

PEMBROKE REGIONAL HOSPITAL
President and CEO Report – October 2024

Welcome Back

Joining us as we start this 2024/25 Board year is our newest Director, Sean Crozier, who has served as a valuable member of the Board Resource and Audit Committee for the past two years as a Community Representative. We are also welcoming Dr. Amanda Williamson in her role as President of the Professional Staff.

On our Executive, Dean Sauriol has stepped into the role as Chair for 2024-2025, while David Unrau will sit as Past Chair. Both Neil Nicholson and Rebecca Paulsen will serve as Vice-Chairs.

For the coming year we have also welcomed three new Community Representatives who will serve on various Board Committees, Shelley Sheedy, Roger Clarke and Dr. Colin Macpherson.

Thanks to each of them for volunteering their talents in support of our local hospital.

Board Education Session

In lieu of this month's regular education session, the Board was provided with a sneak peak at the nearly completed inpatient Surgical space on the third floor of Tower A. As I have told many people, I never thought a 1950s era building could look so good and I have been proved wrong as the results of this renovation project are spectacular!

The surgical unit Grand Opening is on November 15 at 4:00 p.m. We will have our MPP John Yakabuski in attendance and Dave Unrau will speak on behalf of the Board. Lisa Edmonds, our Chief of Surgery Dr. Haney and I will say a few words as well.

Construction Updates

Over the next couple of months, our facility will undergo a significant physical transformation as our three major construction projects are seen through to completion.

First, the Inpatient Surgical space that has been completely renovated will be handed over to us for occupancy at the end of this month. We're excited to share that November 15th has been selected as our grand opening date when we will welcome some of the community in to see the enhancements while staff and physicians will be invited to tour the space earlier the same day.

In Tower C, work on the new main entrance and space for relocating Mulvihill Drug Mart is coming along, with an anticipated hand over date of November 27th. Mulvihill will then fit up the space by the end of December. This will get us into phase 3 where we are focussing our efforts on the future space for the gift shop. The entire project should be completed by end of March 2025.

And in Tower D, plumbing and electrical work is well underway in our new Medical Day Care/Systemic Therapy space which is scheduled for completion in mid December.

Epic Update

The official countdown towards our *Epic Go-Live* on November 29th, 2025 began October 10th as part of an information session and demonstration hosted by The Ottawa Hospital for many of our project leads and hospital leaders.

Then, on October 22nd, we hosted a Project Horizon Kickoff for a packed house of staff and physicians where we provided some introductory information about *Epic* - what it is, what it means for our patients, how it will transform the way we deliver health care, and what the next steps towards implementation will look like.

Project Horizon was selected as the official name for our *Epic* project, a name that was submitted by staff member Kira Barry from our Emergency Department and garnered 285/461 votes. This name and accompanying logo will now be affiliated with all *Epic* communications and activities at PRH.

Renfrew County's HART Hub Application Has Been Submitted

I'm pleased to share that an application has now been submitted on behalf of partners in Renfrew County to develop one of 10 HART (Homelessness and Addiction Recovery Treatment) hubs being funded by the province.

HART Hubs will enable enhanced access to a range of integrated locally tailored health and human services supporting the treatment and recovery of individuals with complex service needs. If our region's application is successful, a great deal more detail will be shared going forward.

Transition To Use of Force Security Guards

In response to valuable input from frontline staff and management, enhancements will soon be made to our hospital's security services which are aimed at improving safety for both staff and patients.

In addition to having an increased security presence in key areas of the hospital, our security guards will be trained in Non-Violent Crisis Intervention (NVCI) and Gentle Persuasive Approaches (GPA) - two key skills which are vital in being able to de-escalate many situations.

Once trained, these guards will work as part of the Code White team, ensuring greater support for incidents involving violent or aggressive behavior. In addition, we have changed some of their duties so that their main focus will now be supporting the ED, Medical Program and AMH.

