



## Today's Take-Aways

### **Epic Update**

• Over the past three weeks, *Epic* Clinical Lead Laurie Menard has been attending Lean Huddles to review and discuss the new *Epic* road map and the various timelines.

• We are excited to share that, as part of our journey towards the implementation of *Epic*, we will be launching a contest to name our *Epic* implementation project.

Open to all members of our health care team, the contest will seek to find a name/symbol/logo that is meaningful to all, easily identifiable, and can be tied in with all communications and some fun activities along the way.

More details about the contest will be shared next week so stay tuned!

### **Departmental Updates**

#### **Environmental Services**

• On August 14th, HLS, our linen service provider, will be hosting a Linen Awareness Day event between 11 a.m. and 1 p.m. in the second floor link (Tower B). This event is designed to be fun, informative and educational featuring fun facts, accreditation information and product information. In addition, staff will have a chance to play Spin-to-Win and upon completion of a quiz, will secure an entry into a prize draw.

#### **Information Technology**

• Some of you may have noticed that there are a few new items on your desktop. The yellow text that reads "PXXXXXX" indicates your computer name; making this name easy to find will be crucial in the move to *Epic*. These names will be changing to the *Epic* naming convention in the near future.

There is also a new icon called "Anydesk PRH". This is our new remote access application for connecting to your computer to provide assistance. This replaces "Team Viewer".

• If you plan to travel out of the country and wish to have access to your PRH email account, please note that you need to do the following in order to ensure seamless access:

At least three days prior to your departure, please email helpdesk at [prh.helpdesk.email](mailto:prh.helpdesk.email) with your name, destination, and dates for your trip so we can complete a "Travel Authorization for Access from Outside of Canada" form.

This is a necessary step as, without it, when Microsoft identifies someone trying to log into your account from outside of Canada, it is immediately suspected that your account has been compromised.

Once the form has been submitted electronically by IT, it is enabled within minutes and will remain active for the dates indicated in your request.

## Today's Take-Aways Continued

### Lab

• Accreditation Canada Diagnostics (formerly IQMH) performed our first-ever mid-cycle surveillance visit allowing us to proudly display our certificate of ISO 15189+.

As part of a unified visit of all EORLA sites, five teams of assessors reviewed all of our previous non-conformances from 2021/2022 along with all new standards added to version nine of the requirements.

In 2022, PRH had one major non-conformance and 23 minors, all of which were corrected prior to this surveillance visit. This mid-cycle visit was a success for PRH with only three minor non-conformances being cited.

Having our accreditation every two years instead of every four allows the laboratories to maintain the highest quality for our patients.



### Maintenance

• Please note that a contractor will be completing the painting of lines in the Bell Street staff parking lot on Friday, July 26th.

Since the area closest to the entrance still needs to be done, please refrain from parking in the rows closest to the building which are not yet painted.

Barricades and/or cones will be set up with some caution tape.

We thank you for your cooperation.

• The Plant Services department is excited to announce the implementation of a new Maintenance Work Order System.

The new system, *ebase*, will be accessed through a link on the Citrix Store Front.

More information to come!

### Medical Affairs

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

- Dr. Alessandro Ramos will join the Diagnostic Imaging-Radiology Department effective July 22nd.

- Dr. Han Xiong (Henry) Wang will join the Emergency Department effective August 2nd.

- Dr. Neil Bellack will join the Emergency Department on a locum basis effective August 3rd.

### Obstetrics

• On July 19th, members of the LDRP and Education teams enjoyed a fun day on the river.



## Today's Take-Aways Continued



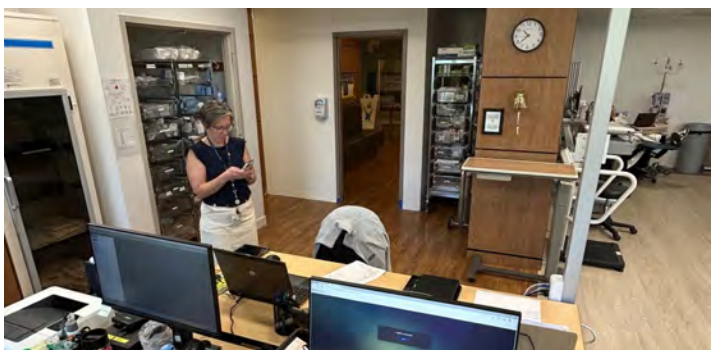
### Systemic Therapy

• The Systemic Therapy department is excited to announce that on July 22nd, they officially moved into the newly renovated, temporary patient treatment space, located on the first floor of Tower D.

