

Today's Take-Aways

Lunch with the CEO

• As part of the lead up to the Christmas holidays we hosted another successful *Lunch with the CEO* session on December 19th with five staff in attendance. The group enjoyed a nice meal and quite a few laughs while learning more about each other and discussing a variety of topics.

Some of the comments shared, and discussion points raised included:

- Staff are appreciating the increased visibility of the Senior Leadership Team at huddles and as part of other visits throughout the organization. Their interaction with staff and positive presence is well received.

- Staff spoke very positively about Brent McIntyre and Annette Davidson, the work that they do, and their positive attitudes.

- The addition of Health Care Aides has been seen as a positive move and a great addition to clinical teams. Staff would love to see expanded Health Care Aide coverage on each of the clinical units.

- As a means of improving staff retention, there is an expressed need for more permanent positions. It was also noted that those who are new to the area are interested in accessing social and recreational opportunities in the broader community so there may be ways the hospital can partner with local municipalities to facilitate this.

- It was also suggested that more hospital-wide social activities could also help make staff feel part of the whole team, and not just their department.

- Staff are enjoying the menu upgrades and new items in the cafeteria and suggested that monthly theme days could be fun.

- It was suggested that staff may benefit from job shadowing opportunities in order to create an understanding and awareness of what others are doing and experiencing.

- Discussion around how nursing schedules can be improved and standardized to improve work-life balance.

If you would like to be invited to an upcoming session of *Lunch with the CEO*, please forward your name to carolyn.levesque@prh.email.

2024
HAPPY NEW YEAR

Today's Take-Aways

College of Nurses of Ontario (CNO) Membership Renewal

- All nurses are required by provincial legislation to register with CNO and renew their registration annually. Paying your registration fees with CNO renews your ability to practice nursing in Ontario. Please note that the CNO membership renewal deadline of December 31, 2023 has now passed.

Those who have missed the deadline will be charged a late fee of \$125 before taxes (\$141.25 with HST.)

Effective January 12th, the CNO will mail Notice of Intent to Suspend letters to those who haven't renewed their membership. Those receiving this letter will have 30 days to complete their renewal and pay the required fees, including the late fee of \$125 before taxes (\$141.25 with HST).

For other key dates and information about membership, please visit the following link:

<https://www.cno.org/en/maintain-your-membership1/annual-membership-renewal/>

Departmental Updates

Human Resources

- We are proud to participate in the Healthcare of Ontario Pension Plan (HOOPP), offering our employees the security and peace of mind that comes with having access to a pension plan. We understand the importance of financial well-being and believe that a strong pension recognizes our employees, like you, and provides a stable foundation for your future as part of our overall compensation package.

A HOOPP pension gives you the security and predictability that you deserve, and a retirement income you can count on for life. As a HOOPP member:

- You'll get more than you put in. Typically, the pension you receive in the long run will be much more than your total contributions. In fact, most members receive their contributions back in the form of pension payments within three to four years after retiring.

- You can count on your pension for life. A HOOPP pension is reliable because it's based on a formula, not stock market returns; your pension will be paid monthly for as long as you live.

- You'll pay less taxes when you join. Since your contributions are automatically deducted from each pay cheque, you don't pay any taxes on that portion of your salary.

- You can save more efficiently and worry less. When you join, you automatically contribute to the Plan each pay period. As your employer, we also contribute \$1.26 for every dollar you contribute. Since HOOPP's team of investment professionals work to keep your pension secure until you need it, you don't have to make investment decisions or stress about market fluctuations.

- Your Plan benefits don't stop there. With HOOPP, you have access to early retirement options, survivor benefits for your loved ones, inflation protection and more.

If you're a full-time employee, you're automatically a member. If you're an eligible part-time, contract or casual employee, you can join HOOPP at any time while you work with us. If you're ready to enrol or have any questions, just inform HR and we'll take care of the rest. For more reasons why you should join, visit: hoopp.com/joinHOOPP

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

November / December 2023: Stefanie Summersgill (Surgical), Alana MacFarlane (Diagnostic Imaging), Madison Kuehl (Human Resources), Andrea Heuving (Human Resources), Thomas Regan (ICU), Kimberly Fleury (Environmental Services), Stephanie Burchat (Diagnostic Imaging) and Brian Schnarch (Administration - OHT Performance & Analytics Lead)

Today's Take-Aways Continued

• Our team of volunteers gathered on December 29th for a festive lunch, some health and safety refreshers, Christmas goodies and a gift of the PRH belt bags. In addition we are pleased to share that our volunteer numbers are expanding as we welcome back some who were with us prior to the pandemic and others who are responding to our recruitment campaigns.