Mental Health Services of Renfrew County Introduces Geriatric Case Worker

As part of a pilot project to better support clients over the age of 62, a Geriatric Case Worker has been introduced for clients in the Pembroke area. Currently, 25% of active clients involved in case management are within this age bracket.

Recognizing that those approaching the age of 65 are in a different phase of life from a financial, social and health perspective, the dedicated Case Worker will have an ability to respond effectively and efficiently to these particular sets of needs and allow for an in-depth knowledge of key partners within the circle of care.

New Funding Allows For Greater Use of CT and MRI

The Ministry of Health has provided additional funding orders in order to reduce our MRI and CT wait times. As a result, we have expanded our MRI hours to include weekends and our CT hours to include evening appointments Monday through Thursday.

This is being done as part of a strategy to maximize the use of high tech equipment as an alternative to approving the purchase of additional machines.

Application Submitted for Partial Designation Under the *French Language Services Act*

While quite a few steps still need to be completed in order to make this official, our application to achieve a partial designation for the X-ray service in Diagnostic Imaging has been submitted and we anticipate having the designation approved by next summer.

In the meantime, and to further support our commitment to French language services, we have introduced buttons and stickers for our bilingual staff to wear which will let our patients and visitors know that they are French speaking, enhancing our inclusivity and patient care.

Electronic Wayfinding Trial Underway

As part of our new minimalistic approach to signage, and following a number of site visits to other hospitals, our Visual Building Improvement Audit Committee has decided to trial electronic wayfinding outside of the Mural Café. To achieve this, a projector has been installed in the ceiling at the corridor intersection which projects a message onto the floor. This environmentally friendly signage does not take up any wall space and doesn't rely on floor markings which tend to peel off and can be difficult to clean. We are in the process of gathering feedback on this from staff, patients and visitors to see if this method might be helpful going forward.

EORLA Staff Recognized For Achieving Long Service Milestones

Earlier this month we hosted a special celebration for our Lab staff as we aligned their years of service recognition with the hospital's Long Service Recognition program. A total of 19 staff were recognized for five to 30 years of service with milestones achieved over the past five years. In 2025, their milestones will be recognized as part of our hospital-wide celebrations.

Auxiliary Contributes \$50,000 To New Fundraising Project

Recently I was pleased to attend the Auxiliary's Fall Luncheon and Fashion Show where the hospital was presented with a cheque in the amount of \$50,000 towards the purchase of new Bone Density Test equipment valued at \$150,000.

This purchase represents the latest fundraising endeavour for the Auxiliary and equipment that will benefit many in our region's senior population.

I want to thank all members of the Auxiliary, not only for their hard work in fundraising for our hospital but also for the many services they provide for our patients and staff including television rentals, The Mural Café and The Sunshine Gift Shop. In addition, their members support Delta Bingo & Gaming in Pembroke in exchange for a portion of their revenue. In fact, of the \$50,000 donated to PRH, \$27,000 was gifted from Bingo proceeds while the remainder were proceeds from their other activities.

Pharmacy Accreditation

On October 23, 2024 surveyors from the College of Pharmacists came to PRH for their annual accreditation assessment. I attended the briefing afterwards and we passed with flying colours! The accreditor reflected back to five years ago when we had so many flags in our survey and commended us for all of the amazing improvements that led to a top-notch survey. The accreditor also congratulated the PRH Foundation for supporting this very important work in renovating the sterile rooms for Chemotherapy preparation.

Actions Taken by the Board at its October 30, 2024 Board Meeting

Approved the following appointments/reappointments:

- One new physician for Courtesy privileges
- Fifteen new physicians for Term privileges
- Two new midwives for Term privileges

Recommended the approval of the 2024 Annual General Meeting minutes to the Board of the Catholic Health Sponsors of Ontario (CHSO)

Approved the Hospital's 2024/25 Budget with a projected operating deficit of \$4.9million

Approved the 2024/25 Community Mental Health budget with a projected operating deficit of \$0.7million