



Today's Take-Aways

Trillium Gift of Life Network (TGLN)

- We are very excited to share that, once again, our hospital and health care team is being recognized by Ontario Health through TGLN for the work being done in relation to organ and tissue donations.

In 2023/2024, hospitals in Ontario supported 380 organ donors, providing lifesaving organ transplants to 1,075 individuals, as well as 1,900 tissue donors who enhanced the lives of many others. During this period, Pembroke Regional Hospital made 126 notifications to Ontario Health (TGLN) which resulted in three tissue donors. In recognition of this work, PRH will receive the Provincial Routine Notification Rate award. This is an incredible achievement and the sixth time PRH will receive this award! Thank you to all staff for continuing to make organ and tissue donation a priority for quality end of life care at PRH.

How to Register to Become a Donor:

In Ontario, 1,400 people on average are waiting for a lifesaving organ while thousands more are in need of a transformative tissue donation.

One donor can help over 80 people get back to life. Register your consent to become a donor by visiting beadonor.ca.

- A special thank you to the following staff who made notifications to Ontario Health (TGLN) in July. A total of 10 notifications were received with two moving forward to donate ocular tissues: one for research and education and one for transplantation. Thank you to Jen Childs from 3rd Medical and Carissa F. from ICU for notifying Ontario Health (TGLN) as part of high-quality end-of-life care and allowing these patients to honour their decision to donate.

While the other eight notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed:

Daniella Oconnor (Medical), Rebecca (Medical), Maddison Kouloheris (Medical),
Lauren Marshall (Surgical), Chantel Rehkopf (ICU), Brianne Vecchiola (ICU),
Lyndsay Couture (ICU) and Autumn-Lee Patovirta

In August, 12 notifications were made. While these notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed:

Stephanie Maccoy (Rehab), Riaa Campbell (ED), Samantha Wojtowicz (ED),
Jessi-Lee Barney (ED), Kiana Yemen (ED), Noah Maika (Medical), Robbie McLaughin (Medical),
Genvieve Brule (Surgical), Jordan Lee (ICU), Katie (ICU), Brianne Vecchiola (ICU)
and Chantel Rehkoph (ICU)

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

Today's Take-Aways Continued

Departmental Updates

Human Resources

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

August 2024: Ann Abraham (AMH), Alexander Adams (Materials Management), Kathleen Bessey (Health Records), Emilie Cote (Diagnostic Imaging), Devin Cousins (ED), Madison Magne (Mental Health Services), Rachel Nguyen (HR), Alycia Noffke (HR)

Medical Affairs

- Please give a warm welcome to the newest members of our professional staff:

Dr. Hannah Hopper joined the Family Medicine Department (ED Zone B/ NRP) August 23rd.

Dr. Charlenn Skead will join the Internal Medicine Department effective September 6th.

Registered Midwife Lia Fisher will join our OBS - Midwifery Department effective September 6th.

Mental Health Services of Renfrew County

• The team has partnered with CLEAResult and Enbridge to provide clients who are part of the rent supplement program with energy-saving kits free of charge. This initiative aims to help reduce energy costs and make homes more efficient. We're excited about the positive impact this will have and hope it brings some relief to our clients.

ENERGY SAVING KITS:



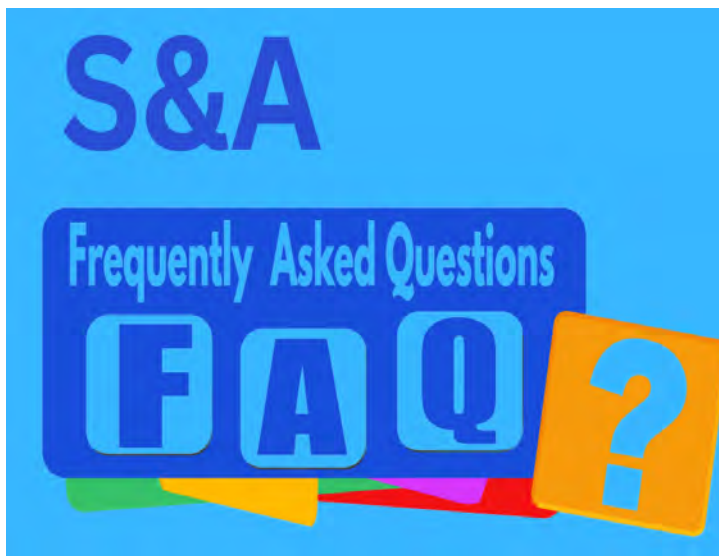
Here's what's included in the *free* kits:

- 10 x 60W LED lightbulbs
- 5 x 100W LED lightbulbs
- 1 x LED nightlight
- 1 x retractable clothesline
- 1 x info sheet for installing the included measures and how to dispose of old items

We are now in the process of exploring other programs that may be available to our clients and sharing this information as appropriate.

• The Mental Health Services management team spent an August evening cruising the Ottawa River and enjoying a meal together as part of a team building event. Missing from the photo is Robert Wynja.





Q: How do I submit availability?

A: You may submit your availability in *Scheduling and Analytics* through your calendar.

Q. How often can I update my availability?

A. Availability in *Scheduling and Analytics* can be updated up to 21 days prior to the posting of the work schedule and after the work schedule is posted.

