

Community Connection



Annual Report To The Community 2010/2011

*Leading, Learning,
Caring For You*

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Website www.pemreghos.org / YouTube Channel: pembrokeregionalhosp



**Your
Hospital,
Caring For
You!**

Hospital Celebrates The Many Accomplishments Of The Past Year

Sometimes in our busyness, we forget to take the time to reflect on the good things that have happened and to celebrate our accomplishments and good fortune. And this past year in particular, our Hospital has had many, many reasons to celebrate.

One of our most anticipated celebrations took place on March 10th when we were finally able to unveil to the public our four new state-of-the-art surgical suites located in dedicated space on the third floor of the new Ottawa Valley Health and Wellness Centre.

As a result of a true partnership between the Hospital, the West Champlain Healthy Community Corporation, who built the building, and the Grey Sisters, who supported the project in so many ways, our surgical team was provided with the opportunity to move out of outdated operating rooms into modern, spacious facilities employing cutting edge technology.



**Pierre Noel
President and CEO**

Our official opening was attended by many special guests, including Dr. Wilbert Keon, the new Chair of the Champlain Local Health Integration Network, who, along with members of the general public, were invited to tour the space and witness a mock surgical procedure to better understand and appreciate what is now available locally. By all accounts we now have some of the best operating room suites in the country and it's clear to me that our new facilities will secure the future of our surgical program here at the Pembroke Regional Hospital for decades to come.

And if that wasn't enough, our new Systemic Therapy (Chemotherapy) Satellite Service was also officially launched this year bringing more cancer services closer to home. A joint venture between the PRH and The Ottawa Hospital Regional Cancer Program, this new service provides local patients with chemotherapy along with medical day care services such as blood transfusions and pain management and is located in a newly refurbished space in close proximity to our emergency and diagnostic imaging departments. **Continued on page 4.**

Board Responds To Legislative Changes

Whatever the root cause may be, patients come to a hospital because they are sick. They may not have a family physician. They may be too sick to treat themselves or they may have fears and uncertainties about their condition for which they need reassurance and answers. But above all else they come to any hospital and to our hospital because they seek care and compassion.



**Barbara Schoof
Board Chair**

As Chair of the Board of Directors at Pembroke Regional Hospital, it is my duty and that of all our members who serve on a volunteer basis, to ensure that a high standard of quality care is there for those we treat and that all who seek care receive the right care, that which is most appropriate, in the most timely and efficient manner.

While our patients don't often see the behind-the-scenes challenges that all of us in the healthcare field are facing, by no means does it mean the challenges of the past year were any less difficult.

In fact, it was an extraordinary year based on the sheer volume of legislative changes and directives around accountability being issued by the Ministry of Health and Long-Term Care.

Topping the list was the introduction of the province's Excellent All Act which was developed to make healthcare providers and executives accountable for improving patient care by fostering a culture of continuous quality improvement where the needs of patients come first. **Continued on page 5.**

Mission, Vision And Values

MISSION

We are a regional community hospital committed to delivering a wide range of quality health services.

Following Catholic tradition, we will meet the physical, emotional, and spiritual needs of all.

VISION

We will be recognized for excellence in health services; effective health care partnerships workplace wellness and fostering a learning environment

VALUES

We uphold and promote compassion and caring; excellence and innovation social and fiscal responsibility; mutual respect and community spirit

Versions Francaises Disponibles

À l'avenir, si vous préférez recevoir cette publication en français, veuillez communiquer avec:

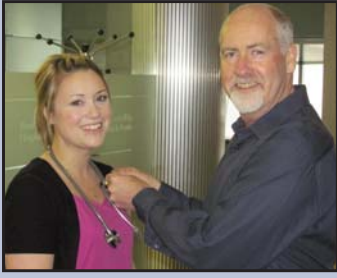
Carolyn Levesque au (613) 732-3675, poste 6165, ou au carolyn.levesque@pemreghos.org.

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Guardian Angel Program



The Guardian Angel Program offers grateful patients and their families a meaningful way to show their appreciation to a physician, nurse, staff member or volunteer who made a difference during their hospital visit.

Jennifer Czyz was recently nominated by Robert Graham as a Guardian Angel for the exceptional care she gave to his wife, Connie St. Jean, before her passing.

A very special thank you to all of our Guardian Angels for their dedication and commitment to improving patient care at Pembroke Regional Hospital. To learn more about this program, please contact the Foundation office.

Guardian Angel

A Message From The Chair...