Construction on this temporary space began on March 18th. The next phase of the project can now begin and renovation work on the permanent treatment space is expected to begin on Monday, July 29th.

Thank you to everyone who supported our move into this newly designed, bright and beautiful temporary space!

We are so excited to be one step closer to the redesigned permanent location for our chemotherapy unit.



# Connecting with the CEO - In Case You Missed It

July 12, 2024

Some great news on the parking front at PRH! As some of you may have noticed, the re-lining of spots in the Bell Street staff lot began Monday night making it far easier to park when the space is clearly defined. This work continued throughout the week, hopefully with little to no impact on the staff who typically park there.

Next, the crew will be relining the Tower D lot and adding four additional spaces. They will also be painting the crosswalks and curbs that need special attention, as well as the Accessible Parking/On Call Doctor area.

In addition to painting, new signage has also been ordered to better mark the three patient pick-up/drop off spaces and the four accessible spaces outside of Tower D.

As we look to expand staff parking options in the future, we are currently working with the City of Pembroke to obtain permits for the demolition of certain PRH owned buildings on Deacon and MacKay streets.

While rezoning and a site plan will need to be approved before these lots can be used for parking, this will provide us with further space after the work is completed.

## Construction Update

Speaking of work, I want to share with you a bit of a high level construction update on our various projects.

In Tower D, the temporary location for Systemic Therapy should be move-in ready by mid month at which point the Medical Day Care renovations and upgrades will begin. Once complete, around early October, the team will move once again and the temporary space will be transformed into a meeting space and a public waiting room.

Tower C's main entrance project is a few weeks behind due to supply issues, however, work on the new space for Mulvihill Drug Mart and a spacious waiting room is coming along and should be complete in early October. At that point, Phase 2 will commence, creating new space for the Sunshine Gift Shop which should be ready for occupancy in January 2025.

Lastly, upgrades to the inpatient Surgical space in Tower A are actually ahead of schedule but since mechanical and electrical work in other parts of the third floor are linked to that wing, it's expected that full completion of the 3rd floor project will be around mid-September.

In anticipation of this, we have just sent out "Save the Date" messaging for the official opening of inpatient Surgical and our Day Surgery unit, scheduled to take place October 4th in conjunction with public tours of the areas so that's going to be an exciting event to plan for!

## PRH Welcomes Pharmacy Teams from Winchester and District Memorial Hospital and Hawkesbury General Hospital

Last month, we welcomed members of the Pharmacy teams from Winchester and Hawkesbury hospitals for information sessions on our experience with ADUs (Automated Dispensing Units) and their experience with Epic as it relates to medication management.

Hawkesbury uses a "hybrid" ADU delivery system where not all patient medications are stored in the ADU so they were particularly interested in learning about the workflow with a full ADU delivery system as well as the challenges we faced with the change in practice, both from the Pharmacy and nursing perspectives.



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

*Both hospitals were also interested in learning more about our specific ADU system (BD Pyxis).*

*I would like to extend thanks to the nurses and Pharmacy techs who demonstrated for our guests, the flow of medication delivery from the Pharmacy to the patient using our new technology and processes.*

*Our time was grateful to gain some suggestions around medication management using Epic.*

*Overall, it was a great opportunity to connect and collaborate with the common goal of improving medication management.*

*Have a great weekend,*

*Sabine*

### **July 19, 2024**

*As we head into another summer weekend, I wanted to take moment to acknowledge the great work that is being done to address some of the staffing challenges we have had in our Emergency Department.*

*As you may have seen, and as I have spoken about before, there have been a number of occasions in recent months where we had some physician coverage gaps and, as a result, we have shared public messaging about the fact that this may impact our ED wait times.*

*In the meantime, a tremendous amount of work has been taking place, mostly behind the scenes, to ensure that these instances are few and far between.*

*I would like to extend my gratitude to all of our Emergency Department physicians who are stepping up to provide coverage as well as to those who are supporting their colleagues on these challenging days.*

*I would also like to extend my thanks to our Medical Affairs team and others who are not only working hard to ensure the scheduled shifts are filled but are also working on the recruitment side to help bring more ED physicians to our area.*

### **The Importance of Rest and Rejuvenation**

*With summer now in full swing, I know many of you have taken or are planning for some well-deserved time off, and others will enjoy some vacation time at another point in the year.*

*Working in healthcare, we often put our patients' needs above our own, which is admirable and essential.*

