



Today's Take-Aways

Awards and Recognition Celebration – Wednesday, February 28th, 3 p.m.

• We are very excited to invite all staff and physicians to our first hospital-wide award and recognition ceremony taking place next Wednesday, February 28th. This event which starts at 3 p.m. in the cafeteria and will last about 20 minutes, will celebrate awards and recognition from across the organization which have been received and earned during the current fiscal year.

Categories of recognition include Trillium Gift of Life Network, Wait Time Performance Indicators, Stroke Care, patient repatriation and more. Light refreshments will be served. We hope that you will be able to join us as we celebrate each other for some great achievements!

Equity, Diversity and Inclusion (EDI) Committee

• As we continue to expand our recognition and acknowledgment of special dates throughout the year which celebrate groups and professions, we would like to introduce an opportunity for staff and physicians to share their experience and perspective as part of some of these starting with Francophonie Month for the month of March. Submissions will be shared in the staff newsletter, on The Loop Facebook group, and possibly on our hospital's social media sites. For those interested, please forward your submissions to inclusion@prh.email. We would also love to include a photo with each submission.

Medication Transformation Working Group

• Although we still have quite a bit of work yet to do to optimize our new medication administration system, we'd like to take this opportunity to thank all of you for your contributions to a successful go live! Congratulations on a job well done!

A huge shout out to Laurie Menard and Beth Brownlee who led this project.

To Grace, Tina, Amy and the entire Pharmacy Team who put hours and hours of time in restructuring the entire medication delivery system in Pharmacy, ensuring medications have barcodes and that the barcodes work, and that the ADU's were filled for go live, all while maintaining the old system, thank you for your dedication to the project. You have all contributed to the seamless transition of medication systems with no interruption to the service that you provide. All this while learning as you go. This is to be commended.

To Thea, Sam, and Sharon for leading the way in ensuring the Anzer system and BD Pyxis systems worked.

**PINK SHIRT
DAY**

February 28, 2024



Today's Take-Aways

You have gone above and beyond to ensure that the project remained on track and contributed to the seamless integration of the ADU's on the unit. I would also like to thank the rest of the IT team for ensuring that the network and servers were up and running and also for ensuring that staff had access to the ADU's in time for training.

Thank you Mike and Michelle and the Maintenance staff for providing maintenance support on the machines as well as ensuring that renovations were completed by the tight deadline. Thank you Lauren for your guidance through the purchasing process.

Great work Ayla! Your leadership with the Super Users and end users warranted commendation from the BD team for having one of the best prepared Super User groups they have come across. Ayla, you jumped in and learned the system with great enthusiasm. Your contributions to this project were greatly appreciated by all. Thank you Sarah for preparing all of the Super Users for change management.

And lastly, a big shout out to all of the Pharmacy, Nursing, Diagnostic Imaging, and Respiratory Therapy Super Users for providing guidance and support for your colleagues during this transition period.

We have all learned so much throughout this project that will carry on with us as we continue to strive to deliver the safest and highest quality of care to every person, every encounter, every day!

Parking

- Particularly in these winter months, when space markings aren't as clear, we recognize that members of our health care team are finding it challenging to find parking spaces in our designated lots. Please know that our Senior Leadership Team is looking at ways to improve this situation and hope to have some more news on this in the coming months. In the meantime, if you are unable to find a spot in our designated staff lots, please contact SP+ and they will assist you.

Departmental Updates

Environmental Services

- PRH strives to create a welcoming and accessible environment for all our patients, staff and visitors. We are asking for your assistance in keeping the wheelchair accessible doors/buttons free from any barriers or obstructions.

Ensuring that these doors remain unobstructed is crucial for our individuals with mobility challenges to navigate our facility comfortably and safely. Please make sure that items are not placed in front of, or near these areas, hindering their operation.

Your attention to this matter is greatly appreciated and contributes to our commitment to providing exceptional service to all.

Occupational Health and Safety

- During each monthly fire drill, be sure to take a moment to review your roles and responsibilities and, if you have any questions or concerns, speak with your Manager. Our management team debriefs after each event in order to share any concerns or questions that are brought forward so that plan and process improvements can be made.

- Each month, our Joint Health and Safety Committee members target a specific topic during monthly inspections. This could include topics like PPE use, sharps safety or construction and they tailor their questions around these topics while on each unit.



Today's Take-Aways

This exercise is designed to assess the level of understanding and determine if further education is required. Next time this happens in your area, we encourage your participation and feedback.

