

Community Connection



Annual Report To The Community 2023-2024



Phone (613) 732-2811 Email/Version Françaises Disponibles au pr@prh.email
Website pembrokeregionalhospital.ca - Facebook/Instagram pembrokeregionalhospital - Twitter @PRHhospital

CEO Provides Update On Transformative Work Being Done At PRH



Sabine Mersmann

As we head into the summer months, we like to send out an expanded edition of our public newsletter so that we can recap some of the milestones, successes, and patient experience improvements that have taken place over the past year.

I want to share with you the current status of some key projects that are well underway and stand to transform our hospital, not only physically, but in the way much of our care and services are guided and delivered, starting with the completion and approval of our 2024-2029 Strategic Plan.

New Five-Year Strategic Plan

Development of our five-year plan was a direct result of thoughtful, positive, collaborative engagement with more than 1,000 individuals including members of our health care team, partners, stakeholders, patients and families.

Their voices are clearly reflected in the document which you can view on our website (<https://www.pemreghos.org/strategicplan>) and read more about in this newsletter edition.

At its core, our Strategic Plan revolves around caring. Our patients (all who receive services), their families and everyone they consider family are at the heart of our plan and will remain our focus as we enhance, build upon and shape the services we provide in the days, months and years to come.

Timeline for Epic Implementation

Part of our plan speaks about the need to have robust data and digital health capabilities. Our \$17.5 million investment in *Epic*, the new health information system which is best known as the system that features the *MyChart* patient portal, is a significant part of this.

I'm pleased to share that we will be launching the implementation phase for *Epic* this September, with a projected go-live date in late 2025.

With this launch, we will be joining The Ottawa

Hospital and 10 other hospitals in our region who have already adopted *Epic* including Deep River and District Health, Renfrew Victoria Hospital and St. Francis Memorial Hospital in Renfrew County.

In preparation for the fall kick-off, our team will be doing a fair bit of preliminary work over the summer, including an assessment of our network and computer equipment needs, and ensuring we have adequate power supply to support all of the *Epic*-related technology.

Team members will also be participating in site visits to other *Epic*-based hospitals in order to hear about lessons learned through their implementation and get a first-hand look at how processes will change.

Surgical Program Construction Update

There is an incredible amount of construction taking place throughout our complex. While we recognize that it is noisy at times, we are doing our best to work with the crews in order to minimize the impact on those in our care.

Continued on Page 2

Hospital Shares New Strategic Plan

Following the successful completion of a collaborative development process, the Pembroke Regional Hospital is excited to share its 2024-2029 Strategic Plan fittingly titled, "Together, we care."

"Our new Strategic Plan which is focused on enhancing local health care and meeting the needs of our community, will guide the work our hospital will do over the next five years," said PRH President and CEO Sabine Mersmann.

Starting last fall, with the help of a facilitator, the hospital embarked on a Strategic Planning process that began with the gathering of health, service utilization and demographic data.

The hospital's Board and planning committee heard from provincial and local leaders such as Ontario Health and Ontario Health Teams about their vision, our region's health care trends and future needs.

Broad consultation followed through surveys, interviews and focus groups in order to ensure that the plan would reflect the needs of those served and that nothing was missed.

Continued on Page 2



Hospital Auxiliary Fulfills \$500,000 Pledge In Support Of Surgical Program Upgrades



From left, Kathy Green (Auxiliary Treasurer), Helene Giroux (Auxiliary's Outgoing Treasurer), Diana Gagne (Auxiliary President), Sabine Mersmann (PRH President and CEO), Brenda Long (Auxiliary Gift Shop Manager) and Harlene Buske (Auxiliary Secretary)

The Pembroke Regional Hospital Auxiliary is excited to share that its \$500,000 fundraising pledge in support of the hospital's orthopaedics program and inpatient Surgical unit upgrades has officially been paid in full!

Announced at their *Spring Tea & Fashion Show* held April 26th, Auxiliary President Diana Gagne said despite the best efforts of her organization's 120 volunteers, it took a little longer than planned to complete the fundraising because of the pause in activities during the pandemic. However, that didn't put a damper on their enthusiasm and drive to get it done.

"From the onset, our volunteers saw great value in this project. Not only are we able to support an incredible orthopaedics program close to home, but our funds will also help improve the inpatient experience for Surgical patients once the upgrades are complete. We are very happy to have been part of the fundraising efforts to achieve all of this," Ms. Gagne said.