*However, it's equally important to prioritize our well-being in order to continue providing the exceptional care our community relies on.*

*I recently took a short vacation with my family, and it was a powerful reminder of how essential it is to step away from our daily responsibilities.*

*Spending time with loved ones, disconnecting from work, and simply enjoying the moment rejuvenated me in ways I hadn't realized I needed, allowing me to return to work with a fresh perspective, renewed energy, and a deeper commitment to our mission.*

*When possible, I encourage each of you to take time off and make the most of your downtime. Whether it's a trip you've been planning, a quiet weekend at home, or pursuing a hobby that brings you joy, these moments are crucial for your mental and physical health.*

*Together, we can create a culture that values balance and well-being, ensuring we continue to provide the highest level of care for our patients and each other.*

*Sabine*

# LEAN IN

As part of this year's work to improve the patient experience and to support our hospital's Discharge Communication Driver, the 3B Medical team held a rapid improvement event on Tuesday, July 23rd.

The 14 team members in the room were challenged to consider our current communication process for inpatients and their caregivers on the Medical floor and how we support the following question to ensure an answer of "always" after a stay on the Medical unit:

"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?"

Throughout the course of the morning, the group worked together to identify the steps in a typical patient journey from admission to the Medical unit up to and including the day of discharge. The many communication points along the journey were highlighted by the frontline staff and our two patient advisors. We heard about methods of communication that were working well and the areas that could be improved upon. To complete the day, the group reviewed the process map and collaborated to choose the four areas for improvement that would have the biggest benefit for our patients and caregivers. The next steps will be to select two action items to implement over the next eight months.

We were grateful to have key members of the interdisciplinary team participating in this event, including our discharge planners, frontline nurses, patient and family advisors, physiotherapy, social work, patient flow, quality and risk / patient concerns and compliments, and our Vice-President, Director and Manager for the Medical program. This is the first rapid improvement event to include patient and family advisors and what we heard and learned from our two participants was invaluable in guiding our understanding of the current process and future improvement work.

A big thank you to Sarah Selle, our Lean Process Improvement Manager for facilitating the day!

Lisa Bradley & Tammy-Lynn Donahue



# LEAN IN

On July 17th, the Senior Leadership Team conducted their monthly Gemba Walk on the Surgical Day Care/Endoscopy Unit to hear from the team how the new space is enhancing patient care and impacting operational efficiency and workflow.

The team noted that every patient who has a Day Surgery procedure starts and ends their journey in this new space. While the process runs efficiently now, the team made a lot of adjustments to workflow processes, staffing, and scheduling. In addition they created a new break coverage model, and enhanced overall team work to ensure safe and timely patient care.

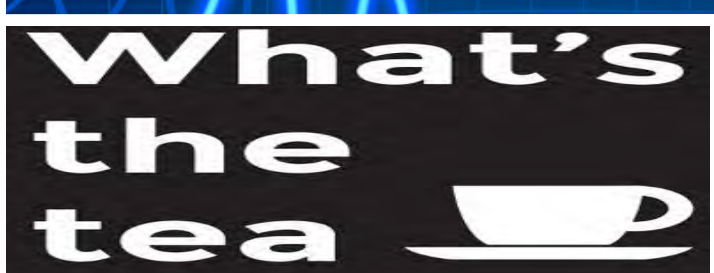
Heather Macmillan celebrated the team for their engagement and willingness to identify the challenges in the new space and come together to implement what would work best for the team.

The MDR team shared that they are pleased with their new scope reprocessing area and celebrated that the space now meets CSA standards.

The whole team recognized the big change that being in the new space has meant for the porters. The Porter team has also had to adjust many of their processes and change their work hours while noting an increase in their daily step count as they have a further distance to transport the patients to and from procedure rooms.

The team also celebrated the fact that the new space enhances the patient and family experience as family members can now be in the space with their loved ones pre and post procedure. There is also a new consultation room for physicians to meet privately with patients and families.

Everyone agreed that they are looking forward to completion of Phase 3 of construction which will result in a new waiting room and ophthalmology area, while returning Surgical inpatients to the third floor.



If you have some personal news to share with co-workers, email the information to [carolyn.levesque@prh.email](mailto:carolyn.levesque@prh.email).

## Upcoming Recognition and Celebration Dates

**August** Civic Holiday - August 5

**September**

Labour Day - September 2

Environmental Services and Housekeeper Appreciation Week - September 8-14

# Emergency Preparedness


The Code of the Month for July is Code Silver.

