

## Today's Take-Aways

### Accessibility Committee Highlights

- Benches have been installed along the inclined access route between Towers A and D for those needing to stop and take a rest.

A reminder that wheelchairs are not to be used on this access route due to the angle of the incline. If you see anyone in a wheelchair attempting to use this route to access the ED parking area, please direct them to go through the hospital instead.

- A gate has been installed at the rear of the Rehab deck to ensure that those with wheelchairs don't mistakenly exit the patio and get caught in an area that is not wheelchair accessible.

- Please ensure that all wheelchairs are returned to their home unit so that they are readily available for those who need them.

### Equity, Diversity and Inclusion (EDI) Committee

- Thanks to all who attended today's Pride Month session on Inclusive Language which was hosted by Sheila O'Brien, a Communications Consultant and a Professor of Communication at Algonquin College. For those who missed this informative presentation with tangible take-ways and great tips, the same session will be repeated June 19th from 12-1 p.m. in C142. No pre-registration required and participants are welcome to bring their lunch.

- The Lunch Box will be offering another Pride-themed treat on the cafeteria menu tomorrow (Friday, June 14th) in the form of Rainbow Sorbet!

- Two versions of Pride buttons are now available; the Pride flag and the Pride flag accompanied by the word "Ally". Buttons will be available throughout the organization, including the cafeteria, the Public Affairs and Communications office (A128), and in HR, for those who wish to take and wear one.



# Today's Take-Aways Continued

## Lunch with the CEO

- Thanks to the five staff who joined Sabine for lunch on May 28th.
- Discussion points at the most recent session included the following:
  - The new staffing/scheduling process on Medical and opportunities to make changes.
  - Training and educational opportunities that could lead to an improved understanding of processes and regulations in clinical and non-clinical departments. This could include addition of a “Did you know...” post on The Loop that serves to explain why things need to happen a certain way.
  - Good feedback on the new performance appraisal process.
  - The use of signage and sign posting policies.
  - Ways to pro-actively initiate improvements.

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](mailto:carolyn.levesque@prh.email).

## Trillium Gift of Life Network (TGLN)

- We are celebrating the individuals who made a total of four notifications to Ontario Health (TGLN) in May. While these notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed:

Katie Kouri (ICU) / Caitlin Morrison (ICU) / Chantel Rehkopf (ICU) / Sarah Barber (Rehab)

On behalf of Ontario Health (TGLN), we extend a sincere thank you for your continued support and contributions to donation services.

## Visual Audit Committee

- Over the summer, teams are being encouraged to take a critical look at signage in their areas from a minimalist perspective in order to determine which ones are truly required. Those signs that are deemed to be “necessary” will need to be made “permanent” with approval from the Visual Audit Committee as per the new signage policy.

## Departmental Updates

### Acute Mental Health

- For the first time since the start of the pandemic, the department is reinstating the use of patient passes (grounds/day/overnight etc.). This is great news for our patients and for our team.

### Emergency Department

- The team is excited to be onboarding nine new Primary Care Paramedics who will assist with ambulance off-load as well as other duties which will support flow within the department. This will expand department coverage by these health care professionals to seven days a week from several days.

## Human Resources

- Welcome to the team! Please extend all new staff a very warm welcome.

May 2024: Priscilla Adom (Obstetrics), Audry Agyapomaah (ICU), Livia Andrews (Rehabilitation), Emily Bruce (Medical), Hazel Duchrow (ED), Kelly Furgoch (AMH), Kaylee Garcia (Obstetrics), Nicholas Gin (IT), Elias Kefalas (Medical), Emily Klentz (Rehabilitation), Ainsley Lee (Medical), Valerie Lindstrom (Rehabilitation), Lauren Marshall (Surgical), Bailey Mitchell (Medical), Dipen Patel (IT), Emma Peever (Rehabilitation), Dmanbir (Deji) Rai (Surgical), Cody Ranger (Medical), Katie Sallafranque (Surgical), Ryan St. Louis (IT), Renee Therrien (IT), Mbaku Venn (Mental Health Services)

# Today's Take-Aways Continued

## Information Technology

• Please note that many staff may have received an email with the subject "You've joined the PRH - All Staff Email group". Please note that this is a legitimate notification email, and no action is required on your part. The Ottawa Hospital is reconfiguring the method in which our email groups are configured; this will require the creation of several new groups. As such, you may receive several similar emails over the coming weeks for other groups you've been added to. These emails are purely informational, and no action is required on your behalf.

## Maintenance

• Please note that in preparation for work being at the back of Tower C, construction gates are going to be installed that will block the rear Tower C entrances as well as a good portion of the Tower C parking lot. This work is expected to last about two to three weeks. Those who normally park in the Tower C staff parking lot will need to find an alternate parking location during this time frame.

## Occupational Health and Safety

• In order to ensure that staff are up to date with respirator fit testing, Occupational Health will be conducting testing on most Thursdays and Fridays until the end of August. To book your appointment, send an email to [fittesting@prh.email](mailto:fittesting@prh.email). If those days don't work, send an email and the team will try to schedule an alternate day.