• **Did You Know - Pink Shirt Day (February 28th)** - It all started in 2007 in Berwick Nova Scotia. After a new grade 9 student was bullied for wearing a pink shirt, two grade 12 students wanted to do something about it. They encouraged their fellow schoolmates to wear pink and they themselves bought 50 pink shirts to distribute. When they arrived the next day to hand out the shirts, they were surprised to find the majority of students had arrived wearing pink. With that act of kindness, Pink Shirt Day was born.

In recognition of that single event, the anti-bullying movement has grown and while it's mainly a movement for youth, everyone is encouraged to participate.

If you feel you are a victim of workplace harassment, please refer to the *Prevention of Harassment and Discrimination Policy* and fill out a *Workplace Harassment & Discrimination Complaint Form*, both found in *Policy Medical*.

Phase 2 Surgical Redevelopment Project - The Reveal!



Connecting with the CEO - In Case You Missed It

February 9, 2024

Wow, what a week! There are lots of moving parts on the construction front and some milestones to celebrate so I thought I would try to summarize some of the things that are taking place.

Surgical Redevelopment Project (Inpatient Surgical Unit)

Phase 2 – We are very excited to announce that we've received the occupancy status for Phase 2 of the Surgical Redevelopment Project and the space has been turned over to PRH from the contractor effective February 5th.



This part of the project includes our new Surgical Daycare space, Endoscopy and Procedure suite and Medical Device Scope Reprocessing area. Patient utilization of this new space will commence February 21st which means that, over the next two weeks, teams from these areas will be working hard to plan for a seamless transition to a fully operational unit. Some of this work will include plans for efficient patient flow as well as ensuring that all patients receive clear communication with regards to directions and instructions for their scheduled procedure dates.

Prior to full occupation, an open house/walk through for staff and physicians will be held February 20th – more details to come on that.

Phase 3 - Beth and I recently had the opportunity to visit Tower A's third floor south wing that houses the Surgical Inpatient Unit. With demolition and reconstruction in progress, it was exciting to see first-hand the transformation that is already taking place.

A variety of work is being done by many trades, all working together to create our new space.

While a finalized completion date of the construction project has not yet been set, we are anticipating a summer wrap up of Phase 3, at which time we will celebrate with a grand opening and opportunities for staff and physicians to tour the space.

Automated Dispensing Units (ADUs)

And lastly, I am beyond thrilled to be able to say that our ADU rollout has happened, with plans to be fully operational in all clinical areas by February 16th.

We all recognize that getting to this point has been no easy feat, but I for one am so proud and grateful for the work that all of you have done to help us achieve this incredible milestone.

These units will significantly enhance our medication dispensing and administration processes, improve efficiency, and ensure the highest level of patient safety.

Approximately 400 front line staff have been trained on this new technology and we know that it will take some time to reach our optimal end state.

We also anticipate that we will need to make adjustments over the next number of days, weeks and months in order to ensure that the ADU's are meeting your needs. We welcome and appreciate your feedback to help improve our processes along this journey.

Your patience, invaluable assistance and critical input has been and will continue to be vital in helping us move forward with this game-changing improvement.

Know that for every change we make, our patients and our community, stand to gain.

Sabine

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

February 16, 2024

I thought I would end this week with a number of news items and updates that were shared at Thursday's management meeting which is held monthly and provides a great opportunity for all of our management team to gather and provide timely updates on activity taking place throughout the organization as well as an overview of things to be aware of that are coming up.

Lessons learned from TOH Code Red/Code Grey

Joined virtually by Kevin Peters, Executive Director of Clinical Operations at The Ottawa Hospital, we had an opportunity to hear first-hand about some of the lessons learned from the Code Red/Code Grey situation that they had back in October following an electrical fire.

Kevin, who was TOH's Command Centre Logistics and Planning Coordinator for that event, shared with our team a number of key take-aways that now form part of a debrief report with 70 recommendations. These included the need for improved, coordinated communication channels, the need to plan for sustainability of a Command Centre crew for an extended event and the value of enlisting administrative support for the Command Centre in the early stages of a crisis.

Kevin also took a moment to personally thank Pembroke Regional Hospital for stepping up as a health care partner while they were in crisis and doing what we could to assist their patients and staff.

The Emergency Preparedness Committee will review the recommendations and look at ways to improve our own preparedness based on their experience.