Raised over the past seven years, the Auxiliary's \$500,000 donation to the hospital is comprised of \$210,100 from Delta Bingo & Gaming Pembroke, \$19,000 from the sale of Nevada tickets and \$270,900 made up of proceeds from The Sunshine Gift Shop, The Mural Café, the hospital's two ATM machines, the TV rental program and annual events like the most recent tea and fashion show.

CEO Provides Update On Transformative Work At PRH...Continued From Front

The upgrades to our Surgical inpatient unit are still on track for fall completion and I can tell you first-hand following a recent tour that we are delighted with the look of our upgraded patient rooms which feature more space, abundant natural light, and larger washrooms. The anticipated addition of four private patient rooms with private bathrooms that feature a wheel in/walk in shower will make stays here so much more comfortable.

In addition to the new inpatient unit, we are building a new suite for ophthalmology in order to have a more private and comfortable space for those having cataract surgery.

With anticipated project completion in mid to late September, we are starting to look at plans for a celebration and open house. We will be sure to provide details as soon as they are finalized, as we are excited to tour as many people as we can before the space is open for patient care.

Cancer Care Project

In Tower D, Phase 2 work has started on the first floor expansion, upgrade and overall improvement of the hospital's Chemotherapy and Medical Day Care unit which should be completed by the end of December.

This multi-million renovation project will significantly improve the patient care experience with the creation of an open-concept Chemotherapy unit, with an enhanced focus on patient safety and care.

The expanded unit will feature three additional treatment chairs, two patient washrooms, an infection control isolation room, a private examination room, a multi-use area where patients can obtain ice, water and light snacks, and a centralized nursing station. The expansion will also include education space for patients and their families as well as a meeting room and a comfortable waiting area for those accompanying loved ones.

Tower C Main Entrance Renovation Project

And lastly, work is well underway on the ground floor of Tower C where our \$2.3 million investment will create a distinct main entrance for our hospital as well as beautiful new space for The Sunshine Gift Shop and Mulvihill Drug Mart.

This project will also create a spacious waiting area overlooking our atrium corridor, and make it easy to access the ramp which aligns with the ground floor of Tower B.

Locating this main entrance so close to our main parking areas will mean quick entry into the facility during inclement weather. It will also allow for safer passage into the complex without the need to walk through a busy parking area at the front of our buildings.

We can't wait to share more with you on all these hospital and health care improvements in the coming months.

New Strategic Plan...Continued From Front

In many ways, Mrs. Mersmann said the feedback validated that the hospital is moving in the right direction with the improvement projects that are in progress while also guiding the need to prioritize other strategies.

The Strategic Plan will lead Pembroke Regional Hospital through 2029 with tangible goals that align with the work being done locally by Ontario Health Teams as well as regional and provincial priorities and direction.

Acknowledging that the Pembroke Regional Hospital was built on a foundation of caring by its founders who vowed to address the unmet needs of our community and ensure the population's most vulnerable residents were cared for, she noted that while the hospital's scope of work has evolved and expanded, its goals are the same, and the 2024-2029 Strategic Plan reflects this in so many ways.

In addition to the three new Strategic Pillars "Care for our People", "Care for our Community" and "Care with our Partners", the hospital has a new Vision statement: "Together, we care for our patients, our community and each other." The hospital's Values have also been aligned with the feedback from staff, physicians and the community as follows:

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.

Remarking that the plan features images of the hospital's patients, physicians and staff, Mrs. Mersmann said she's very excited about the work that has been done. "I'm very proud of the work we have done to develop this plan and, together with my team, the staff and physicians at PRH, we now look forward to bringing it to 'life'."

For a closer look at the details of the plan, we encourage you to visit our website where it is posted <https://www.pemreghos.org/strategicplan>.



Our Senior Leadership Team

From left, Dr. Tom Hurley (Chief of Staff), Melanie Henderson (Vice-President of Clinical and Support Services / Partnerships and Integration), Beth Brownlee (Vice-President of Clinical and Support Services / Chief Nursing Executive), Sabine Mersmann (President and CEO), Brent McIntyre (Vice-President of Human Resources) and Scott Coombes (Vice-President of Finance and Corporate Services / Chief Financial Officer).



Our Board Of Directors

Front row, from left, Lisa Edmonds (Foundation Board Chair), Diana Gagne (Auxiliary President), Sabine Mersmann (President and CEO), Dave Unrau (Board Chair) and Suli Adams.