Q. How does my unavailability impact automated shift offers?

A. Except in extenuating circumstances, you will not receive automated shift offers on dates and times you have indicated that you are unavailable.



EXTENDED SUBMISSION DEADLINE

Thanks to those who have already submitted an entry. As a reminder, as we gear up for the fall launch of our Epic implementation phase, we're looking to add a bit of fun and creativity to the project and we want **YOU** to be a part of it!

Following in the footsteps of other hospitals and health care facilities that have taken their own Epic journey, we are announcing a contest to name the project.

Open to all members of our health care team, the contest will seek to find a name that is meaningful, memorable, catchy, fun and can be tied in with all Epic communications and some fun activities along the way. And if you're feeling extra creative, you can also suggest a symbol or logo to go along with the name.

Recognizing that a great name can help generate excitement as we move through the implementation phase, consider the following in your entry:

- Memorability: The name should be easy to remember and pronounce.
- Relevance: It should reflect the goals and spirit of the Epic implementation.
- Versatility: It should work well in both formal communications and fun activities.

How to Enter:

Send your suggestions to pr@prh.email by **Friday, September 13th** and feel free to submit multiple entries if you have several great ideas!

While we are still working out the process details, you will all get to have a say in the final selection through a voting process.

And a prize will be given to the author of the winning entry, in addition to having the name featured prominently in all upcoming Epic communications and materials.

We can't wait to see what you come up with! This is a fantastic opportunity to be part of something special as we enhance our hospital's information system. Thanks in advance for your enthusiasm and participation!

Connecting with the CEO - In Case You Missed It

August 9, 2024

I hope all of you are still enjoying summer. I have noticed the days are already getting shorter. It is dark again when I get up in the morning, but there are still lots of fun summer things going on and lots of opportunities to get outside and enjoy our beautiful area.

Epic Update

I'm happy to share that, as of this morning, we have our Epic Implementation kickoff meeting scheduled for October 10th which will officially set in motion our go-live preparations. As you will have read in yesterday's edition of The Pulse, we will be joined in our implementation journey by another hospital which will result in some economic and logistical benefits. I will be able to share which hospital that is as soon as they have shared the news with their own health care team. In the meantime, we are still on track for a go-live Epic date in late fall of next year!

Surgical Open House Delay

As of yesterday, we've unfortunately received confirmation that, due to a number of factors, our Surgical Construction Project will not be completed as planned in time to host a public open house on October 4th.

As we had already circulated a "Save the Date" for this event to all of you and key partners in this project, we will be sending communication out later today to indicate this change in scheduling, noting that a rescheduled date will be shared once we have this firmed up with our contractor. We anticipate it will be sometime in early to mid-November.

Property Improvements

You may have noticed the brighter lines and improved visibility of other special markings in our parking lots now that a refresh on all the painting is complete. This should make it much easier for people to park appropriately and may even give us back a few spaces that were taken when the dimensions of each spot weren't as easy to see.

As part of our visual improvements on the campus, we have also added two additional backlit letters to Towers A and D facing Mackay Street.

I must say that our walls are looking far less cluttered thanks to the efforts of all to assess the necessity and placement of signage as well as the removal by our Maintenance team of many outdated signs including the older Mission, Vision and Value statements.

In the coming weeks, you will see a good deal of refreshed painting taking place throughout the buildings, particularly in patient-facing areas where signs have been removed and walls are in poor shape. This is a follow-up to the survey sent out a little while back asking everyone to identify areas in need of fresh paint. Thanks to each of you for your feedback.

Sabine

August 16, 2024

Hello everyone. I want to talk about our recent COVID-19 outbreak on our Medical unit. This outbreak certainly presents challenges and it's important to stay informed and proactive.

Community transmission of the virus remains high, and although widespread testing isn't currently available for accurate data, we are aware of increased cases in the community, as well as among our patients and staff in recent weeks.



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

By remaining vigilant and working together, we can navigate this situation effectively and continue to support each other through these times.

The Medical outbreak is serious – 11 staff connected to the unit and nine patients have tested positive to date.

As you can imagine, this has the potential to impact our staffing levels and has put our organization on high alert for further spread.

We pulled together our COVID Command Centre team Thursday to assess the situation and as you will have seen in Wednesday's memo, we haven't implemented organization-wide universal masking, but we are asking all of you to do your part in preventing any further transmission.

While this news may feel discouraging, it's important to remember our vital role in caring for the community's most vulnerable individuals, many of whom have fragile immunity. By focusing on our mission and taking all necessary measures, we can ensure their safety and well-being during their time with us. At the same time, it's equally important to prioritize the health and safety of ourselves and our families. By taking all necessary precautions and staying vigilant, we can help keep everyone safe and healthy, both at work and at home.

Just a reminder that if you're experiencing any symptoms of illness, please stay home and consult with our Occupational Health team. By focusing on your own health and recovery, you ensure that you're in the best position to deliver exceptional care and support to our patients.

Special Thanks to all Locum Physicians who are supporting our patients

I want to take a moment to personally express my gratitude to the large number of locum physicians who have helped support our patients and our professional staff over the spring and summer months.