Each and every gift the Pembroke Regional Hospital Foundation receives is vitally important and greatly appreciated. The words, thank you, hardly seem adequate when expressing our sincere gratitude and appreciation to all our donors. Your much-needed contributions truly reflect your commitment to our region's current and future well-being.

This past year has seen the upgrade of our CT scanner, the completion of new surgical suites and the opening of our Chemotherapy Satellite Service just to name a few.

This past January we also welcomed Nancy Warren, our new Executive Director who brings with her a strong record of achievement and a deep sense of commitment to strengthening the Foundation. Her enthusiasm is already proving very valuable in helping meet our fundraising goals.

And the fundraising never stops as the Pembroke Regional Hospital is constantly evolving and responding to the growing healthcare needs of our region.

One of our upcoming fundraising projects is to help bring a much-needed MRI to Pembroke. We encourage the community to get involved in "our" local hospital as we are truly blessed to have this exceptional healthcare facility in our own backyard.



**Marnie Stunt
Board Chair**

Honour Roll of Angels - 2010/2011

Melissa Seeloch
Jennifer Czyz
Dr. Thomas Hurley
Cherie Hicks
Dr. Charles Quirion
Tina Toner
Jeris Johnston
Leslie Heggart
Connie Daiken
Laura-Lee Andrews
Elizabeth Rosamond
Dr. W.M. Pan

Tamara Brand
May Seto
Emily Jackson
Shirley Chaput
Jennifer Jackson
Dr. Paul Lavigne
Judy Gorr
Megan Melcher
Wendy Briscoe
Sarah Meilleur
Regina Godin

**We are located on the 1st Floor in Tower A
at Pembroke Regional Hospital
phone: (613) 732-2811 ext. 7408
fax: (613) 732-6360
foundation@pemreghos.org
www.prhfoundation.com**

BLACK & WHITE GALA

Our fifth annual signature event was once again an overwhelming success raising more than \$109,000 for our Hospital with over 80 sponsors.

Mark your calendars!

**The 2011 Gala will be held October 15.
Tickets will be available starting this month.**

Third Party Events

Each year, the PRH Foundation is the proud benefactor of many third party events. Third party events are organized and run completely independently from the Foundation and the monies are gifted over to the Foundation afterward.

Whether it's a golf tournament, dinner-dance, special home party or a run, we wish to express thanks to those who have chosen us as the recipient of the funds raised.

The Dr. Kim Armstrong Turkey Trot donated \$2,500 from their annual fall run.

Please mark Oct. 8th, on your calendar for this year's 5km Walk/Run.

The Cobden and District Civitan Club donated \$2,000 from their annual Charity Golf Tournament.

Please mark July 29th, on your calendar for this year's tournament.

The Knights of Columbus annual Pat Harrington Golf Classic raised over \$25,000.

Please mark Sept. 14th on your calendar for this year's Classic.

The Bank of Montreal MasterCard initiative raised over \$8,900.

The Moms for Maternity worked tirelessly this past year hosting a golf tournament, a clothing sale, a jewelry sale and a Valentine's dance. With a \$30,000 boost from the Ontario Automotive Recyclers Association they completed a \$75,000 pledge.

The Moms also donated \$13,000 towards the Chemotherapy Satellite Service from their Valentine's dance.

The Greater Petawawa Civitan Club donated \$5,000.

Civitan Bingo runs Sunday evenings 6-10 p.m. at Civic Centre.

The NOBs vintage motorcycle club donated \$5,000 from their monthly breakfast meetings, regalia sales and shows held throughout the Valley and the Pontiac.

The Pinewood Retirement Residence held a Victorian Tea and raised \$500 for the Hospital.

Please contact the Foundation office for information on hosting a third party event.

Board of Directors 2010/2011

Marnie Stunt, Chair
Dr. Christy Natsis, Vice-Chair
Michael Deane-Freeman, Treasurer
Norm Carroll, Rod Loftus,
Robert Cotnam,
Pierre Noel, PRH President and CEO (Ex-Officio)
Barbara Schoof, PRH Board Chair (Ex-Officio)

Share your story...

If the Pembroke Regional Hospital holds a special place in your heart through personal experience, that of a family member or a friend, we would like to hear your story.

To share your story and Hospital experience with us, please contact the Foundation office at (613) 732-2811, ext. 7408 or email us at foundation@pemreghos.org.

In-Memoriam Gifts

When a loved one passes away, many families have chosen to support the advancement of local healthcare through donations to the Pembroke Regional Hospital Foundation.