## Spiritual Care

• Compassion - that's the first of our four Values in the new Strategic Plan. Compassion is also the motivation for a new "Comfort Care Lending Library" cart which is located in the righthand rear corner of the new chapel, first floor Tower A.

Registered Nurse Bailey Berniquer-McDonald brought this idea to our informal "Palliative Care Improvements" working group that has been brainstorming ideas to keep improving our end-of-life care for patients and their families at PRH.

It's a simple concept that Bailey observed in another hospital she has worked in - anyone can donate items for the cart which is designed to provide comfort to palliative patients and their family members.

Some current items include potted plants, artwork, a radio / CD player, books and games, information brochures on what to expect when a loved one is facing their mortality, hygiene items, a salt lamp, and so on. There is even a guitar that patients or families can use while they are here.

If you think a patient or family might benefit from borrowing some items on this cart, please feel free to borrow the cart and bring it to the patient's room, or contact Garry in Spiritual Care during working hours. If you have donations, or ideas for donations, or want to be part of the working group, please contact Garry at extension 6264.



# Connecting with the CEO - In Case You Missed It

May 31, 2024

*It's been quite the exciting week with the launch of our new five-year Strategic Plan and as I noted at the Lean Report Out, I know not everyone gets excited about a document like this but I am truly touched by the engagement we saw in its development journey and the meaningful end result that we now have as a foundation for the work we will do over the next five years.*

*Our Plan and a one-page overview can be found on our hospital's website at:*

*<https://www.pemreghos.org/strategicplan>*

*As its rollout continues, please take the time to read through the details and find ways to see yourselves and the work you do as a reflection of our new Vision and Values. Our three new Strategic Goals will guide our improvement processes and the development of our operational plans.*

## **Celebrating Family Satisfaction Survey Results For Our ICU (Intensive Care Unit)**

*One example of this, that fittingly caps off May as Critical Care Awareness and Recognition Month are the amazing results we have seen from Family Satisfaction Surveys for our ICU. The latest data we have that spans the fiscal year 2023-2024 shows consistently higher than provincial average scores for overall satisfaction, satisfaction with care, and satisfaction with decision making.*

*In addition, and a great example of how we will live our new Vision (Together, we care for our patients, our community and each other) and Values (Compassion, Collaboration, Commitment and Courage), are high scores that recognize our inter-disciplinary ICU team for, among other things:*

- *Providing patients with courtesy, respect and compassion (97%)*
- *Consideration of family needs (96%)*
- *Providing emotional support (96%)*
- *Family participation in patient care (97%)*
- *Coordination of care/teamwork (99%)*
- *Care provided by ICU nurses (100%)*



**Some members of our ICU team.**

*Over the past few years, we have made great strides in our ICU, starting with its launch as a dedicated Level 3 ICU based on an intensivist model in January, 2022. We have expanded and further developed the interdisciplinary model, secured Dr. Natalie Needham-Nethercott as Intensivist Lead for the ICU, and provided the required education and training for our Critical Care nurses to ensure that they are able to look after Renfrew County's sickest patients.*

*The fact that all of this contributes to and enhances, not only the patient's journey, but that of their family, is incredible and you should all be very proud of your role in this.*

## **Epic Update**

*As promised, following another productive meeting of our Epic Driver group earlier this week, I'm pleased to share as part of an update that a fall kick-off meeting for our implementation phase has been scheduled for September 12th.*



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

*In the meantime, a number of site visits will be taking place which will allow members of our team to fact-find and learn from those organizations who have gone through Epic implementation before us.*

### **Visual Audit Committee Update**

*Recently, I have had the opportunity to visit a number of other hospitals in our region and beyond and in doing so, I'm always looking to see how they do things and where we might be able to adopt some good practices.*

*Many of those that I have visited have moved towards the minimalist approach in terms of posted signage and I can say first-hand that the result is a calming and professional visual atmosphere.*

*Seeing this validates the good work our group and all of you have been doing to reduce signage where possible and ensure what does go on our walls is clear, effective and necessary.*

*Some of the other work to come out of this committee that you will see in the coming weeks include the addition of identification letters on the outside of some of our Towers, improved landscaping, and painting to upgrade the facility with a priority focus on patient and visitor space.*

*In addition, we are looking at how to improve wayfinding from the parking lots to areas in our buildings and how we will incorporate our Mission, Vision and Values into the new Tower C main entrance.*

### **June Recognition Events – Pride Month and National Indigenous History Month**

*And finally, as we head into June, I'm excited to share that our Equity, Diversity and Inclusion (EDI) Committee has been working hard to put together event calendars for the month that recognize and celebrate Pride Month and National Indigenous History Month. Communication about this will come out next week with specific details and dates. Our Food Services team has also come on board to offer a number of specialty meals, treats and food items throughout June so stay tuned!*