Back row, from left, Les Scott, Richard Wilson (Past Chair), Clay Deighton, Scott Coombes (Vice-President of Finance and Corporate Services / Chief Financial Officer), Brent McIntyre (Vice-President of Human Resources), Daniel Burke, Matthew Neadow, Dr. Tom Hurley (Chief of Staff) and Neil Nicholson.

Missing from photo: Rebecca Paulsen (Vice-Chair), Dean Sauriol (Vice-Chair), Amy Sicoli (Catholic Health Sponsors of Ontario Designate), Kim Drake, Dr. Margarita Lianeri (President of Medical Staff), Beth Brownlee (Vice-President of Clinical and Support Services and Chief Nursing Executive) and Melanie Henderson (Vice-President of Clinical and Support Services, Partnerships and Integration).

Fast Facts 2023/2024

Total # of Staff **909** Nurses (RNs/RPNs) **369** Support Staff **440**
 Allied Health Professionals **100** Volunteers **193**
 Active/Associate Physicians and Midwives **73**
 Trainees throughout our organization **300+**
 Admitted patients **5,573** Emergency Department visits **30,498**
 Ambulatory Clinic visits **21,681** Births **652** Lab tests **443,916**
 Community Mental Health visits (virtual and in-person) **57,932**
 Surgical procedures (Inpatient and Day Surgery) **6,949**
 Diagnostic test **78,979** (Includes **14,800** MRIs and **13,191** CTs)

Kudos Corner

We are grateful to receive positive feedback from our patients and their families. Here are a couple of recent examples we would like to highlight.

Cathy Williamson "On two occasions in the past month, I have experienced visits to the Pembroke Regional Hospital, experiencing chest pain and shortness of breath. I want you to know how very impressed I was with the treatment I received from all staff. While I was treated humanely and professionally by all nurses, Lab and X-ray staff, I am particularly grateful to two doctors who dealt with me in the ED - Dr. Gregory Mosdossy and Dr. Chika Offiah.

It is for their compassionate listening and caring that I am nominating both as "Guardian Angels". I am also so grateful to the Emergency Department and ICU staff for their wonderful care. Thank you for all you do to ensure such a positive, friendly environment at PRH. I will continue to "sing your praises" in the community and do all I can to promote the health and well being of my fellow citizens. I am so grateful."

Anonymous "From start to finish, I have nothing but good things to say about my hospital experience. Everyone, from housekeeping, dietary (food is amazing), nursing staff (so caring, kind and knowledgeable), and surgeons (so knowledgeable about my disease and procedure) were so kind and caring. I am absolutely gob smacked with the level of knowledge of Malignant Hypothermia. I was greatly reassured by everyone I encountered in care. Everyone went above and beyond. I want the staff to know of the impact they had on me."

Chief Of Staff Highlights Recruitment Efforts, Success Of VTAC And Challenges Faced



Dr. Tom Hurley

Over the past year, our professional staff consisting of 196 physicians, dentists, midwives, nurse practitioners and physician assistants have worked together to support the hospital in its endeavours, while providing the best possible health care to all those who need it.

Physician Recruitment

As we continue to face staffing challenges, the effort put into recruitment has become more vital than ever.

For many potential recruits, they want to hear first-hand about work-life balance from those already practicing, so we gladly share our experience of interesting and varied professional work, as well as a collegial work environment, beautiful surroundings, and a welcoming community.

One way we pro-actively recruit is by hosting Community Week each spring when we welcome first year medical students, pair them with our physicians for a first-hand look at medicine outside of the urban setting and also introduce them to our community through social activities.

This year, we took on 20 students, 10 each from Queens and the University of Ottawa, for two weeks in total, and received rave reviews so we anticipate seeing many of them again for future placement opportunities at PRH.

In the past year, our Medical Affairs team has attended a number of in-person recruitment events including Family Medicine and Rural and Remote Medicine job fairs, and one that specialized in Emergency Medicine. This summer, they will also showcase our region and hospital at an International Medical Graduate Expo in Toronto which is also attended by Canadian students who have trained abroad.

Thanks, in part, to these efforts, PRH has had some success including the recruitment of Dr. Chika Offiah (Internist/Neurologist) who joined the Internal Medicine Department full time in last October and his since taken over responsibility of our Stroke Prevention Clinic.

Our ICU (Intensive Care Unit) physician group has welcomed new physicians providing regular coverage, and we are actively engaged with 15 physicians in varied specialties including Internal Medicine, Emergency, Urology, Family Medicine and Psychiatry.

From a recruitment perspective, I also want to highlight the work of Dr. Richard Johnson and his Family Medicine Teaching Unit team for bringing additional Medical Residents to the area which has proven to be one of the county's most successful recruiting strategies to date.