Be sure to compliment our volunteers on their new uniform which was revealed at our December gathering and received positive feedback.

Medical Affairs

• Welcome to the team! Please give a warm welcome to some of the newest member of our professional staff: Dr. Harjot Jagdey (Internal Medicine) effective January 10th, 2024.

Patient Information

• The Office of the Information and Privacy Commissioner of Ontario (IPC) recognizes that the majority of Ontarians working in the health care system are deeply committed to the protection of personal health information. When mistakes occur, there is almost always a genuine willingness to take responsibility and remedy errors.

The IPC takes a measured approach in response to Personal Health Information Protection Act (PHIPA) violations, providing education, guidance, informal resolution, and recommendations when less severe violations occur.

That being said, effective January 1st, the IPC now has the discretion to issue administrative monetary penalties to individuals and organizations as part of its enforcement powers for PHIPA violations.

It should be noted that the new administrative monetary penalties will not be used as a default measure for privacy breaches. Instead, they will generally be used as an enforcement option for more severe violations of PHIPA, not in cases involving unintentional errors or one-off mistakes. For example, a monetary penalty would not be used in cases involving unintentional errors or one-off mistakes, such as misdirected faxes or emails, provided there is evidence of prompt and reasonable corrective action being taken upon discovery of the error to contain its impact and prevent it from recurring or becoming a more systemic issue.

In cases where administrative monetary penalties are determined to be an appropriate measure, the IPC will use the criteria set out in regulation under PHIPA to determine the amount.

**SELF-CARE IS GIVING
THE WORLD THE BEST
OF YOU, INSTEAD OF
WHAT'S LEFT OF YOU.**

– KATIE REED



Connecting with the CEO - In Case You Missed It

December 15, 2023

PRH Supports The City's New Warming Centre

As many of you may have heard, the City of Pembroke, in partnership with the County of Renfrew and the Township of Laurentian Valley, has recently opened a warming centre to support the area's homeless population throughout the cold winter months.

The warming centre is located on the site of the Pembroke Farmers' Market in downtown Pembroke and is open nightly from 10 p.m. to 8 a.m.

An important part of our mission at Pembroke Regional Hospital is to provide care and support for the vulnerable and marginalized which is why I'm pleased to share that we are also supporting this local initiative in a variety of ways:

- For Acute Mental Health and our Emergency Department, we have created some handouts for patients who may be part of this population with a list of resources for the homeless and directions to the warming centre.
- Our community-based Mental Health team is fully aware of the warming centre and related resources and staff are assisting clients who face homelessness by ensuring they have the resources they need.
- The warming centre staff have been provided with the confidential pager number for our Mobile Crisis Response Team in order to make referrals for prompt next-day assistance for those individuals who are seeking support and connection to local resources.
- The warming centre has space for up to 25 people a night. Our Environmental Services team is providing clean flannel blankets as part of a linen exchange program which will run for the five months that the warming centre is operational.
- Our Environmental Services team has also provided guidance to the warming centre staff around environmental cleaning and infection prevention and control measures.

Thank you to everyone involved in this initiative for the important work you are doing to help those in need. While much of the care we provide is often in-house, it's very rewarding to be able to expand further into the community by partnering with our municipalities, and other health care and social service agencies.

PRH Recognized For Use Of Public Feedback To Improve The Patient Experience

On December 8th, the Toronto Star published an in-depth article about patient experience surveys which have been conducted by Ontario hospitals over the last 20 years.

After obtaining up to six years' worth of patient survey results from more than 50 Ontario hospitals and health networks, the article questioned the value of such surveys and posed questions around how much of the feedback is used by hospitals to improve the care they provide.

As part of the article, the following was written about PRH:

"Pembroke Regional Hospital, a facility about 150 kilometres northwest of Ottawa that serves a population of roughly 55,000 people, is among the highest-rated hospitals in the province. Between 2019 and 2022, patients rated the hospital as "significantly above" the benchmark for 60 per cent of all questions asked, 'The doctors made me understand things better,' wrote one patient. 'The nurses were unbelievable. Thank you for everything from the bottom of my heart.' In a written statement, the hospital attributed its positive survey results to including 'the patient voice in our care.'"



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

I am very pleased to see that we were well-represented and positively highlighted in this investigative article. I think it reflects well on the work that all of you do here and for that, everyone should be proud.