*Sabine*

### **June 7, 2024**

*It was wonderful to see so many of you attend last week's Lean Report Out with the launch of our 2024-2029 Strategic Plan. For those of you who missed it, the livestream recording is available on The Loop.*

*I wanted to take a moment this week to provide you with a bit more information about its significance.*

*The last time Pembroke Regional Hospital developed a "new" Strategic Plan was in 2013. At the time, it was meant to be a three-year plan.*

*It was revised and updated a number of times beyond 2016 before plans were made to develop a new document and five-year plan - right before the pandemic hit. COVID certainly side-lined that plan and it has taken us a few years to get things back on track.*

*We started our planning process with the Pembroke Regional Hospital Board in the fall of 2023. The Board members and our leadership team spent many hours on weekends and evenings reviewing data, gathering input from provincial and local leaders, voicing thoughts and ideas and developing a plan.*

*We conducted extensive engagement with over 1,000 individuals – members of our health care team, our partners, our patients, their families and the public at large, because we wanted it to reflect the needs of those we serve and we wanted to ensure that nothing was missed.*

*Our goal was to have a plan that uses clear language, has tangible goals that can support the work we are doing, and have a vision forward and direction that reflects the feedback that we heard. I truly think we got it right!*

*As you read through the plan <https://www.pemreghos.org/strategicplan>, you will see that it revolves around caring, with our patients and families at its heart.*

*Our new Vision, "Together, we care for our patients, our community and each other," reflects what we heard from you and our patients and families.*

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

*We are a team and we need to support each other and our community.*

*And in each of our new Values – the four C’s – I believe you can all see yourselves and the work that you do.*

*Compassion – We believe everyone deserves to be treated with dignity and respect.*

*Collaboration – We believe in the strength of working together as one team.*

*Commitment – We always strive to do better.*

*Courage – We believe that being brave will unlock new opportunities and innovations.*

*Our Strategic Plan is not just a document that hangs on our huddle boards, or sits on a desk, it’s a guide for the next five years and a foundation for the work we will do to enhance local health care and meet the needs of our community. It will come alive in all of our improvement work, our “Just do its”, our Drivers, our performance metrics and evaluations.*

*I believe that together we can do great things to enhance health care for our community. Let’s take this journey together, follow our vision, and embrace our values each and every day!*

*Sabine*

PRH SUNSHINE GIFT SHOP  
CELEBRATES

# FATHER'S DAY

**20% OFF** ALL REGULAR  
PRICED MERCHANDISE  
MAY 27<sup>TH</sup> TO JUNE 16<sup>TH</sup>

The graphic features a scenic background of a mountain range with a valley and trees. The text is overlaid on this background.

# What's the tea

The graphic has a black background with the text 'What's the tea' in white. To the right of the text is a white icon of a teacup on a saucer.

**If you have some personal news to share with co-workers, email the information to [carolyn.levesque@prh.email](mailto:carolyn.levesque@prh.email).**

- Trish Burke is celebrating the birth of her grand-baby Olivia, born June 3rd, weighing 8 lbs 12 oz.
- Kaylee, left, daughter of Matt Ott, and Alexis, daughter of Ayla Dery and niece of Jessica Lallier, have opened their first business together, called Buddy's Icecream. It's located at the Pembroke Farmer's Market (Saturdays/Wednesdays 9 a.m. - 1p.m. starting June 15th).



# Emergency Preparedness

A REMAR tag is a type of rescue marker used in emergency situations. The tags are red and white and can be found attached to doors that lead into hallways.

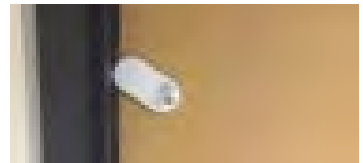
The REMAR tag is used to indicate that a room has been evacuated of its occupants and has been checked for smoke or fire.

When a room is checked, the door is closed, and the REMAR tag is positioned to show only the white tab. If the door is opened, the tag separates and displays both the red and white tabs.

Any REMAR tag that displays the two colours indicates that the room must be checked for occupants or smoke. A REMAR tag that displays only a white tab indicates that the room has been checked.

Photo, top right, indicates that the room must be checked.

Photo, bottom right, indicates that the room has been checked.



**Summer Is Here!**  
**PRH Is Celebrating With A**  
**Staff Appreciation BBQ.**  
**Join Us For Food & Fun!**

**WEDNESDAY, JUNE 26, 11am-1:30pm**

**MENU:** Hamburger or Chicken on a Bun (garnished to order), Coleslaw or Macaroni Salad, Water or Pop and an ice cream sandwich or drumstick.

Gluten free salad option will be available for those who need it and the entrees can be bunless.

Enjoy the party atmosphere while eating your meal in the cafeteria, or on the patio.

