 Canada Day Themed Staff Appreciation BBQ

Hello, thanks to all who participated in Wednesday's Staff Appreciation BBQ.

Thanks also for your patience in line. We've already made plans with the Harvey's team to improve wait times next year.

This includes:

- Requiring pre-orders for large groups with a pickup time in advance of general distribution.
 - Harvey's will add a third garnishing person.
- Harvey's will make "grab and go' packages with burgers or chicken and condiment packages for those who don't wish to or have time to wait in line for custom garnishing.

All three of these improvements will reduce wait times.

A HUGE thank you to Harvey's for covering the cost of our BBQ as a donation to PRH!! A HUGE thank you also to our Food Services team for supporting the event in so many ways. In total, 522 were served at lunch, 15-20 at dinner and 47 meals were delivered for night staff. If you have any feedback on this event, please email pr@prh.email.













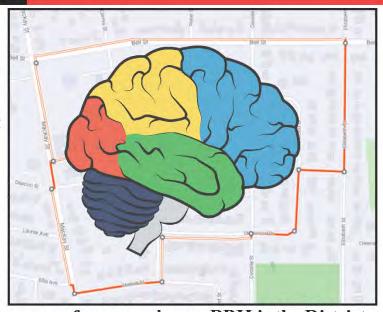




Ride for **Heart 2024**

PRH Brainiacs in Motion

On Monday, June 24th, PRH staff participated in the annual Ride for Heart Corporate Challenge, raising funds for the **Heart & Stroke Foundation of Canada** and supporting life-saving research to beat heart disease and stroke. The Canadian Stroke Best Practices that we strive to meet here at PRH, as well as many of our educational materials, are a result of the incredible work done by Heart & Stroke.



There is still time to donate!

Scan the QR code or visit https://heartandstro kerideforheart.crowd change.ca/team/pem brokeregionalhospital



As many of you may know, PRH is the District Stroke Centre for the West Champlain region. This year we walked in the shape of a brain to represent the incredible stroke services offered on site.

Fundraising Total to Date:

Thanks you to all participants and supporters for making this year a success.



Foundation News

Pembroke Regional Hospital Foundation



GUARDIAN ANGELS



Alison Morris, Inpatient Rehab

"Alison, we wanted to thank you for your years of working at PRH as an OT. You are always so kind and compassionate not only to the patients and families, but also to all your colleagues. We appreciate you and we are going to miss you as you begin this next adventure. Please come and visit us! Best wishes from the Rehab team."

3rd Medical Team

"You were so caring and supportive during end of life care for my father, Jack Schimmens."





Week #25

\$305,000.00

Estimated Jackpot if the Ace of Spades is caught!

www.PRHcatchtheace.ca

Draw date July 3rd at 10am Deadline to purchase tickets 11:59pm on July 2nd





Saturday October 5th 9am - 3pm

Shady Nook Recreation Centre

Register Today at

www.walkforher.ca

SUPPORTING THE PEMBROKE REGIONAL HOSPITAL.

This year's event will once again support local Cancer Care close to home at the Pembroke Regional Hospital. Funds raised at this year's event will help purchase a new Neoprobe Device for breast surgery.







To find out how to sign up for Access Perks, Perkopolis (Canada's Wonderland discount tickets), or how to access other PRH staff discounts, visit the Staff Resources section of the PRH website.





Sign in to your Perkopolis account and get access to 5,000+ exclusive savings on travel this summer

Explore more this summer with exclusive travel savings

Make the most of your summer and save with offers on flights, hotels and more - just for Perkopolis members like you.

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.















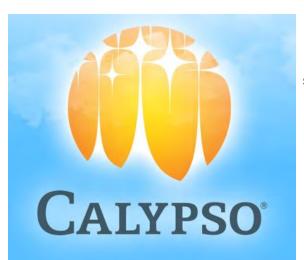
HIII











We once again have been given discount codes for Calypso Water Park.

Each code entitles the holder to purchase a total of six tickets via the "Enter Promo" Menu selection on the "Buy" page of their website.

https://www.calypsopark.com/en/

The code provides a savings of approximately 25%.

Discount ticket prices for the 2024 season (June 15th to September 2nd) are \$42.99 Small (1m-1.32m) and \$47.99 for Tall (1.32m+).

Please contact pr@prh.email for a code if you would like to purchase tickets.



Lumberfest is a one day charity festival in support of the PRH Foundation.

Each year bands from around the valley donate their time and turn the parking lot of Finnigan's restaurant into rockin' space for a great cause.

Music will be going from 11am, to 11pm July 6th.

The event is open to the public.