Strategic Plan update

Believe it or not, we are coming to the close of our Strategic Planning exercise with anticipated approval of the final version at next month's Board meeting. Since my last update, we have had representatives of our Patient and Family Advisory Council (PFAC) review the draft document and as you know we conducted an internal survey to assess our updated vision and values, the draft strategic pillars (also called goals), their accompanying objectives and the enablers.

I am pleased to share that the PFAC feedback was quite positive with only a few minor edit suggestions.

The survey yielded over 200 responses, with overwhelming support for our new proposed vision and value statements.

Over 80 % of those who responded were also satisfied and very satisfied with the proposed strategic pillars and the enablers.

On February 28th we will once again share the draft with our Board for any final discussion before moving ahead with preparation for final approval and rollout. Thanks to all of you for your continued support and engagement in this process.

Physician Recruitment

The winter months aren't slowing down our Medical Affairs team as Katie Hollahan and Rita Amodeo prepare to travel to Kingston on the 28th for the Queen's Family Medicine Career Fair.

On site they are very busy with recruitment efforts and are currently in various stages of the process with 13 physicians from varying specialties including Urology, Otolaryngology, Critical Care, ED, Hospitalist Medicine and Internal Medicine.

Upcoming site and community visits are also being planned to assist with recruitment efforts in the next couple of months for an ENT and an Intensivist. This is great news for PRH!

Automated Dispensing Unit (ADU) implementation

And once again I want to commend everyone involved with the ADU implementation for their enthusiasm, patience, engagement and feedback.

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

While we recognize that no technology shift is without its challenges, overall, the transition has gone incredibly well and we are already seeing great benefits to the new system.

I want to celebrate not only the 76 super users who were trained, 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.

We are planning to share news of this great work with our community in the coming weeks.

Have a wonderful weekend and a great Family Day!

Sabine

GovDeals[®]
A Liquidity Services Marketplace

**PRH Sells Surplus Items
on GovDeals.ca. Check it
out to find great deals!**

2024 Staff and Physician Satisfaction & Engagement Survey



This anonymous survey is an opportunity to tell us about your experience as an employee of Pembroke Regional Hospital with regards to Communication and Feedback, Engagement, Teamwork, Investment in Improvement and Quality and Safety.



**Gift basket to
departments with
75% of team
complete survey**

CONSTRUCTION CORNER

Tower A:

- *Cancer Care Project*: Some of the ongoing issues have been resolved with a few remaining regarding the heat exchangers and steam lines. A vent from the condensate cooler in the closet in A514 was installed to the plenum beside the penthouse.

- *Surgical Day Care Project Phase 2* received occupancy from the City of Pembroke building inspector on February 1st and this phase was turned over to the hospital on February 5th. Some remaining minor deficiencies were corrected and the CO2 gas system was certified on February 12th. Some work was also completed on the air balancing and operation of the isolation rooms. A lot of team work took place to mobilize existing services into the new space in order to be operational on February 21st. Renovations continue in the south wing. Plumbing work was completed in A233, A234, A235.

- On the 4th floor (Obstetrics), the plumbing rough-in was completed in the new shower room. Fire alarm upgrades using addressable detectors were completed in the west and north wings.

- Abatement was completed in the kitchen and cafeteria vertical plumbing stack (shaft) to remove the asbestos on the water and heating lines. Blocked sanitary drain lines were replaced in Medical Records, the kitchen and in the cafeteria.

- Access control was installed on the A517 Pharmacy door and the burglar security system was extended into A517, A505 and A506, the PacMed room.

Tower C:

- The contract was signed with the general contractor, Jumec, and the renovations on the ground floor main entrance should be starting next month.

Tower D:

- The Medical Daycare project was awarded to Frecon Construction and work should be starting next month.

- Renovations in the Pembroke Family Medicine Teaching Unit (PFMTU) on the 4th floor are almost complete with the walls painted and the flooring installed.

Welcome to Telus Health

Feel supported and connected with your confidential 24/7 Employee Assistance Program, a trustworthy, innovative wellbeing resource. Check out the on-line platform!

Did you know that the Pembroke Regional Hospital offers you access to TELUS Health? TELUS Health blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial wellbeing.

Why you should join TELUS Health

1. Get support 24-hours/7 days a week, 365 days a year with our free, confidential employee assistance program (EAP).
2. Accessing TELUS Health has never been easier! Visit TELUS Health on-line, download the TELUS Health app and schedule an appointment on-line; or call the toll-free number.
3. TELUS Health has both EAP and personalized well-being resources that can support you and your family with issues related to work, life and everything in between. Access the self-guided well-being modules or join one of the many CareNow Programs such as Tobacco and Nicotine Cessation, Anxiety or Setting Up a Household Budget.