Thank You To Food Services

And finally this week I would like to extend a heartfelt thank you to our Food Services team for the work they did to ensure that our Christmas Appreciation Breakfast event went smoothly and was enjoyed by all. An event like this requires a lot of work and planning behind the scenes as well as a well-orchestrated production line on both days. The food was delicious and I was so impressed with the variety and quality of everything that was served. THANK YOU!!

They did all this and have also been busy collecting food for the Cobden Food Bank, going above and beyond.

December 15, 2023 - Video Message

<https://youtu.be/n5D26CSn6o>

December 29, 2023

Hello! Hope you all had a wonderful Christmas and are still enjoying some of the holiday festivities with friends and loved ones.

Once again, to all of you who have worked over Christmas and those who will work around New Year's Eve and New Year's Day, I want to say "Thank You" for doing what it takes to keep our hospital operational and our patients cared for at this special time of year.

As you may recall, in September I provided an update on some of the challenges we were facing in terms of physician coverage in several areas of care.

Since then, we have welcomed internist Dr. Chika Offiah to our team who is providing inpatient coverage in addition to stroke prevention, and some general internal medicine clinics.

In addition, I'm pleased to share that the Internal Medicine schedule is full through the holiday season and currently has only one half-day vacancy in January. Efforts continue to fill the schedule and complete/finalize coverage for February and March.

We are also very happy to share that a new full time internist will be joining the Internal Medicine team officially in August, and will be providing locum coverage weeks in the months leading up to that time likely starting in January.

Our ICU schedule is also complete and full through to the end of March and we are excited to learn that Medical Affairs will be interviewing a physician in early January who is interested in full time ICU/ internal medicine practice starting next summer.

And finally, rounding out the work of our Medical Affairs and Recruitment Team, we are closing out the year having had a successful interview with a urologist and plans to interview candidates next month for Emergency Department/Hospitalist, ICU, ENT and Psychiatry.

Sabine



Santa's Helpers On SLT Deliver Christmas Gifts

This year, the Pembroke Regional Hospital generously purchased PRH-branded belt bags for every member of the health care team. The bags were available in four colours - black, navy, olive and gray.

On December 20th, members of the Senior Leadership Team distributed the Christmas gifts throughout the organization, wishing staff a very Merry Christmas.

Belt bags were also given to our Auxiliary members, our physicians, and our volunteers.



CONSTRUCTION CORNER

- Phase 2 of the Surgical Renovation Project is scheduled to be turned over to the hospital on February 5th, giving staff two weeks to install equipment, stock and clean the new area for use.

- On February 15th and 16th, the endoscopy/cystoscopy suite and MDR scope reprocessing area will be closed and relocated to their new space in order to open and welcome patients starting February 20th.

- In the meantime, all the little deficiencies are being corrected and equipment is being tested and commissioned to ensure that everything will work as per design for the opening.

- On January 11th, the medical gas inspector will come for a final inspection and test of the medical gas system. At the same time, the inspector will also test the newly installed medical gas system on Tower A, 4 South Obstetrics.



The new Surgical Daycare/Endoscopy bedspaces.



The new Endoscopy procedure room.



The new Cysto procedure room.



The Endo and Cysto decontamination area.



The wide corridors outside the new procedure rooms.



The new soiled room complete with UV sterilization light.



A typical washroom also complete with a UV system.




The dual mechanical HVAC system.



GovDeals[®]
A Liquidity Services Marketplace

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

**What's
the
tea** 



If you have some news to share with your co-workers, email it to pr@prh.email.

Did you know that Jody Kulas (Human Resources) has been a volunteer Scottish Country dance teacher for 18 years and she's been dancing for 30?

If you're interested in finding a new way to stay fit this year, consider joining Jody and others for this fun, non-competitive, social form of group dance that doesn't require a partner.

The group is hosting a free Open House on January 10th, waiving the regular weekly \$5 drop-in rate.

For more information: rcdancescottish@gmail.com

Location: 454 Miller St, Pembroke (Zion Lutheran Church hall)

Dates: Wednesdays starting at 7:30 pm

CELEBRATIONS

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

- Brenda Long and Diana Gagne from the Auxiliary recently celebrated **Kim, Mark, Elaine, Taylor, Shannon and Tina from Environmental Services** for the work they do to look after TV activation for patients each day. In appreciation for helping to implement a more efficient and fair TV rental system, and getting the rental program back on track, they presented each with a small token of appreciation.

They noted that revenue has gone from approximately \$1,000 a month to \$3,000 per month since the new system has been put into place. This money is used to pay for the monthly cable vision fees and to purchase new televisions for the hospital.