Many thanks to the following funeral homes for facilitating this service: Murphy Funeral Home, Malcolm, Deavitt and Binhammer Funeral Home, Neville Funeral Home, Zohr Funeral Home, and Ringrose Funeral Home.

Medical Staff Using Creative Solutions To Address Some Of Its Challenges

Providing the highest quality of healthcare possible is the goal of any hospital in Ontario and Pembroke Regional Hospital has faced many challenges in moving forward in this regard. We cannot provide high quality care without sufficient doctors. I would argue that our main challenge continues to be the recruiting of family physicians to the area. The shortage of family physicians impacts the hospital greatly. Not only do we need them to fulfill roles as emergency department doctors, but 30-40% of patients in the ED have no family physician or no family physician with privileges in the hospital to look after them.



Dr. Michael Ferri
Chief of Staff

Patients admitted to the hospital need to be cared for by a primary care physician. Two groups of physicians provide these services in our hospital: family doctors and hospitalists (family doctors who work only in the hospital).

In addition to recruiting more family doctors, we need to provide care in a timely manner. Every hospital emergency department in Ontario has significant wait times. We are no different here in Pembroke and, in fact, we need to improve and shorten the wait time especially for those who have less urgent medical problems. We are currently averaging 4 hours wait time in our emergency department for those who are triaged as less urgent. How does this come about?

There was a time in Ontario when emergency departments were less crowded. However, with increasing emphasis on chronic care and decreased numbers of family physicians, the family doctors are unable to see all acutely ill patients the same day so for more timely service, patients are more likely to be directed to the emergency department.

At the emergency department these patients, in addition to patients experiencing emergencies and very urgent situations, are all waiting to see the same doctor. The wait times for these patients increases as priorities are sorted and dealt with. Unfortunately, for most of the hours in a day at our emergency department, the Ministry of Health only funds one ED doctor at a time to be working. As a result, they can't keep up to the large number of patients waiting to be seen.

Timeliness of Care is Important

We are committed to changing the emergency department structure in the coming year. One way to do this is by separating less urgent patients and

re-directing them to a more clinic-like setting (on site here at the hospital) where they can be more quickly triaged, treated and released to go home. In addition, we are committed to getting the admitted patients through the emergency department into a bed on one of our inpatient units more quickly as well.

Timeliness is also important when we consider discharge planning. We are committed to having patients in our hospital beds for the "right amount of time". As you may have heard it is important that patients receive efficient clinical services and part of this is to make sure the patient is not in hospital too long because there are risks such as acquiring a hospital-based infection or deterioration especially among the elderly patients. Quality initiatives like our "conservable days" program which are time-based will be a significant focus of improvement over the next year in our hospital.

Once a patient is admitted to hospital it is either a family physician or our hospitalist doctors who are the most responsible physician to look after these individuals. Therefore, as some of our doctors in the community approach retirement, we are already planning to recruit more hospitalists to look after the increasing numbers of unattached patients who may be admitted in the future. Our hospitalist program now is robust and organized but we will be reviewing this as well in the coming year to see if we can be more efficient.

We are still very supportive of those family physicians who want to continue to look after their patients in hospital. In particular, our University of Ottawa affiliation and family practice education program is critical. We have 4-6 family doctors receiving training here in residence at our hospital, and we are clearly trying to recruit them to stay and practice locally. In the last year one of our residents, Dr. Lynsay Lane, has committed to staying in the area to practice and this is very good news for all of us.

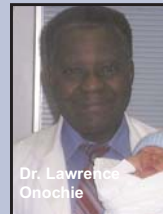
The other very important and almost miraculous development has been the establishment of the West Champlain Healthy Community Corporation and the construction and opening of the new building on Mackay Street. Now we have new Operating Rooms and the possibility of bringing more services "closer to home" as we anticipate working with Ottawa to develop an orthopaedic program. In addition, the new Family Health Team headed by Dr. Colin Macpherson and Dr. Lomie Coleman opened its doors last month. They have already attracted a new physician to the area to work with them and I anticipate more physicians joining them in the near future.

Finally, I would like to give you an update on the state of our specialist services. The anaesthesia

program is doing quite well this year and members of our department are supporting the surgical program very well.



Dr. Zaihan Rashid



Dr. Lawrence Onochie

The department of general surgery will be losing one of its members, Dr. Zaihan Rashid, and I want to wish him well in his future endeavours as he leaves us this summer. We have found a replacement for him and look forward to announcements in the coming months in this regard. We have also lost former Chief of Obstetrics & Gynecology, Dr. Lawrence Onochie as he has retired but he does come back to help us with weekend coverage on a monthly basis and we are very appreciative of this. Dr. Ashraf Yacoub and Dr. Siddhartha Mukherjee are doing stellar jobs at providing services, including on-call services, as we recruit a third obstetrician for the department. Our two Internists, Dr. K.C. Li and Dr. Ben Mgbemena, also continue to work hard as we look to integrate a third internist here within the next year.