Celebrating Our Long-Standing Physicians

This past year, we honoured retirees Dr. Daniel Plante (Emergency Medicine/Family Medicine) for 29 years of service and Dr. Ben Mgbemena (Internal Medicine) who retired after an incredible 44 years of service.

We also celebrated a long service milestone for Dr. Evelyn Weatherston (Family Medicine) after 45 years of service. I know that her patients and our community are grateful for her care and dedication.

Emergency Department Wait Times

This year, Eastern Ontario has been hit hard by a shortage of Emergency Department physicians, resulting in a number of occasions where we were down to 75% of our professional staff coverage.

While this and other factors can affect wait times, it should be noted that regional treatment of stroke, heart disease and trauma have not been impacted. And as an important reminder, no one should ever delay their ED visit due to wait times.

Renfrew County Virtual Triage and Assessment Centre (RCVTAC)

If your health matter isn't urgent, be sure to contact your family doctor, if you have one, or RCVTAC (1-844-727-6404), if you don't.

In the past year, just over 17,500 patients used this service, 11,000 of whom have no family physician. In partnership with RCVTAC, we determine which patients should go to the ED, and of the past year's visits, less than 2% required Emergency Department care.

On behalf of our professional staff and the entire health care team at PRH, I want to thank all those involved in RCVTAC for the great work they are doing and for the service they are providing to those in Renfrew County.

Pembroke Regional Hospital Invests \$2.2 Million In New Medication Delivery System

Three months after implementation, the Pembroke Regional Hospital is already seeing the benefits of a new medication delivery system that is designed to enhance safety, improve efficiency and eliminate waste.

Recognized as best-practice in the health care industry and representing a \$2.2 million investment, Automated Dispensing Units (ADUs) were installed on all Clinical units this past February, replacing the traditional manual fill process using medication carts and pill bottles.

ADUs are locked, automated cabinets that provide secure medication storage while making most medications immediately available to be safely dispensed right on the patient unit when they are needed, all while tracking drug distribution.



Beth Brownlee

"The addition of ADUs has completely transformed the way medication is delivered to patients," said Beth Brownlee, Vice-President of Clinical and Support Services and Chief Nursing Executive. "While we recognize that no technology shift goes without challenges, overall, the transition has gone incredibly well and we are already seeing great benefits."

While she noted that little has changed from a patient perspective, the majority of benefits are being realized behind-the-scenes where the ADUs have truly modernized the medication delivery process from Pharmacy to patient.

Ms. Brownlee shared that, in addition to the 400 front line staff who received training on this new technology, there was a great deal of work leading up to implementation that involved many team members throughout the organization from Pharmacy to Information Technology, Maintenance and Nursing, under the leadership of Clinical Director Laurie

Menard.

"I want to celebrate not only the 76 staff members who stepped up to receive additional training to become super users, trained others and continue to be available to offer support, but also all those throughout the organization who had a part in this immensely important project," Ms. Brownlee said.

She added that the new technology will be fully compatible with *Epic*, the hospital's new health information system featuring the *MyChart* patient portal which will go-live in November, 2025.

Prior to, and during ADU implementation, the hospital's Chief Pharmacist Tina Davidson said the Pharmacy team worked hard configuring the new dispensing system while continuing to offer high quality pharmacy services to our patients.

"This transformative change in medication dispensing has brought many changes to the physical layout of pharmacy and the entire workflow for the Pharmacy team. The end result is a 'best practice' medication delivery system that we are all very proud of."



Pictured here with one of the new Automated Dispensing Units (ADUs) are, from left, Grace Weisenberg, Technical Manager for the Pharmacy, Pharmacy Technician Amy Warlich and Clinical Educator Ayla Dery.

Support Improvements At PRH By Joining Our Patient And Family Advisory Council



Back row, from left, Public Affairs Coordinator Carolyn Levesque, Leanne Rautio, Patricia Proctor, Co-Chair Richard Sheppard, Co-Chair and Vice-President of Clinical and Support Services/Partnerships/Integration Melanie Henderson, President and CEO Sabine Mersmann, Quality and Risk Management Manager Andrew Keck, Lean Process Improvement Manager Sarah Selle and Laurie Tomasini. Front row, from left, Wendy Lewis, Justine Mutlow, Tracy Gagne and Anna Walsh.

In support of a patient and family-centred approach to care, our Patient and Family Advisory Council acts in an advisory capacity to ensure the patient and families' voice is integrated into the planning, delivery and evaluation of services offered at PRH and makes recommendations on the matters that impact their experiences here.