- I would like to acknowledge a true champion for our Mental Health clients, **Helen Mcleod**. For this and many holiday celebrations, Helen has given 1000% devotion to organizing, asking local businesses for donations of food and cooking the meals for our clients. Helen has devoted many hours of preparation to bring this holiday's celebratory meal to our clients in Pembroke on December 13th and Renfrew/Arnprior on December 14th. On the 13th of December, Helen began preparing for these two days at 4:30 a.m. and on the 14th, Helen, I believe, was packaging the food well before 6 a.m. to be delivered to the Renfrew/Arnprior clients for their celebratory meal there. Now I must admit Helen has not been able to complete this major task herself, for like Santa, Helen had her little elves carrying out tasks; these elves came from all over, **Amber** for arranging for the registration of clients, the **staff from the ACT Team**, Helen's SHARE co-worker **Brianna**, the **Pembroke and Renfrew/Arnprior ROP staff** and the **Renfrew/Arnprior Case management staff**. I would like to give everyone a huge thank you for their support in bringing early Christmas cheer to our clients.

I would also like to thank **Mireille and of our managers** for allowing us to show our clients how much we care by providing them with these special meals. *Kevin Juillette*

- Each year in November, the Pembroke branch and Hub staff at Northern Credit Union donate enough funds to create three gift baskets to raffle off. They sell tickets 3/\$5 and raise funds for the SHARE Program at the Pembroke Regional Hospital. This year's raffle yielded \$710 which was presented to Helen Mcleod on behalf of the SHARE program.

Pictured from left, Theresa Tong, Julia Roggie, Helen McLeod, Melissa Gregoire and Pamela Haygarth.



- Spending Christmas in the hospital can be isolating for patients and staff. Acute Mental Health staff, despite having family and friends at home, go above and beyond to bring some festive cheer to the patients' bedsides. AMH elves were busy this year with Grinchmas, patient room decorating, musical guests, gift bag deliveries and Elf on the Shelf. I would like to thank **the team of AMH "Elves"** for their holiday cheer! I would also like to celebrate the **AMH elves** who helped bring cheer and gifts to our patients on the unit over the holidays. *Cheryl Summers*

- I would like to thank the **Maintenance team** for supporting EVS and the Auxiliary for creating a space in their workshop for patient TVs. The TV rental program improves the patient and family experience and increases revenue/donations to the hospital. *Cheryl Summers*



CELEBRATIONS

- Celebrating the work of the **Food Services team** for hosting a Food Drive for the Cobden Food bank before Christmas. Thanks also to all who contributed, making this initiative a success!

- In recognition of **Chanda and Laurie L. (both from Obstetrics)** - K&J wanted to be sure you were recognized for your compassion and kindness shown to them during their loss on December 26th. They said you both went above and beyond, and they will never forget you. *Rachel Robertson*



- Celebrating **Hayley Krueger (Obstetrics)** for preparing our own IV insertion kit/bundles for the unit - brilliant idea! (stolen from SDC!). Thanks, *Rachel Robertson*

- On December 20th, Sabine Mersmann joined and recognized **the Joint Health and Safety Committee members** for another successful year of commitment and promotion of safety culture at PRH. Martin Burger will assume the role as management co-chair starting this month. A big thank you to all committee members and Carmelita Pilatzke (resource), for the work being done to ensure the safety of all at PRH!

Back row, from left: Cheryl Summers, Greg Tate, Brent McIntyre, Crystal Kranz, Sheldon Higginson, Sabine Mersmann, Crystal Thompson, Kimberly Haley, Melanie Prescott, Rita Amodeo and Michelle Giles. Front row, from left: Betty-Ann Spence, Darlene Keuhl, Mike Godbout, Michelle Godsell and Rachel Robertson. Missing from photo: Sonya Silver, Elizabeth Rosamond, Angela Lemke, Nicole Lalonde, Sarah Mellish, Tyson Purcell, Emily Garrett and Kirsten Johnson.



- Celebrating **Caroline Froment**. During the holidays, we were short on resources in MDC/Systemic and, given the restraints of resource availability to support, I reached out to Clinical Education to have some of my AmbClinics RPNs trained on the IV Pumps to support the operational need.

Caroline was on it right away and organized a two-hour training session with them the next day; Friday afternoon prior to the Christmas break. She has since been readily accessible to the team for questions, provided a step-by-step quick instruction guide to using the pump, and stopped by the clinics to support their learning. Not only has she been responsive to their learning needs but she has created a supportive, compassionate and understanding environment for their learning.