Our emergency department roster has now been strengthened this past year with the arrival of Dr. Charles Quirion who joined our team in 2010. He has been instrumental in helping to stabilize our Emergency Department in the past year and we are very grateful to have him. We are still looking for more ED doctors to join us in the next year and again we have some very realistic and encouraging prospects on the horizon.



Dr. Charles Quirion

In summary, gone are the days of same-day physician appointments and the style of primary care many of us grew up with. However, the challenges of today's healthcare system are not going unmet and in fact, in many ways, are being innovatively and creatively addressed using home-grown solutions that best meet the needs of the individuals and families within our community.

Volunteers Contribute Time And Special Skills

Our Hospital is fortunate to receive the time, energy and talents from a large group of dedicated volunteers each year. As an integral part of the Hospital team, this vibrant group of individuals provides support and services that benefit patients, visitors and staff members. In return, the volunteers benefit from personal growth, a feeling of contribution and accomplishment, accumulation of mandatory volunteer hours or perhaps the acquirement of new skills, during their time spent with us.

This past year, 190 volunteers have contributed a total of 8,051 hours of service in support of a wide variety of programs which fall into three main categories: Patient Support, Administrative Support and Customer Service. Volunteers provide hospitality by assisting patients and visitors and providing directions at Information Desks in the Hospital and Ambulatory Clinic area, as well as delivering water to patients and magazines to waiting rooms areas.

Volunteers are very active in providing support and assistance to specific programs such as:

Rehabilitation Program
(More Like Myself Program)

Surgical Day Care Program

Geriatric Mobile Day Hospital

Community Mental Health Program
(Woodworking Shop & Crafts)

Geriatric Program
(meal assistance & friendly visiting)

Pastoral Care Services
(Eucharistic Ministers, visiting patients, religious service assistants)

Cardiovascular Health Awareness Program
(CHAP)

Volunteers also share their individual talents such as playing musical instruments or tending to the beautiful plants and flowers throughout the buildings and Hospital grounds.

Volunteers can always be counted on to assist with special events such as the recent grand opening of the new surgical suites and the Staff Association's annual Christmas party for children.

In appreciation for the valued contribution of all Hospital volunteers, the Pembroke Regional Hospital hosted a dinner on April 20 to recognize and honour the important role that volunteers play in our organization and our community.

At this event, ten Hospital volunteers were recognized for having contributed 5 and 10 years of service. A special chapel service and reception was also very well attended.

For more information, or if you would like to become a volunteer at Pembroke Regional Hospital, please contact Volunteer Services at (613) 732-3675 ext 8362 or by email at pr@pemreghos.org.



Christine Baird,
Volunteer

Hospital Celebrates Many Accomplishments...Continued (From Front Page)

Under the leadership of Dr. Joel Ward, five local physicians provide support on a rotational basis to this clinic which is anticipated to accommodate up to 400 patient visits in its first year.

Patients from our area are referred to the local clinic by their oncologist in Ottawa allowing them to receive treatment close to home, minimizing stress and disruption, and decreasing travel time and costs. In addition, telemedicine allows patients to be followed by their oncologists and other specialists from the Regional Cancer Centre without needing to leave the community.



At our official opening on May 2nd, the team from Ottawa presented our staff with a "Bell of Hope" for patients to ring in celebration when they finish their course of treatment. Our first local patient was able to ring this bell recently, putting their chemotherapy treatment behind them. An emotional moment for the patient and for all of our staff as well!

Our region's stroke patients also had occasion to celebrate this past year with the launch of two new initiatives developed for survivors of Transient Ischemic Attacks (TIA), or "mini strokes".

Our new stroke prevention clinic, funded by the province and operated by our Hospital's District Stroke Centre, is designed to help Renfrew County's stroke victims avoid hospitalization and prevent further strokes.

Under the leadership of Dr. Debbie Timpson, the clinic runs five half-days a week, providing local residents with rapid access to diagnostic services, health assessments and expert treatment. Referrals to other services such as neurology, neurosurgery, dietetics, the diabetes

clinic, cardiovascular rehabilitation and smoking cessation programs may also be made if appropriate.