As you know, we have been challenged for physician coverage in many areas of our hospital but thanks to the efforts of our Medical Affairs team and our own physicians who have reached out to colleagues and contacts, we have welcomed 19 physicians who have either joined PRH for the first time, or returned to support multiple departments (Emergency Department, Internal Medicine, ICU, Obstetrics, our Neonatal Resuscitation Program and our Hospitalist Program).

It should also be noted that, of the 19, nine alone provided coverage in our ED.

These locum physicians have been an immense help in supporting summer staffing challenges throughout the hospital and many will continue to provide coverage into the fall months. Please join me in extending them a warm welcome and share with them some of the things you like about your lifestyle in our region - perhaps we can encourage some to stay!

Have a good weekend, Sabine

August 23, 2024

On August 14th, Scott, Beth and I had the pleasure of participating in a Gemba Walk at Carefor Mackay, across the street, where we were able to learn first-hand about the success of Community Homes for Opportunity (CHO), a program for adults aged 18+ who are living with severe mental illness and require 24/7 supportive housing.

CHO is a 10-bed, recovery-oriented, supported independent living program which is funded by the Ministry of Health and facilitated by Mental Health Services of Renfrew County in partnership with Carefor Health & Community Services.

Our involvement through MHSRC provides an on-site Caseworker and Outreach staff who support residents in skill building, social interactions, coping with mental illness, community involvement and activities of daily living (personal care, housekeeping, health care, medication assistance).

Carefor Mackay provides the support of a multidisciplinary team including nurses, PSW's, dietary, housekeeping, maintenance, transportation, and janitorial staff, among others.

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

Features of the residence include a furnished private room, shared washrooms, several activity areas, a common dining room (providing 3 meals per day and snacks), weekly recreational and life skills groups, housekeeping, and laundry service. Priority for the program is given to those who are homeless, at risk of homelessness, or those in hospital who have difficulty fully caring for themselves independently due to their illness.

I want to extend my thanks to our Mental Health staff who are doing an incredible job supporting these individuals and working hard to get them out of this transitional housing and back into the community as part of their road to recovery while demonstrating true compassion and care for some of our region's most vulnerable residents.

Our team and Carefor also partner in supporting an additional 10 beds at this location through our Supported Independent Living Mackay program.

Engagement With the Ontario Medical Association (OMA)

On August 20th I was very pleased to have been invited by the City of Pembroke to be part of a delegation presenting to the Ontario Medical Association on the topic of physician recruitment, the shortage of Emergency Department physicians and other local health care challenges as part of the Association of Municipalities of Ontario's annual conference held in Ottawa.

I was accompanied in this presentation by City of Pembroke Mayor Ron Gervais and CAO Dave Unrau, along with Renfrew-Nipissing-Pembroke MPP John Yakabuski.

The focus of our presentation was around the great need for additional resources in primary care, recognizing, as the data shows, that the Pembroke area has the largest unattached population in our region.

It was a great opportunity to be able to not only share details of the challenges we are facing locally but to also offer some constructive suggestions on how some of the issues could be addressed.

We are hopeful that our conversation with the OMA representatives will trigger additional discussions and some tangible outcomes.



Expanded Use Of Our MRI

And finally, I wanted to share that the Ministry of Health will be providing us with additional permanent funding which will allow for the expansion of hours we have available for MRI bookings.

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.

With this funding, we will extend our MRI scanning hours to include weekend appointments which will further assist with our current and ongoing wait times and increase the availability of closer to home care.

Sabine

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

August 30, 2024

This week I want to tell you more about the great work that is being done to address the opioid crisis in our region through development of the Renfrew County and District Drug Strategy. I have now attended several meetings as a member of the Steering Committee and I am very happy to report that we are making tangible progress on our actions.

As you know, the opioid crisis has become far more prevalent in Pembroke over the past couple of years and is having a tragic impact on families and communities across Renfrew County. We have seen a three-fold increase in drug related deaths over the last four years in our area.

As a result, more than 30 local experts from nonprofit, private, and public sectors have joined forces to begin the development of a Renfrew County and District Drug Strategy (RCDDS), led by co-chairs Dr. Jason Morgenstern, Medical Officer of Health for RCDHU, and Jama Watt, Strategic Implementation Lead for the Ottawa Valley Ontario Health Team.

Partner Organizations Include:

Addiction Treatment Services / Algonquins of Pikwakanagan / City of Pembroke / County of Renfrew (Community Services and Paramedics) / Harvest House / Mackay Manor / Northern Ontario Rural Medicine / Ontario Addiction Treatment Centre / Ottawa West Four Rivers Health Team / Ottawa Valley Ontario Health Team / Pathways Alcohol and Drug Treatment Services / Pembroke Regional Hospital / Phoenix Centre for Children and Families / Renfrew County and District Health Unit / Renfrew County Catholic District School Board / Renfrew County District School Board / Renfrew County Youth Wellness Hub / The Grind / Town of Laurentian Hills / Township of Admaston Bromley / Township of South Algonquin / Upper Ottawa Valley OPP

The Drug Strategy will focus on four key pillars: prevention, harm reduction, treatment, and community safety. Each pillar is being addressed by a working group comprised of local organizations and people with direct experience of the issues.