**NEW THIS YEAR!** Enjoy a bag of DB Kettle Corn from our outdoor vendor - one free Nibbler size bag per person.  
**The Magic Of Steven Anthony - His Walk Around Illusions & Tricks Will Amaze - 11 a.m. - 1 p.m. in the cafeteria.**

TIMED pre-orders can be booked for LARGE groups ONLY. Pre-ordered entrees will NOT be garnished.

15 minute timeslots are scheduled start at 11 a.m. and are available on a first-come first serve basis.

Please email all pre-orders to [pr@prh.email](mailto:pr@prh.email) by June 19rd. Specify # of burgers/chicken and pickup time.

**THE LUNCH BOX WILL BE OPEN FOR DINNER FOR EVENING STAFF FROM 4-6 P.M.**  
**PACKAGED BURGER MEALS WILL BE DELIVERED TO UNITS FOR NIGHT STAFF.**  
**STAFF WHO WORK OFFSITE ARE INVITED TO DROP BY FOR LUNCH - TAKEOUT AVAILABLE, OR MANAGERS CAN ARRANGE A SIMILAR MEAL FOR OFFSITE STAFF.**




Hôpital Régional de  
**Pembroke**  
Regional Hospital



# NATIONAL INDIGENOUS HISTORY MONTH

**Pembroke Regional Hospital  
Is Proud To Recognize and Celebrate  
Our Indigenous Community**



Hôpital Régional de  
**Pembroke**  
Regional Hospital



## **PRIDE MONTH**

**Celebrating And Supporting Those  
In The LGBTQ2S+ Community.**



# Successful June Skills Day

Our June skills day was a success!

Thanks to everyone who attended to get their learning and the opportunity to get their Safe Client Handling refresher.

Our new mannequin made an appearance and thank you to all those who wrote great suggestions for a new name. We will post a poll on The Loop later this week.

Thank you to our presenters: Jennifer Niittynen (Wound Care), Brianne Schizkoske (chest tubes), Allyssa Rabishaw (PCA/CADD), Kerri Timm (scope of practice), Lori Ann Borne (Safe Client Handling), Ayla Dery (NG/IV inserts), Erin Van Allen (Zoll), and all the managers for helping your staff circulate through.

If you have suggestions for what you would like to see next Skills Day, please reach out!

Caroline Froment



**SKILLS DAY**  
June 10th

Hôpital Régional de Pembroke  
Regional Hospital

**NEW Timing!!**  
Rehab Dinning Room  
1000-1800

**Don't miss your chance to get signed off for your Safe Client Handling! Refresher Training will be available**

**Line up:**  
Chest Tubes  
CVAD Station  
PCA  
IPAC Station  
Zoll  
Stroke  
EnFit  
Wound Station  
Highlight on Scope of Practice

**ZOLL**



# CELEBRATIONS

To include a special message in this section, email [celebration&recognition@prh.email](mailto:celebration&recognition@prh.email).

- Melanie Henderson celebrated **Molly Fulton** for the great job she did at the MESA meeting. Molly presented on the Mobile Crisis Team and did an exceptional job! Well done! Thank you, *Sabine*
- Katie Hollahan celebrated **Bailey Kehoe** for her guidance and support during the interview process for the Admin Resource position. Thank you so much for helping us out! *Sabine*
- Sending a big thank you to **Lindsay McGuire OR Unit Clerk** for all the support she provides and recognizing her for the great work she does in supporting the team. Always diligent, friendly and helpful. Great job! Your efforts are truly appreciated! *Michelle Godsell*
- We would like to celebrate **Amber Bulmer from Finance** for all the extra hours she put in again for this year's audit. She is a reliable and excellent resource for our Finance team! *From all the Finance team.*
- I'd like to thank **Colin, Michelle and Robert (Maintenance)** for moving my office in record time! I'd also like to thank **Nicholas (IT)** who very quickly helped me with my dying laptop when I called the help desk.
- Please celebrate **Amber Boire** for all her help with recent product demos/trails (MOLLI, OR Cribs, Glidescope/Video Laryngoscope). These went very smoothly thanks to her, and I really appreciate her assistance in coordinating these. *Lauren Théberge*
- Beth Brownlee celebrated **Andrew Keck** for the wonderful job he is doing. He is very good at prioritizing and shifting his work around depending on what is happening. He escalates issues appropriately and has been such a great support for staff members who needed to prepare for CNO interviews. Thank you for your leadership and guidance! *Sabine*
- Sarah Mellish celebrated **Laurie Tomasini, Carmelita Pilatzke and Katie Hollahan** for their work with the Strategic Plan t-shirts. She said they all helped with folding and sorting them and then with handing them out at the celebration. Thank you for being such a great team and for your support! *Sabine*
- A huge thank you to community partner, **Home Depot Pembroke**, for their \$200+ contribution towards the beautification of our outdoor patio on the Acute Mental Health unit. As part of the recreation therapy program on the unit, patients participate in the maintenance of the gardens for all to enjoy throughout the summer. Kudos also to our hospital's **Maintenance team** for helping get the garden ready for the summer months!