The RPNs in AmbClinics previously did not have exposure to IV Pump based procedures since leaving the in-hospital care environments. Upskilling and supporting their learning has been instrumental in us being able to facilitate the influx of appointments with limited number of staffing resources and I am very thankful for her quick action and urgency. *Danielle Rae*

Quality Improvement Plan (QIP) Driver Update

Violence Prevention Drive Update

Participation in mandatory training sessions is a crucial aspect of patient safety and professional development within the hospital. These sessions are designed to impart or refresh essential knowledge and skills that directly align with employees' roles, as well as the hospital's drivers and values. Attendance on these training days is not merely a requirement, but an investment in one's own growth and the overall success of our teams.

It's essential for employees to understand that attending these sessions is part of their responsibility as professionals and maintains compliance on our teams. Failure to attend mandatory training sessions will be treated the same as failing to attend a regularly scheduled shift. This may result in disciplinary action.

Thank you for your co-operation in making these training sessions successful and for the quality care and support you continue to provide every day at the Pembroke Regional Hospital.

Emergency Preparedness

2024 Code of the Month Schedule

January	February	March	April
Code Brown	Code White	Code Silver	Code Grey
May	June	July	August
Code Yellow/Amber	Code Orange - Disaster	Code Black	Code Grey
September	October	November	December
Code Purple	Code Red	Code Green	Code Orange – CBRNE

Equity | Diversity | Inclusion

Highlights from our most recent meeting held November 30th include:

- Plans to record the hospital's first EDI video in January which will speak about our EDI journey.
- An interest in hosting Cultural Awareness Training in partnership with Pikwakanagan.
- An interest in hosting the Blanket Exercise again with involvement from frontline staff.
- Plans to host a session on the use of inclusive language at Ground Rounds and also ways to incorporate this type of training into an eLearning module.
- Plans to host staff Lunch and Learn sessions on the topics of anti-stigma and anti-bias.

If you have any feedback or suggestions for our EDI Committee, please email rachel.pecoskie@prh.email with "EDI Committee" in the subject line.

Medication Transformation Project

COMPLETE YOUR ELEARNING

E-learning is to be completed for the ADU's before attending training.

BD Pyxis Medstation-Clinical

Congratulations. You have completed this course.
Renew my learning record

Training Videos

- Device Basics
- Create/Edit my Patient
- Remove Profile
- Remove Non Profile
- Waste
- Return

TRAINING FOR STAFF

Training for staff will be available before the ADU's go live on the floors. Staff must attend training to get familiar with the ADU's and get their log in set up before go live date February 6th.

Training will be available January 19th-February 5th from 0700-1900 in room 218

We will work with clinical managers to allow opportunity for all to attend training



New Fall/Winter: PRH Clothing



Softshell Vest - Navy/Black (Women's/Men's styles)
\$60 including tax and PRH logo
• Optional embroidery on the right sleeve \$5 extra

Long Sleeve Shirts (Women's and Men's styles)
\$45 including tax and PRH logo
• Optional embroidery on the right sleeve \$5 extra

Spring/Summer items are still available to order as well.

Please note that all PRH items are sold at cost. As a result, no additional discounts will be applied.





Guardian Angels



Dr. Marlene
Van Gentevoort



Dr. Declan Rowan



Dr. Alison Wookey



Helen McLeod



Catch the Ace **RETURNING** *Catch the Ace*

JANUARY 10th

Presented By **OK TIRE**

PRH Welcomes Winston To The Pet Therapy Program

On December 21st we were introduced to five-year-old Winston and his handler Simon Johnson. Winston and Simon are new volunteers who have joined our Pet Therapy Program and will be regularly visiting with patients on our Acute Mental Health unit as part of their recreation program and also touring around to visit with staff.

Winston is part of the *Watch My 6* Therapy Dog Program.

Pictured at right are Simon, left, and Winston, along with staff members Carmelita Pilatzke, Tyler Graveline, and Carolyn Levesque.



The PRH Staff Association Presents

The Treat of the Month

Monday, January 29th,

1:30-4:30pm,

1st Floor, Tower A Entrance

(adjacent to the PRH Foundation office)

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

Non-members and those wishing to purchase an additional Beavertail can do so directly from the vendor at a cost of \$7.50 (Incl. HST).

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

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

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

To get your BeaverTail:

1. Provide your name to the Staff Association member at the Tower A entrance.
2. If you are picking up for others, please ensure that you have their names too.
3. You will be given a ticket to redeem at the food truck for a BeaverTail.