The Council is comprised of former patients, caregivers, family members and PRH representatives.

We also welcome Patient Advisors who work with specific programs or on specific projects in order to share feedback and ideas that will help us improve the quality and safety of the care we provide. Your skills and experience might make this the right fit for you!

To apply, or learn more, please call (613) 732-2811, extension 6161 or email laurie.tomasini@prh.email

Quality Improvement Work At Pembroke Regional Hospital 2023/2024

A Quality Improvement Culture is alive and well at Pembroke Regional Hospital.

Using our Lean Management System, our staff and physicians have identified and implemented over 300 improvements over the past year! In the spirit of *Caring for our People*, many of our improvements have direct impact on the experience of patients and families visiting our hospital.

Here's just a sample of some of the improvements from the past year.

Acute Mental Health (AMH)

- Created a support package for those grieving the loss of a loved one that is available on AMH, in the ICU (Intensive Care Unit) and in the Emergency Department.

- Created a Smudge Kit for those wishing to hold Indigenous smudging ceremonies.

Environmental Services

- Partnered with the Maintenance department to improve the process for patients wishing to rent a television during their hospital stay.

Inpatient Rehabilitation

- Invested in a pull-out chair bed for family members of palliative patients who wish to stay overnight with their loved ones.

- Acquired phone chargers to lend to patients so that they can stay in touch with their loved ones.

Intensive Care Unit (ICU)

- Improved wayfinding and entrance signage for the ICU so that visitors can easily find their way.

Maintenance

- Purchased additional battery packs for emergency lighting to ensure patient areas remain well lit during a power-outage.

Medical Unit

- Implemented a process to create specialized care plans for medically complex patients in order



The Medical unit's health care team gathers for a Lean Huddle where improvement ideas are brought forward.

to better inform those in their circle of care of their needs and possibly shorten their length of stay.

- Began using communication whiteboards with patients who are hearing impaired in order to improve the assessment process and better understand the needs of the patient.

Mental Health Services of Renfrew County

- Improved the discharge communication process for clients by creating a standard letter which is sent to clients post-discharge. The letter outlines the client's completed goals and provides information on services they can continue to access, and how to get reconnected.

Obstetrics

- Improved and streamlined the discharge

teaching packages to support and guide families when going home with their newborn babies.

- Identified and implemented new pain diversion kits during labour support which includes twinkle lights, stress balls and soothing music.

Operating Room

- Implemented additional precautions for patients who are being sedated for eye surgery in order to optimize patient safety.

Outpatient Rehabilitation

- Created a bulletin board in the outpatient physiotherapy area where patients can post notices offering equipment for sale or to give away to other patients who may require these aides.

Surgical Unit

- Collaborated with the Clinical Dietician to create an information package which guides patients on what foods they can or should avoid when they go home post-surgery.

- Staff received additional training to improve their knowledge with regards to medication administration and specialized care for pregnant or post-partum women who have had surgery.

- Created a guide for patients receiving knee and hip replacements which outlines the process from referral to consultation to surgery to discharge so that they have a better understanding of what to expect.

Did You Know... Infection Prevention And Control

Our Infection Prevention and Control (IPAC) team plays an important role in day-to-day hospital operations, working in partnership with all members of the health care team to ensure the safety and well-being of patients, visitors and staff.

Our IPAC program has been developed using evidence-based research and we ensure that all of our practices are aligned with our regional health care partners.

One of the ways we help reduce infections and the spread of germs is by encouraging good hand hygiene and the use of alcohol-based hand sanitizer is the preferred method for cleaning hands if they are not visibly soiled. Whether you're visiting a patient or having a procedure performed, remember to clean your hands when you enter and leave the hospital.

When visiting a patient who has special isolation signage posted outside their room, please follow the instructions every time you enter and leave the room. Depending on the circumstances, this may include the need to wear a gown, gloves, mask and/or eye protection while you are in the patient's room. There also special instructions on how to remove these items when you exit the room. Our staff are here to assist with this process if you have any questions.

Because many of our patients are vulnerable to infection, it's important that we all work together to help reduce the spread of communicable diseases and hospital-acquired infections. Thank you for keeping our patients safe!



IPAC team members Jennifer Krieger, left and Collinda Elliott illustrate some of the protective gear that could be required to enter a patient room if isolation signage is posted outside.