# CELEBRATIONS

- We received a wonderful compliment to the team:

T.D. wanted to let the Hospital know what an excellent experience she had with **Dr. Mathew** and the whole care team during her knee replacement surgery. She noted that she had a death in her family on the day of her surgery and everyone was understanding and able to reschedule. She noted that everyone was just wonderful, sunshine and roses. She had surgery in March. She said the anaesthesiologist was very respectful and very nice. She said the physician who did her spinal was also wonderful and knew she had a clinical background so let her watch everything. She had an extremely positive experience and wanted to ensure everyone knew how great it was. She is having her left knee done soon as well. She said **the whole team - the nurses, the pre-op, everyone in day surgery, recovery, x-ray and physio should be praised for their excellent care.** She does not have a bad word to say about her whole experience. Thank you all for continuing to provide excellent service to our patients! *Heather Macmillan*

• Huge congratulations to **Andrew Keck** who completed the Quality Improvement and Patient Safety Leadership Program at Telfer School of Management at the University of Ottawa last Friday! Andrew, your presentation was excellent, and it is evident talking to the faculty staff and other participants that you brought so much expertise, insight and positive energy to the program! Thank you for your ongoing commitment to quality and patient safety!  
*Melanie Henderson*



• We are celebrating Diana Gagne, Auxiliary President who was presented the Civic Pride Award at the City of Pembroke's Civic and Youth Awards Celebration held June 3rd at the Best Western Pembroke Inn.

The Civic Pride Award is presented to an individual or group for showing leadership in fundraising and promoting the wellness of others.

Diana was nominated by Auxiliary member Pam Etmanskie and recognized for her long standing commitment to the community and over 23 years of service in a volunteer capacity for her roles within the PRH Auxiliary Executive - 15 years as Secretary, nine years as President and the past six as Mural Cafe Manager.

Diana also volunteers in the hospital's Sunshine Gift Shop when needed, at Pembroke's Delta Bingo & Gaming on PRH Bingo dates, and she assists the PRH Foundation with sales of their Catch the Ace tickets. She also supports students who are looking to accrue community volunteer hours by making herself available for training on weekends.

Outside of her volunteer work in the health care field, Diana has volunteered as ladies' co-captain at the Pembroke Golf Club and she has served in a secretarial role with the Pembroke Curling Club. All this following a 30-year career in a supervisory role with Bell Canada.



# CELEBRATIONS

• Celebrating **Surgical program Co-op Students Carson Day, left and Char Meery, right**. FANTASTIC students who gained a lot of experience on Surgical, SDC, MDR and the OR through opportunities with the porters and physio and even observing in the OR.

I have to say, it is an added challenge to have Co-op students, however this experience with these two individuals was exceptional. We came together and had a much better process for how to navigate their experience (so that it is meaningful) but that it did not become overwhelming from the Manager's perspective/workload. I surely hope they continue their educational plan for health care.  
*Heather Macmillan*



• The Medical team would like to celebrate our **social worker, Michael Peters**. He is dedicated to his patients, and time after time, we see him go the extra mile, always being extremely resourceful. He is compassionate and empathetic when supporting his patients. Not only does Michael support the patients on the Medical floor, but he is always there for staff. He brings joy to the unit (and Timbits) and is always readily available with a joke when we need a laugh!

Thank you Michael, from the *Medical team!*

• Thanks to **Kelly on Medical** for advocating for a vulnerable patient to help them the right tools to succeed.

• Thanks to **Dr. Ladd** for being so thoughtful and caring to your patients.

• Thank you to **Julia Fisher, Danielle Doucette and Sarah Barber from 3rd Medical** for completing the ARO screening tool in full and in a timely manner. Your efforts allow for quick identification of AROs present exposures and transmission to other patients. Thank you, *IPAC*

• Thanks to **Nancy Spilchen on Rehab** for advocating for your patient...leading to further testing and treatment for a new diagnosis. *Lisa Keon*

• Celebrating **Taylor Warlick from Rehabilitation** for reporting concerns to the Charge Nurse/Educator regarding a patient's stroke symptoms and family's concerns. This prompted a repeat CT and stroke was identified on imaging. Well done team!

• **Kalynn Bludd (OR)** did a wonderful job dismantling hip case for the MDR team. Great job and much appreciated. It makes our life so much easier. *Candice MDR*

• Thanks to **Rachel Pecoskie (HR)** for all the administrative support that you provide to the HR team and to the hospital from badges, to interview booking, to smiles and positive energy.