Code Silver is a planned response to ensure the safety of staff, patients and visitors at the PRH when an individual is in possession of a weapon and an enhanced police response is required.

A Code Silver is called if there is a threat, attempt, or active use of a weapon to cause harm, regardless of the type of weapon.

For more information, please refer to the "Code Silver: Person with a Weapon" policy on Policy Medical.



A mock code silver tabletop is planned for Tuesday July 30th. Those involved will receive calendar invites.



**Sunday, September 15th, 2 p.m. at Island Brae Golf Club**  
**Register as team of 2 or 4. Early Bird Reg. Deadline Aug. 2nd, 4 p.m.**  
**Cost: \$35 Per Staff Association Member, \$45 Per Non-Member**  
**Cost includes 9 holes of golf, power cart rental and catered dinner (burger/salads).**

**Pricing after August 2nd - \$40 SA Member/\$50 Non-Member**  
**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](mailto:prh.staffassociation@prh.email)





# CELEBRATIONS

To include a special message in this section, email [celebration&recognition@prh.email](mailto:celebration&recognition@prh.email).

- Celebrating **Heather K.** for assisting in showing the Masimo rep the OR. It was a big help and I very much appreciate it. Additionally, the rep commented how friendly and helpful she was and had a very positive experience, so I wanted to say thank you. *Lauren Theberge*
- I would like to celebrate **TerriLynn and Linda, the unit clerks for ED/ICU**, for helping me out this weekend (July 13th) on call. We had some confusion with ordering a toner for a printer, and they were able to get hold of the company and follow up about getting a new toner sent for their printer. I appreciated this as I had a long call and they were very helpful throughout. *Victoria Pezzutto*
- Celebrating **Murron McCafferty** for helping out on the Rehab floor over the past week and weekend. Sonya Silver celebrated her as she offered to switch her shift from a day to a night to support our patient care team on Rehab and assist one of our patients who needed 1:1 care. We wanted to recognize her for bringing to life our hospital values of compassion and collaboration to ensure our patient was treated with dignity and respect and that your Rehab team was supported. *Lisa Bradley*
- Diane Gardner called the unit to speak with the physician after her spouse passed away. Her message was as follows: "Thank you for everything; the nurses were all amazing looking after Raymond as well as our family." Diane went on to say a "special" thank you to **Genevieve** (the french nurse) who she felt went above and beyond in caring for her husband.

## *Celebrations from Heather Macmillan:*

- We celebrated **Frelly Bangloy, Briar Deloughery and Justine Vuragjic** for their willingness to help support and float between another floor recently. Thank you for your support!
- I received feedback from staff that **Dr. Mathew** was excellent in guiding and supporting one of our new RPNs during the after hours ortho trauma case. Thank you so much for being attentive and supportive to our new learners in the OR program.
- I just got off the phone with Teena Nagora, SDC RN, who wanted to extend her thanks and gratitude for the support that **CLRS provided as well as Dr. Zakko.**
- I just got off the phone with one of my SDC RNs, Teena, who identified to me a very busy and challenging shift but extended her deepest thanks and celebration to the **Bryan Mcwhirter, EVS**, who was working. He maintained professionalism, kindness and worked hard to help Teena and Justine.
- We wanted to celebrate the work of **Sarah Gibson-Mckay** for her work and contributions to the double label cart process.
- We would like to celebrate **the teams (nursing, Anesthesia, Ortho Surgeons, EVS staff, porters)** for the fabulous work in ortho efficiency improvements! On July 15th, the team completed three joints before 2:30 p.m.

## *Celebrations from Sharon Allain:*

- I would like to offer my own thanks to the **IT team** on their work in moving MDC from their home to their new temporary location. The team worked efficiently and in collaboration with MDC staff to meet their needs. Job well done Team!!
- The ED doctors had new desks installed and the **IT team** again worked efficiently and effectively to minimize the disruption to the department.
- Thank you to our **student Dipen Patel** for taking on the task of touring the entire building to assess the wifi for strength and weaknesses. The information compiled from this survey is in alignment with Step 3 of the Roadmap to *Epic* and preparing for stronger network access to all areas of the hospital.