Community Partnership Provides Workplace Experience For MHSRC Clients

In partnership with local businesses and non-profit organizations throughout Renfrew County, a number of our Mental Health Services clients have now been given opportunities to enter or re-enter the workforce.

What began as an initiative coordinated by Mental Health Services of Renfrew County's Vocational Committee in 2021 with one employer and two placement opportunities, has now expanded to 10 placements with six employers (The Grind, The Pembroke Farmer's Market, Pembroke's Mission Thrift Store, the Renfrew Dollar Store, Mallard's Milk Bar in Arnprior, and Valley Manor Long Term Care in Barry's Bay).

The Vocational Committee, which is comprised of MHSRC staff, was established in 2019 as part of an effort to support clients wishing to achieve vocational goals.

In addition to the Work Placement Program which offers valuable experience to clients while ultimately helping them in their recovery, the Committee's programming efforts include a monthly *Career Cafe* where clients learn skills that may help reduce barriers to employment.

They also run a Volunteer Program which pairs individuals with volunteer opportunities within MHSRC or the community.



Audra Tucker enjoys work at Mission Thrift.



Kyle Schroeder, right, spends time at The Grind with Outreach Worker Eric McLaughlin.

Ontario Lung Screening Program Soon To Be Available At PRH

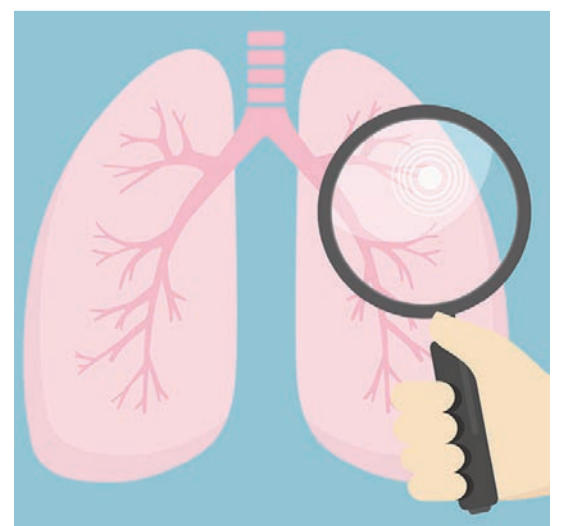
By early fall, our hospital will be accepting up to 500 patients per year as a newly designated site for the Ontario Lung Screening Program. Designed for those at high risk of getting lung cancer, the program uses low-dose CT imaging in order to find lung cancer early when treatment has a better chance of working.

People may qualify for lung cancer screening if they meet the referral inclusion criteria:

- are 55 to 74 years old, and
- have smoked cigarettes every day for at least 20 years (not necessarily 20 years in a row, which means there could be times when they did not smoke)

Not everyone who meets the referral inclusion criteria will be eligible for lung cancer screening in the program.

Health care providers may refer patients to the program, or individuals may self-refer. To find out if you qualify for screening, please call the Ontario Lung Screening Program at (613) 761-4535.



PRH Recognizes And Celebrates The Contributions Of Its Volunteers

As a cap-off to April's National Volunteer Month, and in appreciation for all that they do, over half of the Pembroke Regional Hospital's nearly 200 volunteers gathered together to share a meal and be celebrated at Pembroke's Clarion Hotel on April 30th.

PRH volunteers include those in the Auxiliary who support Delta Bingo & Gaming in exchange for significant donations back to the hospital, their Executive, The Mural Café, Nevada ticket sales, and The Sunshine Gift Shop.

Others support various aspects of the hospital-based volunteer program through activities such as wayfinding, pet therapy, friendly visiting, recreation therapy, and other services that help enhance the patient experience.

Volunteers also give their time to the hospital's Spiritual Care program, hold positions on the PRH Board and Board committees, and contribute improvement ideas through the Patient and Family Advisory Council and other advisory roles.

And finally, a large number of volunteers assist the PRH Foundation, not only with major fundraising activities but also in the capacity of ticket sellers, event coordination and more.

Speaking to those in attendance, PRH President and CEO Sabine Mersmann expressed that while not every volunteer has direct patient interaction, many are doing incredible work behind-the-scenes that has vital importance to the organization and the patient experience.



Above, Geraldine Levesque, left accepts her awards from Auxiliary President Diana Gagne and PRH President and CEO Sabine Mersmann.



Below, Helene Giroux is celebrated for 62 years of service by Sabine Mersmann.