• Celebrating **Andrea H. (HR)**. I just wanted to let you know that Andrea is doing a great job in her new role. She is organized and stays on top of things. *Tammy Lynn Donohue*

• Thanks to **Lori Ann, Andrea RP and Rachel (HR)** for your assistance in onboarding 11 Clinical Externs with a short turnaround. It was a smooth onboarding with all staff having vaccinations submitted, scheduled inserted and badges completed before their first day! *Bailey*

**GovDeals**<sup>®</sup>  
A Liquidity Services Marketplace

**PRH Sells Surplus Items  
on GovDeals.ca. Check it  
out to find great deals!**

# Epic Implementation

## Driver Update: June 2024

### The Connected Vitals Project

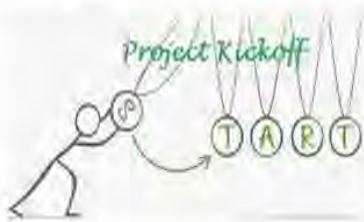
- Kicked off on May 29<sup>th</sup> with the implementation of coloured arm bands for different in-patient units across PRH .
- 25 Super-users have come forward and are working on reviewing the settings on the Hillrom machine to get final sign-off on the configuration and helping create a process for hybrid documentation for vitals signs.
- A group of PRH team members visited RVH to see how the Spacelab monitors integrate with EPIC and the use of software for cardiac rhythm interpretation

### Equipment and Networks

- The IT team has started assessing the current WOW's across PRH to ensure they are working properly and the software is up-to-date.
- The team is also touring the building to identify network(Wifi) needs to ensure we have sufficient coverage for EPIC.

### Pharmacy

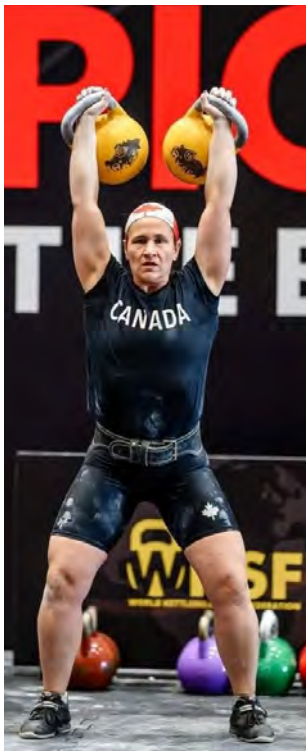
- Pharmacy has begun completing EPIC readiness questionnaires and building inventory spreadsheets that will support barcode scanning.



The Kick-off meeting has been set for September 12 to officially launch the project on our journey to Fall 2025 implementation.

## Heather Kilius (OR) Brings Home The Gold!

Congratulations to Heathers Kilius (OR) who has returned from Rzeszow, Poland with two gold medals and one bronze medal from the 2024 World Championship Kettlebell Competition.



# CONSTRUCTION CORNER

## Tower A:

- Cancer Care Project: A512 room pressure alarm issues are intermittent and replacement wall pressure monitors have been ordered. The humidifier valve was to be installed on May 27th but the contractor could not get it to fit inside the enclosed space. A smaller humidifier has been ordered. Quote received to add a bypass and programming changes to the heat exchangers.
- Surgical Day Care Project: The rooms in the south wing are being painted and the bed head walls installed. Terrazzo floor repair is still ongoing. The shaft wall in the old nursing station was opened to remove the asbestos on the pipes and repair the old plumbing. Plumbing repairs in the stacks on the 2nd floor west wing were completed and the plumbing tie in was installed for the 2nd floor nursing station ceiling for the new washrooms.
- The walls in meeting room A413 were patched and ready for paint and a ceiling access panel was installed inside the A403.1 Staff Washroom following the abatement of water lines.
- A new emergency power electrical panel was installed on the 5th floor in the north corridor. Inside A501 the electrical wiring was upgraded, the walls were patched, and a new ceiling grid was installed.
- The roof above the staff entrance and corridor was completed. The canopy roof by the 1st floor Foundation Office entrance was also replaced.
- The Switchboard entrance door and window were replaced.
- A new replacement glass pane was installed in the 1st floor link on the AMH patio deck where the existing one had cracked over the winter.

## Tower C:

- Main Entrance Project: The installation of fireproofing on the underside of the upper floor assembly is now completed. Some framing for the new walls were installed. Terrazzo flooring repairs were started. Plumbing repairs are ongoing. HVAC duct work was started in the C141 Auxiliary Office and in the C142.1 kitchenette.

## Tower D:

- Medical Day Care Project: Work started on replacing the gas fireplace with an electric one. The new flooring is scheduled to be installed the week of June 17th in the fire side lounge area along with the new suspended ceiling. The temporary space should be ready for occupancy in mid-July.
- The HVAC controllers were commissioned for the Pembroke Family Medicine Teaching Unit (PFMTU) on the 4th floor. We are waiting on an Electrical Safety Authority (ESA) inspection report before occupancy.

## Upcoming Recognition and Celebration Dates

### June

National Indigenous History Month / Pride Month / Stroke Awareness Month

Father's Day - June 16

Annual Staff Appreciation BBQ - June 26

**July** Canada Day - July 1 / **August** Civic Holiday - August 5

**September** Labour Day - September 2

# LEAN IN

PRH recently collaborated with students in the Computer Programming Program at Algonquin College in Ottawa to build a Lean Virtual Huddle Board for use across the hospital. Currently, Mental Health Services, Patient Information and IPAC hold their lean huddles virtually and they have all been using different platforms to document their progress.