The County of Renfrew's Mesa initiative, tackling homelessness, substance use, addictions, and mental health, is one example of this. Our Community Mental Health program is an active partner of Mesa, teaming up with paramedics to assist people in our community.

I will keep you updated with more information on the progress and actions that we will embark on.

Lunch with the CEO Selection Process

Recently, we've had a couple of questions from staff about how participants are selected for our Lunch with the CEO sessions. While some invitations are sent to those who have expressed an interest in taking part, others are sent to those who have been celebrated through huddles, status updates and by our patients and their families.

Since launching this communication tool one year ago, I have had the pleasure of sharing a meal and some great conversation with 64 staff from a broad cross-section of programs and services.

These monthly opportunities have given me the chance to get to know a good number of you on a more personal level and to hear first-hand about your experiences in our workplace and ways in which we can do things better.

Where possible, I have shared your feedback with other members of our team so that we can follow up on processes that need improvement and advance your innovative ideas and suggestions to those who can action them.

And I hope it has been helpful, when appropriate, for me to explain why some things can't change or why some barriers may be in the way of progress.

If you are interested in taking part in an upcoming session or have suggestions on how we can improve the format, please connect with me or email Carolyn Levesque at pr@prh.email. Anyone is welcome to join me ! Sabine

Discharge Communication

Driver Update: July 2024

Emergency Department

A draft discharge tool has been created for improving discharge communication when a patient is discharged from ED to Retirement Homes/Long Term Care homes. Guidance was provided to staff to assist with identifying when express consent is required and how to obtain it. Great discussion was had with the team at multiple huddles concerning obtaining express consent versus relying on implied consent.

Acute Mental Health

- Focusing on making an active offer of consent and family involvement to every patient on the unit.
- Have drafted an updated version of the Caregiver PODS discharge Tool with input from patients, families, staff, and peers.

Rehab

- Reviewed CSRN stroke resources to amalgamate and streamline resources used here at PRH.
- Five past patients on Rehab will be consulted to explore their needs on the unit to answer 'always' to the question: "Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?"

Medical

- Rapid Improvement Event was held to do a deep dive into the discharge communication process from start to end of patient's stay on Medical unit.
- Involvement from frontline staff and two family members!
- Four Key improvement ideas identified:
 1. Improve use of whiteboards in patient rooms
 2. Create a more welcoming space on unit and a way for patients and families to easily identify the different roles on unit
 3. Streamline discharge package to include discharge information from all Healthcare providers
 4. Explore option of having bedside nurses attend bullet rounds.



PRH STAFF ASSOCIATION
CHRISTMAS DINNER AND DANCE
GERMANIA HALL

**SAVE THE
DATE**

SATURDAY, DECEMBER 7, 2024



LEAN IN

On August 14th, members of the Senior Leadership Team conducted their monthly Gemba Walk at Carefor Mackay where they were able to learn more about Community Homes for Opportunity (CHO), a program for adults aged 18+ who are living with severe mental illness and require 24/7 supportive housing.

CHO is a 10-bed recovery-oriented, supported independent living program funded by the Ministry of Health and facilitated in partnership with the Pembroke Regional Hospital (Mental Health Services of Renfrew County) and Carefor Health & Community Services.

MHSRC has an on-site Caseworker and Outreach staff at Carefor who support skill building, social interactions, coping with mental illness, community involvement and activities of daily living (personal care, housekeeping, health care, medication assistance).

Carefor Mackay has a multidisciplinary team including nurses, PSW's, dietary, housekeeping, maintenance, transportation, and janitorial staff, among others.

Features of the residence include a furnished private room, shared washrooms, several activity areas, a common dining room (providing 3 meals per day and snacks), weekly recreational and life skills groups, housekeeping, and laundry service. Priority for the program is given to those who are homeless, at risk of homelessness, or those in hospital who have difficulty fully caring for themselves independently due to their illness.

CHO residents may transition to live independently in the community depending on recovery and evolving needs.

PRH (MHSRC) and Carefor also partner in supporting an additional 10 beds through our Supported Independent Living Mackay program.





GUARDIAN ANGELS



Dr. Gregory Mosdossy, ED Physician

"For his compassionate listening and pushing me to seriously reflect on my experiences and symptoms."

Lucia Della Penta, Diagnostic Imaging

"Thank you for the excellent care you have provided for my father. Greatly appreciated."



Kelly Samson, Acute Mental Health

"I would like to thank nurse Kelly from Acute Mental Health for her support and help during my stay in the hospital. She really helped me be more confident in myself. My stay would have not been the same without her implication. PRH is lucky to have her."

Kathy Cardiff, Diagnostic Imaging

"Thank you for the excellent care you have provided for my father. Greatly appreciated."



Week 4

Tickets now on sale Estimated Jackpot of

\$18,000.00

Estimated Weekly Prize of

\$3,000.00

www.PRHCatchtheAce.ca

Lottery License RAF1411739



CELEBRATIONS

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

Surgical Program celebrations:

- From the *Gardener Family* - Thank you to the **Surgical team** for providing care not only to our dad/husband but to our family too. The Surgical team was amazing during dad's hospital stay during his final hours of life. The team provided extra chairs for our family so we could stay at dad's bedside, they were caring and also respectful. We can't say enough about the Surgical team.