Funding made available through the Trillium Foundation also allowed us to start a pilot program for stroke survivors to enable them to participate in a community-based Heart Wise exercise program.

Our District Stroke Centre teamed up with exercise leaders at Pembroke's Best Western Fitness Centre to organize the program which was developed by the University of Ottawa Heart Institute and the Champlain Regional Stroke Network.

This past fall, another community-based program, the Cardiovascular Health Awareness Program (CHAP), was re-launched by the Pembroke Regional Hospital across seven sites in Renfrew County.

Working with family physicians, pharmacists, volunteers and community organizations to promote and actively participate in the prevention of cardiovascular disease and stroke, the goal of CHAP is to increase cardiovascular health awareness, promote healthy lifestyles and support regular blood pressure monitoring in the community. This program has delivered great results in the past so being able to offer it once again is great news.

Yet another recent development has been the launch of a new Telethrombosis Clinic at the Pembroke Regional Hospital where telemedicine is again bringing care closer to home for patients in our region.

Part of The Ottawa Hospital's Thrombosis Program which treats people diagnosed with blood clots, the program was recently expanded to our area by the Champlain Local Health Integration Network (LHIN) and is expected to benefit approximately 50 local patients annually.

And we were also pleased to receive additional funding to expand and enhance our county-wide diabetes education services with the hiring of an additional diabetes team consisting of a full time nurse and a full time dietician working as an outreach team to our more rural areas.

This program provides diabetes screening and assessment as well as individual and group classes, follow up consultations and public

awareness sessions to Golden Lake and Petawawa through their family health teams and to Cobden, Beachburg and Killaloe through their community health centre locations. The team also travels to seniors' homes and to other outreach sites.

In addition to this long list of new and expanded programs, the story would not be complete without mentioning the purchase and installation of our new Philips 256-slice CT scanner. Valued at \$1.7 million, this new acquisition once again ensures that we have leading edge diagnostic tools to serve our community for years to come.

And lastly, as part of our organization's commitment to promoting a safe and healthy environment for everyone, I must commend our healthcare team and the community at large for helping to make the PRH a smoke-free property.



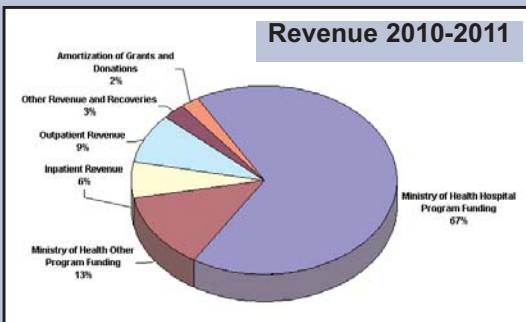
Our physicians and staff have been taking extra care to assist our patients who smoke in finding alternatives to smoking as well as helping them to minimize any discomfort from nicotine withdrawal. I believe that all of our careful planning ensured a successful launch and we thank our patients, visitors and staff for their ongoing cooperation.

So looking back over this past year, there have indeed been so many good things to celebrate and to be thankful for.

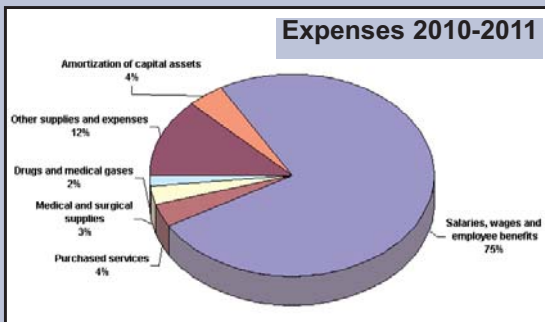
I am thankful too for the many talented and dedicated people who make these good things happen. Our healthcare team, our Board, our partners, and our donors, who look beyond the horizon for ways to improve and enhance the care we provide to you, our friends, our neighbours and our loved ones.

Understanding The Financial Picture

Revenue 2010-2011



Expenses 2010-2011



- PRH has an operating budget of \$75 million.

- For 2010-2011 we ended the year in a balanced position and were able to deliver all programs and services within the allotted amount.

- This past year, equipment purchases totalled \$4,059,249, including the purchase of our new CT scanner at a cost of \$1.7 million (including a \$900,000 contribution from our Foundation), and brand new state-of-the-art equipment for our new surgical suites valued at \$1.5 million.

- We also revised our five-year equipment purchase plan to include, among other items, a \$1.7 commitment by our Auxiliary to fund the replacement of our cardiac monitoring equipment.

- Funding for this past year's operations included a significant investment

to allow for the set up and continued operation of our Systemic Therapy (Chemotherapy) Satellite Service.