# Equity, Diversity and Inclusion

## Driver Update: July 2024

- The EDI Committee/Driver Group has selected a module on Equity, Diversity and Inclusion.
- This module shares what EDI means, identifies ways that people are different, allows one to be aware of one's own assumptions and attitudes, and provides information on the types of discrimination, as well as an understanding of acceptable behaviour at work.
- This module is mandatory for all staff, and is available for new and current staff on their eLearning portal: <https://www1.surgelearning.ca/index.php>
- As of July 24, 2024, 95 staff have completed this module. This represents approximately 10% of PRH staff.
- We are optimistic to reach our target of 40% by the end of the fourth quarter (March 31, 2025)

**DID YOU KNOW ABOUT...**

## **LINEN AWARENESS DAY**

**FUN**   
**INFORMATIVE**   
**EDUCATIONAL** 

**August 14th  
11 a.m. to 1 p.m.  
2nd Floor Link**

**HLS** | **50**  
LINEN SERVICES YEARS

  
Hôpital Régional de  
Pembroke  
Regional Hospital

**END OF SEASON SALE AT THE**

PRH SUNSHINE GIFT SHOP

**AUGUST 6 to AUGUST 29**

**50% OFF the**

**REGULAR**

**PRICES**

**STOREWIDE**

**NO DISCOUNT OFF OF TREATS & HOSPITAL CLOTHING**



We still have discount codes for Calypso Water Park.

Each code entitles the holder to purchase a total of six tickets via the "Enter Promo" Menu selection on the "Buy" page of their website.

<https://www.calypsopark.com/en/>

The code provides a savings of approximately 25%.

Discount ticket prices for the 2024 season (June 15th to September 2nd) are \$42.99 Small (1m-1.32m) and \$47.99 for Tall (1.32m+).

Please contact [pr@prh.email](mailto:pr@prh.email) for a code if you would like to purchase tickets.



## GUARDIAN ANGELS



### Michael Peters, Social Worker

"Michael is the epitome of the Guardian Angel theme! He has helped my family and sister cope with her transition to palliative care. Not pushing to move her out but instead helping find the best place for her. He is competent, caring and professional. Bringing in other professionals to get involved in her care. Thank you, Nancy."



### Dr. Fred Matzinger, Chief of Diagnostic Imaging

"Thank you Dr. Matzinger for the excellent imaging care you have done for my father. Always prompt and thorough."

## Catch the Ace has a BIG winner!



The Pembroke Regional Hospital Foundation is excited to announce that the Ace of Spades has been "caught" on week #26 in their *Catch the Ace* lottery supporting the highest priority equipment needs at the Pembroke Regional Hospital. The lucky winner, Paula Fischer of Mackey, took home an amazing prize of \$330,646! Paula's winning ticket #Y-1017378 was drawn from the online electronic generator, and she chose Card #9 which revealed the Ace of Spades!

Paula expressed her excitement, telling the Foundation staff, "I was in total shock! You always dream of having a big win but never believe it will happen. I have been playing off and on since they started *Catch the Ace* and always thought that even if I didn't win I am still supporting a good cause. This certainly was a dream come true. The best \$20 I have ever spent; I am so grateful."

Thank you to everyone who purchased *Catch the Ace* tickets over the past 26 weeks! We are forever grateful for the success of this lottery and, most importantly, the incredible funds it raised for your Pembroke Regional Hospital! An incredible \$525,168 was raised for the highest priority equipment needs of the hospital to improve local healthcare right here close to home, thank you!

Staff of Pembroke Regional Hospital

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## 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.

# 2024 SUMMER TRAVEL SAVINGS EVENT

JUNE 3 - JULY 12

From sandy beaches to thrilling theme parks to big city getaways – pay less and experience more on your summer trips.

### THE PERKS OF BOOKING WITH US:

- Low rates on 850K+ hotels & resorts worldwide
- Savings on more than 30,000 car rentals
- Flight deals with over 300 major airlines
- Discounted theme park tickets
- Exceptional customer service
- Flexible travel options



## SUMMER vacay GIVEAWAY

You could win two theme park tickets AND \$1,000 for your next trip!

To find out how to sign up for Access Perks, Perkopolis (Canada's Wonderland discount tickets), or how to access other PRH staff discounts, visit the Staff Resources section of the PRH website.

SHOP. TICKETS. TRAVEL.



# Perks all summer long

Register now and beat the heat with **5,000+** exclusive perks!



## Haven't registered yet? Here's how:



Scan

- 1 Go to [perkopolis.com](http://perkopolis.com)
- 2 Enter your corporate email address
- 3 Look for an email from us with a link to complete your registration.



### Sign up for seasonal savings

Maximize your fun in the sun with exclusive summer offers. Get started with deals on theme parks, water resorts, and more.



Get where you're going with perks on fuel from Shell



Download the Perkopolis app