- To the **Surgical Ward Staff**. Having been in your very fine Surgical Ward, I wish to thank you for your many kindnesses to me. I have received the same good care and friendliness at the Caressant Care home. I returned there in good spirits because of your excellent work. Sincerely, *Norma Yeatman*.

- To **all the nurses and doctors on the Surgical floor**, thank you for your outstanding care. You are all amazing! *Charlotte*.

Thank you to each and every one of you for the kindness, compassion and diligence of the care you provide every day. Great work! *Heather Macmillan*

- Thank you **Anna Ethier** for your exceptional job covering me for my summer vacation. I truly appreciate this. *Laurie Tomasini*

- Celebrating **Olga Hynes (MDR)** for organizing and reordering supplies for trauma replenishment carts.

- Thank you so much **Jen T (Clinical Resource)** for supporting us nurses on the floor. From answering bells, completing care/glucoscan etc. We appreciate you!

- **Betty Ann S** - You are so kind and always to above and beyond when your patients need it the most. Keep being you! The patients and staff are lucky to have you on this team!

- Celebrating **Jessica, Kelly and Matt (AMH)** - a really busy day was made better by the exceptional team work. Thanks for putting in the extra effort and time for your co-workers and patients.

- **Janet (AMH)** - Thank you so much for cleaning up the kitchen and laundry room. *Jenn, Kelly, Kelly, Liz, Jeff and Colleen*

- Celebrating the **Ultrasound techs, Ultrasound booking clerk and Martin Burger** - I was speaking with a clerk from Dr. Koudra's office and she shared with me how impressed they were with the Ultrasound bookings and how much more quickly their patients are getting in and how great of a job we are doing!

- Thanks to **Cassie, Jayda, Jesse and Erisen (DI)** for all your help with the lead testing for 2024. It's a big job and I appreciate your help.

- Celebrating **Dr. Zakko and Dr. Hurley (ED)** for their commitment to the team and unwavering dedication to their work which is truly inspiring. We celebrate both of them for their tireless efforts and positive attitudes.

- **James (PCP, ED)** always brings a positive attitude. He's willing to help and makes himself available. If he doesn't have the answer, he works to find a solution. James makes himself part of the team and looks out for us as nurses. It feels good to work with James knowing he has your back.

- Celebrating **Nicholas from IT** for spending most of the day in ED fixing multiple issues.

- **Dr. Mathew, Emily Lebel, Ashley, and team** for completing a three-joint day within allowable time. Great team effort was noted.

- Celebrating **Trista on Rehab** for getting a patient prepared for a home pass.

- Celebrating **Ashley Shaw (Inpatient Rehab)** for her thorough assessment and quick action in activating a Code Stroke and ensuring her patient's timely access to potential treatment.

CELEBRATIONS

• Thanks to **Dawn** for always being so efficient in cleaning our ED! Often Dawn is cleaning before we even write on the board. Dawn's involved and aware of what's going on in the ED. She's willing and friendly to everyone. We so appreciate Dawn and the positive, empathetic attitude she brings to the ED.

• Celebrating **Justin (EVS)** for always being a team player and being willing to lend a hand when someone's in need.

• The floors in the OR look amazing. Great job **Betty Hartwick and Carley Sevels**.

• Thank you **Corbin (EVS)** for stepping up and doing Tower D 4th floor when you noticed we had no FLTD. Good job buddy! *Tanya*

• **Michele, Jenny, Emily and Dr. Mitton (Diabetes Education)** - Congratulations on the arrival of Dr. Mitton at our paediatric diabetes clinic and the hard work of the team to prepare and organize the first clinic on June 14th.

• **Colleen and Lise (Vascular Health)** - for their work on the DEC waitlist. Thank you.

• Clinic RPNs - Kudos to the **Ambulatory Clinics team** for pulling together and providing consistent excellent patient care when team members were off with illness or for death of a loved one. *Julia*

• Celebrating **Christine Keenleyside (Clinics / Medical Records)** for booking three outstanding months of stress test requisitions. Bookings are all caught up and are being booked as they come in on a daily basis.

• Celebrating **Maddison** for clearing up missing information on Kardexs.

• Celebrating **Taylor** for reviewing which rooms need "weight" instructions.

• Celebrating **Zach (ICU)** who assumed care on day shift of an unstable patient who continued to code and require resuscitation. Zach was able to get patient out by Ornge to OHI.

• **Sharleen, Laura and Carissa (ICU)** - a recent transfer/admission from another hospital deteriorated. Sharleen was able to quickly identify torsados de points and respond. Laura was able to quickly call the Code Blue and Dr. Boivin. While Sharleen started CPR, Carissa grabbed the crash cart and got the pads in time for the ED (Dr. Mosdossy) to show up. The entire ICU team worked together to give meds and assist with intubation in an attempt to stabilize the patient. Great response time and teamwork!