"Thanks to your contributions and the many hours you generously give to our hospital, we have the help we need to fundraise for equipment and other capital needs; we have the support we need for our patients, our programs and our services; we have the feedback we need to make improvements from the patient and family perspective; we have assistance in areas of governance, and we have enough resources to offer the full range of amenities to our patients, visitors and their families," Mrs. Mersmann said.

Acknowledging that there are many worthy volunteer opportunities in the region, she added how grateful she is that each has chosen to give their time in support of PRH.

As part of the celebration, 16 volunteers were recognized for achieving long service milestones between five and 25 years of service and two special awards were presented.

PRH Auxiliary member Geraldine Levesque not only received a certificate and pin for 25 years of service, but she was also presented with the Auxiliary's Life Membership Award in recognition of her 25 years of exceptional service and dedication.

Outgoing Auxiliary Treasurer Helene Giroux was recognized for a total of 62 years of service at Pembroke Regional Hospital – first, as a dedicated employee who retired from the hospital's Finance department after 47 years of service, and most recently, as Auxiliary Treasurer, a position she held from 2009 to April of this year.

If you are interested in volunteering in some capacity at the Pembroke Regional Hospital, please consider calling:

PRH Auxiliary (613) 732-3675, extension 6169 / PRH Foundation (613) 732-3675, extension 7408 / Volunteer Services (613) 732-3675, extension 7103

**THE RCC
E-WALK-IN
COUNSELLING CLINIC.
OFFERS FREE, SAME-DAY
MENTAL HEALTH AND
ADDICTION THERAPY BY
VIDEO OR PHONE.**

***SERVICE AVAILABLE FOR
INDIVIDUALS AND COUPLES**

Call **1-844-441-0981** every Thursday
from **11:30 a.m. to 6 p.m.** or visit
www.counsellingconnect.org to book
directly online.

Health Care Team Recognized For Communication Improvement Initiative

In recent years, the use of whiteboards as a means for encouraging engagement and improving communication and information sharing has emerged as a best practice for hospitals.

Our hospital's Quality Improvement Team took this a step further by re-designing in-room whiteboards so that communication between patients, their families and health care team members would be improved at point of care and current patient information would be available for all to see.

Success of this initiative was recognized during the hospital's 2023 Accreditation survey and, as a result, it was awarded a "Leading Practice" acknowledgement through *Health Standards Organization (HSO) Leading Practices Program* earlier this year.

HSO leading practices are published in the *Leading Practices Library* and are shared with the public, policymakers, and organizations who are interested in improving and making real quality and health system changes.

In addition to the HSO acknowledgment, the whiteboard initiative was also shared in poster format at a patient safety conference last fall, and at the virtual *Rehabilitation Best Practices Day Conference* in May where it was accepted as one of the "Top 7" out of 43 submissions deemed an "abstract of distinction" for presentation virtually at a *Rehabilitation Best Practices Day* conference.

Originally adopted on our Rehabilitation unit, the re-designed whiteboards feature:

- More space to record important information about patient transfer requirements and mobility
- More consistency in the type of patient information being shared
- Up-to-date information about patient safety based on the latest risk assessment

The use of customized whiteboards has proven to be a simple and effective way to increase communication amongst the health care team, better inform the patient and their family, and enhance inpatient satisfaction with communication.

Given the success of this initiative, use of the new whiteboards in this manner has been expanded to other patient care areas where the boards are being adapted based on health care provider, patient and caregiver feedback about the type of information that needs to be communicated.

In addition, the whiteboard templates will be reviewed annually by our Patient and Family Advisory Council (PFAC), and the team is exploring ways to use the whiteboard information to support patient transfers between clinical units and throughout their entire hospital journey.

PEMBROKE REGIONAL HOSPITAL

Preferred Name: _____ Today's Date: _____

Doctor: _____ Nurse: _____ Sun Mon Tues Wed Thurs Fri Sat

Goals:
1. _____
2. _____

Expected Discharge Date: _____

Appointments/Tests/Recreation: _____

Mobility:
INDEP STANDBY Assist of 1 Assist of 2

Transfers:
INDEP STANDBY Assist of 1 Assist of 2

Patient Safety:
Bed Alarm Chair Alarm
Side Rails

Notes: _____

The Rehabilitation Unit's Whiteboard template.

PRH Aims To Achieve Partial Designation Under French Language Services Act

In an effort to better serve the region's French speaking population, our hospital has, for some time, been working towards achieving a partial designation under Ontario's *French Language Services Act*.