- In addition, the Hospital was able to budget for the operation of our new surgical suites which will be fully operational within the next budget period. This includes the tenancy agreement with the West Champlain Healthy Community Corporation.

- Moving into 2011-2012, we will continue to examine our programs and services for efficiencies although our programs are performing well when benchmarked against peer hospitals.

- The next fiscal year will also see a move towards a new funding formula for hospitals. We will be working to better understand the impact this will have on the financial health of our organization.

Board Responds To Legislative Changes...Continued (From Front Page)

While many of the specific requirements of the new Act were things our Hospital already had in place or were doing, much of the new Act was very prescriptive in its expectations, so it provided a good opportunity for the Hospital and our Board to review what we were doing, and where necessary and applicable, make further improvements.

To do this, and to better understand what was expected, many of our Board members participated in webcasts, workshops and took courses in order to keep apprised of things like website-based public reporting requirements.

There was also much discussion and planning around executive compensation which must now, for our two vice-presidents, our president and our Chief of Staff, be linked to quality performance targets set out as part of an annual quality improvement plan.

A couple of other highlights of the Act were the requirement to formalize our patient relations process and develop a bill of rights in consultation with healthcare partners and the public.

Other legislative changes included amendments to the Public Hospitals Act. Some of these led to the review and revision of a number of policies in order to be compliant with the new legislation, including policies around Board membership and critical incident reporting.

And if the workload described here was not enough, we also had to take a more extensive look at governance practices in light of our upcoming accreditation period in September, 2011.

A lot of this involves evaluations, not only of ourselves and our governance practices through the use of a Board Functioning Tool, but also of the Chief of Staff and our CEO. This year our CEO underwent a 360-degree evaluation involving peer and community partner evaluations of his performance.

As I noted earlier, education of Board members plays a very important role in effective

governance and this past year all new Board members received their Essentials Certificate in Health Care Governance as taught through the Ontario Hospital Association.

As a group, we met for an annual retreat with a focus on new legislative and quality requirements, and as always we continued with our orientation and mentorship program for our newest Board members as all of this tends to mean a steep learning curve for those new to healthcare governance.

One of the highlights of the past year was the opening of our new surgical suites, a project which began as a Board initiative many years ago.

DID YOU KNOW...

Another role the Board has involves granting privileges to physicians, dentists, nurse practitioners and midwives.

This past year alone, following a thorough credentialing process, our Board has granted privileges to 181 of those professionals.

Being able to celebrate the benefits of a partnership like that with the West Champlain Healthy Community Corporation always reinforces the notion that partnerships can lead to many successes.

And our partnerships, not only within our own community, but also within our own region and beyond continue to be ongoing, strong and innovative.

So much so, that we have participated in forums and planning sessions not only within the Champlain Local Health Integration Network, but also at the OHA level. We were also happy to participate as a key partner in The Ottawa Hospital's Spring Planning Retreat May 8 during which we made a short presentation describing our programs and services, our top three challenges and opportunities, and how we might work together to address these.

Going forward we recognize that we will

continue to have a more extensive role in the oversight of quality. We will continue to review and prepare for changes in legislation through which we can make improvements to the way we do business and make ourselves accountable to the public we serve.

As we head into 2012, we will prepare for our next strategic planning cycle during which we will look to future needs and growth in local healthcare programs and services and plan for how best to meet those needs and continue to bring more care closer to home.

We are also very happy to welcome five new Board members: Frank Christinck, Garry Yaraskavitch and Margaret Smith who will each serve a three-year term from 2011-2014, Romeo Levasseur who will serve a two-year term, and Kelly Hollihan who is returning for a second three-year term.

Each of our Board members gives countless hours each year because they have an interest in local healthcare and want to make a contribution to improving what our hospital has to offer for those who need it most, and for that I extend my thanks.

I would also like to thank those volunteers who sit as community representatives on our nominating committee, ethics committee, resource and audit committee, and fiscal advisory committee. Each brings a wealth of experience and expertise to the table which helps enhance the community-based leadership we have.

And so it continues, despite the challenges we face today with the new realities of healthcare, the expanded role of Hospital Boards, ultimately we are here to determine and plan for how best we can meet the needs of those who come through our doors in search of care and compassion.

It is a task that becomes more complex each year; but as a Board, and Hospital we are up for the challenge with the needs of our family, our friends and our neighbours at the forefront.