The Algonquin College students were successful in creating one platform that is accessible and very user-friendly for all members of these teams to access and begin using. We really wanted the huddle board to look and function like the physical huddle boards and the student were successful in delivering this!

This set of students built the portion of the huddle board that houses the Lean and Celebration tickets and we have plans to partner with a new group of students next year to build the Performance Section of the board which includes QIP driver, departmental drivers and watch metrics data.

The experience of partnering with these students was exceptional. They were incredibly professional, diligent and customer-focused and went above and beyond to deliver a stand-out product to us. Thank you to everyone who helped here at the hospital to make this a success with special thanks to Victoria Pezzutto and Evan Harris for really championing this initiative.

Hôpital Régional de  
**Pembroke**  
Regional Hospital

Department  
**Community Mental Health**

Add New Ticket

Standard Work (P.D.F. 140  
KB)

View Archive

Work in Progress

New Ideas

Our Success!

Almost Done

Pick Chart

Celebrations

# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

## GUARDIAN ANGELS



### Jessica Talbot and Melody Dellaire, 3rd Medical / Rehab

"I would like to take a moment and acknowledge the outstanding care provided by Jessica and Melody. I have had the privilege to observe the radical transformation and recovery of a patient originally designated as a mechanical lift, to the present use of a two-wheel walker. Therapy is ongoing and the patient continues to progress with credit to Jessica and Melody. Well done!"

### Kelly Imafidon, AMH

"Kelly was extremely courageous and diligent during an extremely stressful situation. The work he does to ensure the safety of their patients and co-workers has been tremendously appreciated."



**Catch the Ace**  
Week #23  
**\$265,000.00**  
Presented By **OK TIRE**  
Estimated Jackpot if the Ace of Spades is caught!

[www.PRHcatchtheace.ca](http://www.PRHcatchtheace.ca)

Draw date June 19th at 10am  
Deadline to purchase tickets  
11:59pm on June 20th

**MAKE EVERY TICKET COUNT**  
PLAY SPRING LOTTO TO SUPPORT LOCAL HEALTHCARE

PLAY OUR EXCLUSIVE  
**50/50**

OTTAWA VALLEY **YAMAHA**  
PRESENTS  
**SPRING LOTTO**  
FOR HEALTHCARE

# CARING from the CORE

## PAYROLL DEDUCTION PROGRAM

**THANK YOU TO ALL THE STAFF MEMBERS WHO GIVE TO THE CARING FROM THE CORE & DENIM DAY PROGRAMS!**

Each year these programs generate an incredible **\$13,000 +** that goes directly towards much needed equipment right here at PRH thanks to your generosity!

To join this program and receive an annual charitable tax receipt each year please contact [leigh.Costello@prh.email](mailto:leigh.Costello@prh.email).



Staff of Pembroke Regional Hospital

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co-operators

## Access free advice with our Legal Assistance Helpline

If you insure your home with us, you have access to our free Legal Assistance Helpline. The helpline allows you to speak with a lawyer on almost any legal topic, with no impact to your policy. And, best of all, there's no limit on the number of times you can use this resource!

Here are some common questions – and answers – about the Legal Assistance Helpline:



**What is it?**  
A confidential service providing legal advice for Co-operators policyholders.



**What types of legal guidance can I get?**  
We provide legal guidance on family law, wills and estates as well as contract disputes and resolutions.



**Who can use it?**  
All Co-operators home policyholders.



**When can you use it?**  
Call any time if it's an emergency. Otherwise, access the helpline 7 days a week from 8 a.m. to midnight, local time.



**How much does it cost?**  
It's free. Use the helpline as often as you like.



**Will calling affect my policy or increase my premium?**  
No. We offer this service to support our policyholders.

Our legal assistance helpline is a partnership with ARAG Legal Solutions Inc., and aims to strengthen our ongoing commitment to building resilient communities across Canada.

We're here to help whenever you need us. To access the helpline, call 1-855-953-1431.

Investments. Insurance. Advice.

co-operators

# 2024 SUMMER TRAVEL SAVINGS EVENT

JUNE 3 - JULY 12

From sandy beaches to thrilling theme parks to big city getaways – pay less and experience more on your summer trips.

### THE PERKS OF BOOKING WITH US:

- Low rates on 850K+ hotels & resorts worldwide
- Savings on more than 30,000 car rentals
- Flight deals with over 300 major airlines
- Discounted theme park tickets
- Exceptional customer service
- Flexible travel options

access perks



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.

<https://www.pemreghos.org/staffdiscounts>

SHOP. TICKETS. TRAVEL.