"This is a great way for us to be able to enhance the patient experience by offering, at least in some capacity, the opportunity for individuals to receive care in their first language, especially at a time when they may be anxious or in distress," said Melanie Henderson, Vice-President of Clinical and Support Services, Partnerships and Integration who is also a member of the hospital's French Language Services Committee.



Melanie Henderson

However, she notes that the designation journey has been a lengthy process because there are many criteria that need to be met and the hospital has had to determine which program can sustain an active offer of French services.

After a thorough review, it was determined that we would seek a partial designation for our X-ray service within Diagnostic Imaging and our French Language Services Committee has been working behind-the-scenes to ensure all criteria are met for this so that we can hopefully submit our application this summer.

The work required has included updating our French Language policy, reviewing signage and other forms of communication to determine where bilingualism is required, updating forms and other patient-facing publications to ensure bilingual options are available, delivering information sessions for the Diagnostic Imaging team regarding active offer and also making changes to our website to ensure our French speaking population can easily access information in their preferred language.

We are also exploring additional ways in which our French speaking staff can be identified in addition to the current ID badge.

In the meantime, for all languages, we have translation services readily available through the use of a virtual platform.

Please speak with any member of our health care team if you or a loved one require services in French or another language while at PRH.



Board Chair Message

As we reflect on the 2023-2024 fiscal year at the Foundation, we have much to celebrate. We are thrilled to announce that our *Cancer Care Campaign* has come to a successful close this year. With your donations, we raised an incredible \$3,500,000!!! Thank You!!!

What a special Fundraising Milestone. Together, we ARE keeping "Health Care Close to Home". The expansion and renovations of the Chemotherapy and Medical Daycare Unit are currently underway. We look forward to sharing photos and patient stories on how YOUR donations (time, volunteering, fundraising, giving) have made such a difference at our hospital.

Our Foundation Team and our Board of Directors are currently working with our Hospital Leadership Team to identify our next top priority needs. With the help of a caring community, we look forward to raising more funds for important health care needs.

It is a privilege to be joining together with our generous supporters in creating a healthier tomorrow. Thank You,

Lisa Edmonds, PRH Foundation Chair



YOU DID IT!

\$3,500,000.00

Raised for local cancer care!

The Cancer Care Campaign will fund the expansion, upgrades and overall improvements for the Pembroke Regional Hospital's Chemotherapy and Medical Day Care Unit! Renovations are now underway!



Thank you!



Executive Director Message

We want to first thank all of our donors, volunteers, sponsors, our Board of Directors and the staff at PRH for the contributions made over the past few years. Together, we have worked very hard to complete the *Cancer Care Campaign* and make a difference in thousands of lives, as patients receive their much-needed cancer treatments, close to home. You have shown what perseverance looks like and come together as a community for our families and friends, so thank you. You are truly making a difference! Having new, modern, state-of-the-art equipment in order to be able to ensure first-class care is a priority need of the Pembroke Regional Hospital!

The Foundation will continue to work with the community to address these needs, gather feedback, form friendships and of course, raise the much needed funds to assist the Hospital with their number one goal, patient care. Thank you so much for your continued support.

Roger Martin, Executive Director, Pembroke Regional Hospital Foundation.



Black & White
GALA
October 19th



AUTO LOTTO
FOR HEALTHCARE
Oct 3-Dec 12th



Catch the Ace
PROGRESSIVE LOTTERY
Ongoing



COMMUNITY CHALLENGE FOR HEALTHCARE
PROGRESSIVE LOTTERY
March 1-31st

YES, I will help my Pembroke Regional Hospital

Here is a one-time gift to help my PRH when it needs me the most.

I want to make a monthly gift to ensure the continued health and well being of Renfrew County families for the foreseeable future.

I wish to make a pledge gift of \$_____ per year for 3 years to act as a transformation gift towards the greatest equipment needs at the Pembroke Regional Hospital.

Gift Amount: \$30 \$50 \$100 Other: _____

Please use my credit card: VISA MasterCard AMERICAN EXPRESS

DONATE ONLINE: www.prhfoundation.com/donate

Full Name	Card #	Expiry Date
Phone Number	Email (for electronic newsletters and tax receipt)	
Address	Municipality, Province	Postal Code

Charitable registration #: 870047610 RR0001 705 Mackay Street, Pembroke, ON K8A 1G8 (613) 732-2811 x 7408

More ways to help:

DONATE ONLINE:
prhfoundation.com/donate



Catch the Ace:
prhcatchtheace.ca

Charitable registration #: 870047610 RR0001
705 Mackay Street, Pembroke, ON K8A 1G8
(613) 732-2811 x 7408