• Celebrating **3rd Medical staff** - Staff were amazing. We were working short and they went the extra mile to help us. They were very helpful and we were very thankful and appreciative for all their efforts. *Linda Hamill, Food Services*

• **Cheryl Summers and Bailey Lance-Provencal** were celebrated by Sarah Sell for embedding Lean huddles into their daily work. Consistency in applying our Lean strategies is so important. Thank you for helping us on this journey! *Sabine*

• Thank you to the incredible **HR team, especially Ralph and Bailey**, who developed and delivered the recent education session to our management team. Your compassion and commitment to leading and learning shone through. Your hard work is deeply appreciated, and you've set a high standard for excellence in our organization. Thank you, *Cheryl Summers*

• I just wanted to thank **(Surgical) staff, especially Marc Rheume** for giving the clinics a nurse (please thank them too) today to work in the cysto room when we were in a staffing crisis with our booked clinics today. Our staff and patients really appreciate this help. *Greg Tate*

• We would like to celebrate **Nancy Green** for being flexible and supporting our team wherever she has been needed over the past few weeks and going forward. Thank you for your commitment to our patients, their families and your Rehab colleagues and collaborating to support some of our MoCA assessments on Medical as well! We are very lucky to have you on our team! *Lisa Bradley/Sonya Silver*

CELEBRATIONS

• Congratulations to **Sydney Nixon in ICU** who completed her critical care onboarding training program and exam for ICU in May 2024. Sydney has been a great addition to the team! *Erin and Kaley*

• *Jennifer Thrasher* celebrated my staff on 3rd Medical: I just wanted to give a shout out to your staff for being AWESOME! We had to make quick moves out of the ICU both Aug 26 & 27 due to acuity of the unit. Your staff sprung into action without even blinking an eye and really stepped up to help get things done! Celebrating: **Jacqui, Kaily, Lynda, Carissa, Anna, Trish, Taylor, Vince, Cheryl and Emily the extern** (who helped with the physical transfers AND had to do CPR by the way!). Are all rockstars in my books! You've got an all-star team!

• This year Pembroke Regional Hospital in collaboration with Ontario Health and other hospitals in our province launched a Patient Reported Outcome Measure Survey (PROMs) for patients who received a hip or knee replacement. The survey aims to measure quality indicators around hip and knee replacement from the patient perspective.

We would like to thank our **IT team, Naomi Beaulieu from Decision Support and Data Monitoring, the orthopaedic surgeon offices for assisting in administering the survey and notably Sonya Silver and her Prehab team** for launching the patient survey and achieving a 70% response rate which exceeds the provincial target of 60%. Thank you all so much for assisting and implementing this opportunity! Great job to everyone involved! *Michelle Godsell*



A few celebrations from Heather Macmillan and Michelle Godsell:

- Congratulations to **Victoria Brooks** for successfully passing her NCLEX and to officially become an RN.
- Thank you to **Frelly Bangloy, HCA**, for always willing to help other floors in need.
- Celebration to **Emily Lebel** for supporting the clinics.
- Thank you to **Jennifer Niittynen and Caroline Froment** for creating a discharge teaching sheet for patients who use Prevena!
- Thank you to **Stacey West, Manuela Sarrazin, Marc Rheume, Melissa Moore and Erin van Allen** for reviewing and revising Recovery Room documents and policies!
- Thank you to **Caroline Froment** for continuing to support new learners and staff on the surgical floor with surgical specific skills to help build confidence and competence!

Registration Closes September 6th

GO GOLF

Hôpital Régional de
Pembroke Staff Association
Regional Hospital

Sunday, September 15th, 2 p.m. at Island Brae Golf Club
Register as team of 2 or 4.
Cost: \$40 Per Staff Association Member, \$50 Per Non-Member
Cost includes 9 holes of golf, power cart rental and catered dinner (burger/salads).
No refunds unless event is cancelled - event runs rain or shine

Online registration:
<https://forms.office.com/r/BU6GhTjKMi>
For questions, please call:
Julia Reddy @ 6530 / Laurie Tomasini @ 6161
Or email:
prh.staffassociation@prh.email

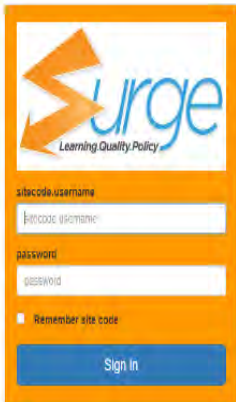
WIN PRIZES
WIN PRIZES
WIN PRIZES

ISLAND BRAE
Golf Club

HOW TO ACCESS SURGE LEARNING

To access Surge Learning, please visit our website

www.surgelearning.ca



- Access from any device www.surgelearning.ca
- Login Link will be updated on the intranet
- **Site code: PRH.P#####**
 - Type PRH followed by a period, then type P followed by your number.
- **Password: same password you use for PRH (use your hospital password)**



FALL FASHION SHOW AND LUNCHEON

WED., OCTOBER 2ND
Doors open at 11:15
Lunch Served at Noon
Show begins at 1:00

OUR LADY OF LOURDES CHURCH
TICKETS \$25 AT THE PRH GIFT SHOP
(only 100 tickets available)

CALL 613 732-2811 EXT 6180 TO RESERVE

Stroke Survivors & Caregivers Become a volunteer!



The After Stroke - Hospital Peer Connections program aims to inspire stroke survivors and their families to lead a meaningful life after a stroke. We are looking for volunteers who have had a stroke and are well into their recovery OR are caregivers of someone who has had a stroke. Volunteers will go into the hospital to visit with recent stroke survivors, providing peer support, hope and encouragement.