Pembroke Regional Hospital Board of Directors 2010/2011

Barbara Schoof (Chair),
Richard Dickinson (Vice-Chair), Jennifer Kennedy (Vice-Chair)
Heather Ball, Lianne Dozois-Bowles, Steve Hartmann,
Shayne Hoelke, Kelly Hollihan, Joanne King, Dr. Misheck Mwaba,
Wayne TerMarsch
Ex-Officio Members:
Pierre Noel (President and CEO),
Dr. Michael Ferri (Chief of Staff),
Sandra Keon (Chief Nursing Officer)
Dr. Colin Macpherson (President of the Medical Staff),
Dr. Joan Tyler (Vice-President of the Medical Staff),
Anne Sloan (Auxiliary President), Marnie Stunt (Foundation Chair),
Sister Shirley Lehovich (GSIC), and Mary Whelan (CHCO)

New Hospital Presentation Now Available

Your Hospital, Caring For You is the title of a new multi-media presentation being rolled out publicly by the Pembroke Regional Hospital.

If you know of a service club, church group, community group or other organizations who would be interested in seeing this special presentation, please contact our Public Affairs Coordinator by calling: (613) 732-3675, ext. 6165.

A Typical Day At Your Community Hospital

Total number of staff: 760

On average, each day we have:

- 145 admitted patients
- 3 births
- 100 emergency visits (30% of ED patients don't have a family physician)
- 21 surgical cases
- 17 day surgeries
- 90 outpatient clinic visits
- 2,800 lab tests
- 150 diagnostic imaging exams
- 106 Registered Nurses, Registered Practical Nurses and Clerks working in our clinical areas.
- 275 prescriptions filled
- 3,000 lbs. of laundry processed
- 435 patient meals served
- 310,000 square feet of space cleaned, heated and lit
- 2,300 incoming phone calls
- 20 volunteers giving their time
- 10,277 feet of paper towel delivered
- 106 cookies freshly baked by the Auxiliary volunteers in our Mural Café

Senior Leadership Team



Pierre Noel
President and CEO



Sandra Keon
Vice-President
Patient Services and
Chief Nursing Officer



John Wren
Vice-President
Corporate & Support
Services, CFO/CIO



Dr. Michael Ferri
Chief of Staff

The Pembroke Regional Hospital Auxiliary - Another Banner Year

It is with a heavy heart that I turn over the gavel this year. I have enjoyed my time immensely as the President of this very prestigious Auxiliary and have made many good friends in the process. Any accomplishments made in the past three and a half years, are due mainly to all volunteers working together.

Our \$1.7 million commitment toward the new cardiac monitoring equipment is progressing extremely well. We have already contributed \$219,000 towards our goal.

This includes the Bingo proceeds for 2010-2011, which totalled \$32,000, plus an additional \$17,000 from our last year-end, for a grand total of \$49,000. Our convenors and all the faithful Bingo volunteers are to be applauded.

The HELPP (Hospital Equipment Lottery Program for People) lottery ticket sales were more than \$20,000 this year, double that of last year.

The Mural Café and the Sunshine Gift Shop also experienced a record year of sales, netting over \$40,000 and \$35,000 respectively.

We welcome Mary Banks as our new Café

manager and say thank you to past-manager Judy Johnson, who will be staying on to assist the management team. Judy, along with all the volunteers, has been a tremendous asset for the past four years.



**Anne Sloan
Auxiliary President**

The Annual Fall Tea, TV rentals, the Mural print sales, the Memorial Fund, and the operation of the ATM machine round out our fundraising efforts for the year.

Algonquin College recently advised that they would be awarding the new PRH Auxiliary Bursary for the first time this spring in the amount of \$800.00 (from the interest on the endowment).

And on May 18, the PRH Auxiliary hosted the

Presidents' Luncheon for the HAAO Ontario East Region (9) at the Travelodge Hotel.

In closing, you are all to be highly commended for your efforts and I welcome a very eager Mary Olsheski as she commences her new term.