# Turn your **perks** into an adventure



**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.



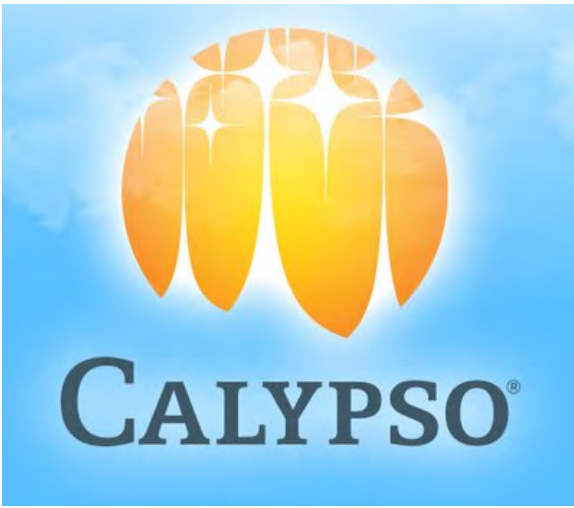
## Haven't registered yet? Here's how:

- 1 Go to [perkopolis.com](https://perkopolis.com)
- 2 Enter your corporate email address
- 3 Look for an email from us with a link to complete your registration.



Scan





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](mailto:pr@prh.email) for a code if you would like to purchase tickets.

**June's PRH Staff Association Treat Day**  
Featuring A Small Cup (3 scoops) Of Gelato  
**Wednesday, June 19th, 12-4 p.m.**  
**The Lunch Box (cafeteria)**



Farmstead Cheesehouse is located at 2545 Greenwood Rd.

Their speciality is small batch artisan cheeses made on farms in Ontario and Quebec, locally roasted coffee done the way you like, and authentic Italian gelato produced on-site by a local girl who trained in Italy!

While supplies last, you will have a choice of up to three flavours:

**Sorbetto Dairy-Free Fruit Gelato:**

Lemon / Strawberry-Rhubarb

**Milk-based Gelato:**

Dark Chocolate / Hazelnut / Coffee costo d'oro

Valley Fog (Early Grey tea infusion with vanilla bean and maple syrup)

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

Instead, staff are invited to pick up their gelato anytime during the four-hour distribution window.

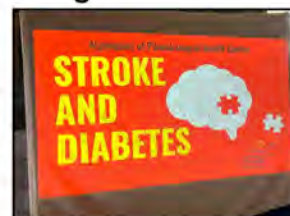
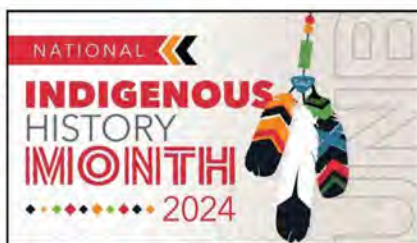
If you are picking up for others, please ensure you have their names so that they can be crossed off our membership list.



# STROKE AND DIABETES- LUNCH AND LEARN

Indigenous people in Canada face greater health challenges than most, including an increased risk of developing type 2 diabetes. 17.2% of First Nations people living on reserves have diabetes, compared to 5% of the general population. They also have a significantly higher likelihood of developing heart disease and stroke. Heart disease rates for Indigenous people are as much as 50% higher than in the general Canadian population, and the death rate from stroke is twice as high.

In recognition of June being Stroke Awareness Month, as well as National Indigenous History Month, Hope Proctor, Stroke Educator for the PRH District Stroke Centre, was invited to be a guest speaker at a Lunch and Learn at Elder's Lodge on June 7th, hosted by Taylor Reckzin, the Chronic Disease Management Nurse at the Algonquins of Pikwakanagan Health Services Centre. Taylor previously worked as an RN on the Inpatient Rehabilitation unit at PRH.



In addition to an education session about Stroke and Diabetes, there was a wonderful lunch prepared by the health services dietician Jenna Walsh, which highlighted easy ways of incorporating non-animal proteins like tofu and cottage cheese, and fresh garden produce, such as kale, berries and fresh herbs from their new community garden into affordable everyday meals that are simple to prepare and will help reduce the risk of diabetes and stroke.



12 participants joined us for this fun and informative session, which is the largest turn out to date. There were also great raffle prizes available to encourage participation. Overall, this was a very successful education session and the beginning of many collaborations to come! Thank you to Taylor for organizing this event, and chi-miigwech to the Pikwakanagan community for the warm welcome!

# STROKE AND DIABETES- LUNCH AND LEARN

WANT TO TRY SOMETHING NEW?



## Naan Pizza

*Naan bread topped with cottage cheese, basil pesto, shredded cheese, cubed beets (canned), butternut squash and fresh sage*

## Strawberry Kale Salad

*Fresh kale, diced strawberries, crushed walnuts, fresh mint  
Dressing: Balsamic Vinegar and Olive Oil*



## Chocolate Tofu Pudding

*2 packs of soft tofu blended with 1/3 cup cocoa powder, and honey or maple syrup to taste. Topped with fresh strawberries. Refrigerate for a few hours. Enjoy!*

**CUSTOMIZE THESE RECIPES ANY WAY YOU LIKE!**