Would you like to:

- Share your story of stroke recovery
- Inspire others to live their best life after stroke
- Provide hope and encouragement to people who have just had a stroke

Scan the QR code, or visit our website:
<http://www.marchofdimes.ca/volunteer>



Debrief After a Critical Incident

What is a Debrief?

A debrief is a confidential and structured meeting offered to staff following a critical incident or traumatic event. It is supported and facilitated by staff in the mental health services department. It provides a space for group storytelling and practical information to help normalize reactions and support recovery.

Critical Incident Stress Management (CISM) techniques are used during the debrief to help those affected by the event. These techniques, delivered in a peer-supported environment, aim to normalize emotions, foster connection, and help individuals regain their natural coping strategies.

Who Arranges the Debrief?

The management team arranges the debrief after an unusual or critical incident occurs.

Purpose of the Debrief

The debrief is designed to create a non-judgmental and confidential space for staff to process the incident together. No attendance is recorded, no notes are taken during the session, and the information does not get shared with management.

Who Should Attend?

Any staff member who was directly impacted by and involved in the incident should attend the debrief. This can be RNs, RPNs, physicians, RTs, housekeepers, pharmacy, IT, etc.

What to Expect During the Debrief:

You will be greeted by mental health services staff, usually three staff, who will support you during the debrief.

While sharing your experience of the incident is encouraged for better processing, participation is entirely voluntary. The peer support aspect is key as you are there to help each other. The facilitators will explain typical emotional and psychological responses to help you understand and normalize your reactions. Available resources will also be shared in case you need more support following the debrief.

After the storm, self-care is the calm that heals and renews your strength



LINEN AWARENESS DAY

FUN



INFORMATIVE



EDUCATIONAL



August 28th
11 a.m. to 1 p.m.
2nd Floor Link

HLS | **50**
LINEN SERVICES YEARS



I'm pleased to share that our recent Linen Awareness Day hosted by HLS was a great success! The event provided valuable insights into linen management and reinforced the importance of efficient linen use in our daily operations.

Thank you to everyone (almost 70 people) who participated and made the most of this opportunity to learn and improve our practices. Your commitment to maintaining high standards is truly appreciated.

As part of the event, we had a survey for staff to complete which will help us identify where more education is needed.

The winner of the draw for a \$50 Shoppers Drug Mart gift card was Nicholas Gin (IT).

The first question was: How full should a soiled laundry bag be?

A - 2/3, B - Full, C- 1/4, D- 1/2

The correct answer was D. The majority of people answered incorrectly.

DID YOU KNOW?

HLS SHIPS
over 292 thousand kgs
of Clean Linen
to the
Pembroke Regional Hospital
annually

HLS SHIPS
over 90 thousand
Bath Towels
to the
Pembroke Regional Hospital
annually

HLS SHIPS
over 139 thousand
Face Cloths
to the
Pembroke Regional Hospital
annually

HLS SHIPS
over 49 thousand
Soaker Pads
to the
Pembroke Regional Hospital
annually

HLS SHIPS
over 111 thousand
Flannel Blankets
to the
Pembroke Regional Hospital
annually

HLS SHIPS
over 46 thousand
Patient Gowns
to the
Pembroke Regional Hospital
annually

HLS SHIPS
over 13 thousand
Micro Isolation Gowns
to the
Pembroke Regional Hospital
annually

PEMBROKE
REGIONAL HOSPITAL INCURRED
\$ 13,845
in linen loss
last fiscal year

HLS SHIPS
over 2300
Linen Carts
to the
Pembroke Regional Hospital
last year

ARE YOU OVER-FILLING ME?



IF YOU ARE NOT LEAVING AT LEAST SIX INCHES FOR TYING EARS... THEN BAG IS TOO FULL!

1. CHANGE AT 1/2 FULL
2. DOUBLE-KNOT
3. LEAVE GAP FOR AIR ESCAPE

OVER-FILLING:

- Causes added stress to workers' backs when lifting
- Does not allow for proper bag closure

CHANGING AT 1/2 FULL:

- Helps prevent staff injury
- Allows bag to stay intact for all the extra handling it needs to go through



YOUR BACK AND ALL THE OTHER HANDLERS THANK YOU!!