2010/2011 Executive

- Anne Sloan (President),
- Sheila Schultz (Past-President),
- Pierre Noel (Honorary President),
- Mary Olsheski (1st Vice-President),
- Susan Morrow (2nd Vice-President),
- Helene Giroux (Treasurer),
- Diana Gagne (Secretary),
- Eleanor Boire (Press & Publicity/Historian),
- Vina Hearty (HELPP),
- Brenda Long (Gift Shop Operations),
- Trudy List-Radke (Gift Shop Staffing),
- Judy Johnson/Pat Bergsma (Mural Café Operations),
- Iris Ball/Sheila Schultz (Mural Café Staffing),
- Dolly Pick (Special Events Telephone),
- Fran Kennedy (Spiritual),
- Carmel Harrington/Dorothy Devine (Ways & Means/Fundraising),
- Janet Campbell (Membership)

Bill of Rights and Responsibilities at Pembroke Regional Hospital

| If you work at the hospital, you are responsible to... | Everyone has the right to... | If you are a patient, family or visitor, you are responsible to... |
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| <ul style="list-style-type: none"> • Treat others with courtesy and dignity and promote an environment free from favoritism and bias • Recognize and honour the uniqueness of each person • Contribute to a quiet, healing environment • Promote collaborative and respectful communications and work relationships among members of the team, respecting each team member's role and scope of practice | <p>Be treated with dignity, respect and fairness</p> | <ul style="list-style-type: none"> • Treat others with courtesy and dignity • Consider the feelings of others • Contribute to a quiet, healing environment • Consider that other patients may need help more urgently than you or your loved one |
| <ul style="list-style-type: none"> • Express kindness and empathy towards others • Genuinely listen and seek to understand another's situation, feelings and thoughts • Advocate for those who are most vulnerable • Support the spiritual needs, faith traditions and rituals of our patients and those with whom we work | <p>Compassion and caring</p> | <ul style="list-style-type: none"> • Be patient and understanding • Make us aware of any religious or spiritual care you wish to receive during your stay |
| <ul style="list-style-type: none"> • Share with colleagues any important, evidence-based information which supports quality care for efficient, safe hospital functioning • Ensure the safety of patients, families, visitors and staff by learning, sharing and putting into action best practices • Use a calm tone of voice and non-threatening body language • Adhere to all policies including "Hand Washing" • Report unsafe or potentially unsafe conditions without fear of reprisal • Teach patient/family/visitors about their roles in safety • Assist in the resolution of patient concerns/complaints in a timely manner | <p>Quality care and a safe environment</p> | <ul style="list-style-type: none"> • Make suggestions to improve your quality of care • Protect your own valuables, leave objects at home that could cause harm and respect the hospital's property • Use a calm tone of voice and non-threatening body language • Follow all posted policies including "Hand Washing" • Express your concerns without fear of reprisal • Let your healthcare team know of your concerns as soon as possible to allow them to quickly put things right for you |
| <ul style="list-style-type: none"> • Engage the patient/family in his or her care • Explain to the patient/family the care plan such as tests or procedures and ask if they have any questions or concerns • Participate in team planning and/or cooperate in implementing team plans • Take responsibility for your decisions and actions • Be cost-effective in how you deliver safe, quality care | <p>Be part of the healthcare team</p> | <ul style="list-style-type: none"> • Receive all necessary information, have questions answered and understand the consequences of giving or refusing consent to treatment • Tell your health care provider if there is a change in your condition or if problems arise after your treatment • Follow the agreed upon treatment plan both in the hospital and after discharge • Accept responsibility for decisions you make about your treatment or care |
| <ul style="list-style-type: none"> • Be honest and courteous in dealing with others • Use the best available evidence in your practice and in providing high quality patient care • Actively participate in your professional learning and ongoing development | <p>Honesty, openness and information</p> | <ul style="list-style-type: none"> • Provide relevant information to your health care team which is essential in the delivery of quality health care • Let staff know when you don't understand any information given to you |
| <ul style="list-style-type: none"> • Protect the privacy and confidentiality of patients and others • Report breaches of confidentiality | <p>Confidentiality</p> | <ul style="list-style-type: none"> • Value other patients' rights to confidentiality and let your healthcare team know about breaches in confidentiality • Choose one person to receive information about your treatment and to act as the spokesperson to other family members |

The Pembroke Regional Hospital's Bill of Rights and Responsibilities was developed as a requirement under the Excellent Care for All Act (ECFAA) which came into effect in June, 2010. Publication of this document will help patients and care providers understand what they are entitled to and what to expect during their stay and it reaffirms the Hospital's commitment to putting patients first and strengthening patient-centred care.

As part of the Bill's development and to ensure that the voice of the patient was well-represented, the Hospital sought out public input and feedback by way of a public survey, the results of which showed that 95% of respondents agreed with the statements in the draft Bill and found the Bill easy to understand.

"We were very pleased with the feedback received from our patients, their caregivers, our healthcare partners, our staff and the greater public residing in our community," said Hospital President and CEO Pierre Noel. "Public input especially in a process like this, is highly valued and provides another opportunity for us to hear from those in our region regarding the values that are most meaningful to them while in our care."