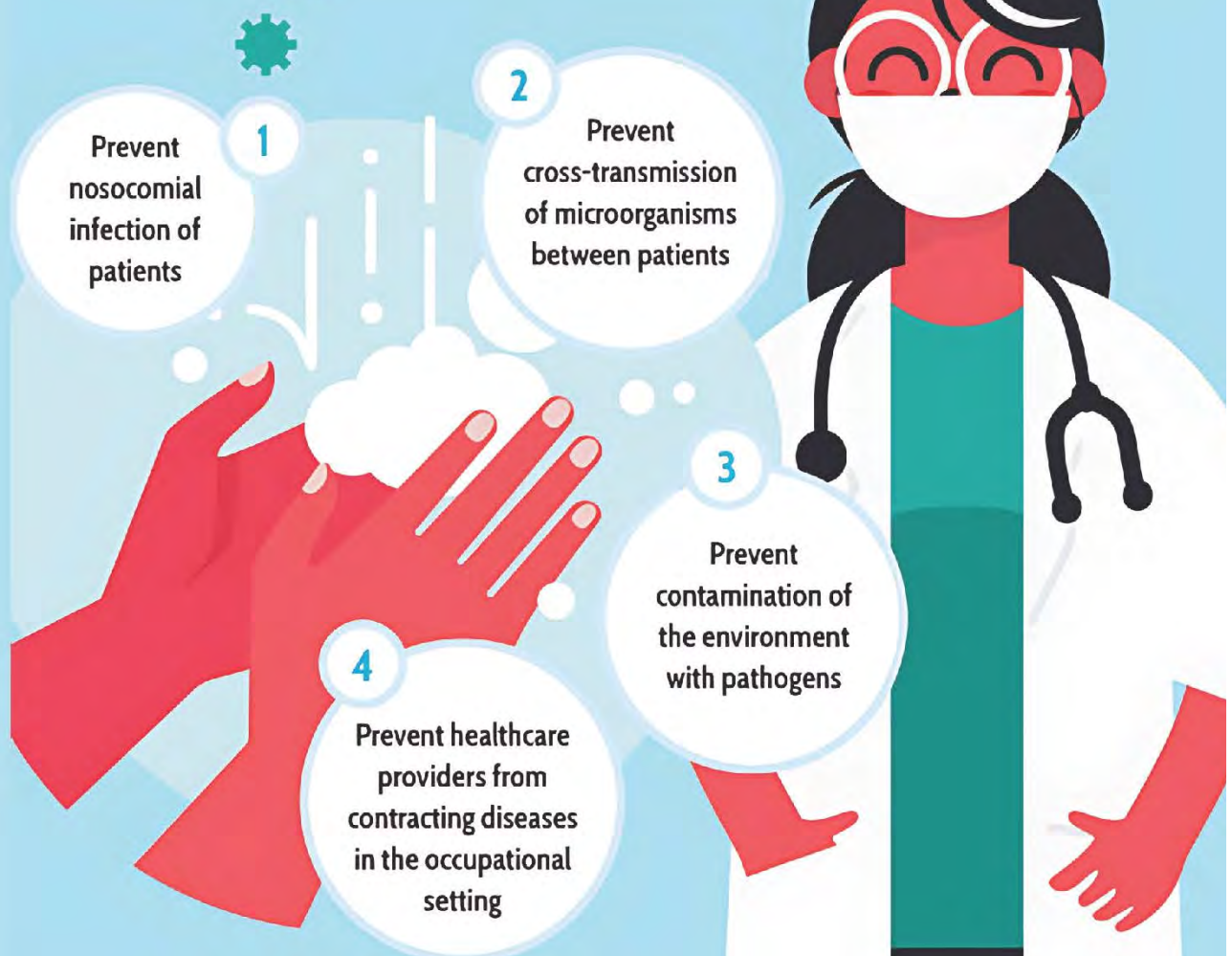
IPAC NEWS

We are excited to shake things up with our hand hygiene audits! From now on, you'll get to see department specific results. We've made this change to make things more personal and relevant to you.



Hand hygiene compliance is a key performance indicator for IPAC programs, patient safety and quality of health services worldwide. Results will be posted on your department's health and safety board.

Here are four great reasons to complete hand hygiene:



Staff of Pembroke Regional Hospital

Save up to 40%* on home and auto insurance.



Get a quote today!
1-800-387-1963
coopgroup.ca

co-operators

Access free advice with our Legal Assistance Helpline

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

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



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



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



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



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



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



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

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

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

Investments. Insurance. Advice.

co-operators

ACCESS PERKS GIVEAWAY DETAILS!

We're giving away a Fall Bundle with over \$1,600 worth of seasonal goodies!

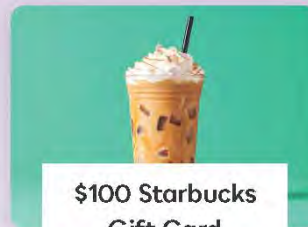
ITEMS INCLUDE:



Minky Couture Blanket



\$1,000 in Theme Park Tickets



\$100 Starbucks Gift Card



\$250 SpaFinder Gift Card

Enter to Win September 10-24

- Sign up for your discount program if you haven't already.
- Visit your discount program website and make sure you are signed in.
- That's it! You're automatically entered to win every time you visit. The more days you visit, the more entries you earn.

For details on how to sign up for Access Perks, visit the Staff Resources section of the PRH website.

Reimbursement up to \$300

French Language Training Reimbursement Program

I work in a health care organization that is **designated** or **identified** to provide French language services in Ontario

I have direct contact with patients and clients

I want to improve the experience of my French-speaking patients and clients

I want to improve my French language skills

I have already reached the **intermediate** level

Take a French course online or in person at an approved institution and receive up to \$300 reimbursement per course.



For more information:

Please consult the tab "Our programs" at www.accueilfrancophone.com

Program Coordinator

program@accueilfrancophone.com | 1 888 382-6452



The French Language Training Reimbursement Program is funded by the French Language Services Office of the Ontario Ministry of Health and the Ministry of Long-Term Care.

Ontario 
Ministère de la Santé
Ministère des Soins de longue durée