Ready to get started? Visit www.one.telushealth.com or

Download the TELUS Health One app. Scan the QR code or search your device's app store for TELUS Health One.



Password: pembroke
Username: EAP

Toll free: 1-844-671-3327

Quality Improvement Plan (QIP) Driver Update

Staff & Physician Engagement

Driver Update: February 2024

'GO SEE' Gemba

Gemba is a LEAN term that we at PRH define as “a place where the work is done”. In LEAN thinking, it is not helpful to discuss how work is done in a meeting room. To truly understand the work, we must spend time where the work happens and engage with the people who do the work.

For many years, our SLT team has conducted monthly Gemba walks as a group to hear about an improvement made by a department. These Gemba walks have provided our Senior Leaders an opportunity to connect with teams across PRH to celebrate the work that they do.

As part of the Staff & Physician Engagement Driver, beginning in October, every month one member of the SLT team will do what we call a 'Go See Gemba' visit. This is an opportunity for that SLT member to visit one of their departments and learn about a process to better understand the work, understand the challenges, ask questions and learn from those who actually do the work. These 'GO See' Gemba visits typically last one hour, they are informal and are meant for members of our SLT to connect with the frontline experts.

So far, several Go See Gemba Walks have been completed:

- Melanie Henderson – Visited Medical and Rehab, Diagnostic Imaging, and shadowed Pharmacy Technician Bonnie Smith to observe the BPMH process.
- Brent McIntyre – shadowed Clinical Resource, Clinical Education, and Discharge Planners on 3rd Medical.
- Beth Brownlee – observed the newly implemented Surgical checklist and pause in the Operating Room.

The remaining SLT members will visit other departments in the upcoming months.



PRH Staff Association Treat Day

Featuring A Freshly Made Doughnut,

Group pre-orders will receive an assortment of flavours:

Cinnamon Sugar / Chocolate with Vanilla Glaze

Sprinkles / Salted Caramel

Individual pre-orders will have their choice of flavour when picking up, while supplies last.

Tuesday, Feb. 27th, 11:30 a.m. - 1 p.m.

In The Lunch Box, Tower A, 2nd Floor

Pre-Order Deadline

4 p.m. Friday, February 23rd

NEW - please send all pre-orders to prh.staffassociation@prh.email



PLEASE NOTE:

1. Everyone needs to pre-order - either as part of a group or individually.
2. Pre-orders must be submitted by email to prh.staffassociation@prh.email by 4 p.m. Friday, February 23rd.
3. All pre-orders must be picked up during the distribution period on February 27th.

LEAN IN

On February 12th, team members from PRH and our long term care and retirement home partners came together to participate in a Rapid Improvement Event (RIE) that focused on improving discharge communication between the Emergency Department (ED) and long term care (LTC) and retirement homes (RH).

An RIE brings together a small team which devotes an entire day to understanding root causes and developing countermeasures towards improving an identified opportunity. However, the work doesn't stop after just one day; the team will continue to meet to report back on the progress of identified opportunities and identify and work through challenges .

The ultimate goal of this RIE was to create a streamlined, integrated and sustainable discharge communication process for patients returning to long term care and retirement homes that contributes to safety in continuity of care, timely medication management, seamless care planning in transitions, staff experience and patient and family satisfaction.

In order to reach this goal, the team identified three key improvements that will be worked on over the next several months:

1. Improve the information that is communicated to the ED from LTC and RH when a resident presents to the ED.
2. Develop a standardized tool and process for discharges from ED to LTC and RH.
3. Improve the understanding of privacy related to health information and how to facilitate information sharing by ED nurses to LTC and RH.

To measure the success of these improvements, the target will be that 50 percent of discharges from our Emergency Department to either long term care or retirement homes will follow the new discharge communication process by the end of September 2024.

We look forward to sharing the successes and lessons learned with other departments



We would like to thank all those who participated in the RIE. The participation and dedication of these team members contributed to a successful event. Team members included:

Chantal Kingsley (RN-ED), Ria Campbell (RN-ED), Katie Brochu (Director of Care, Riverview Heights), Shelley Burchart (Unit Manager, Marianhill), Jennifer St. Cyr (Program Manager, Carefor), Beth Brownlee (Vice-President Clinical & Support Services, CNE) and Andrew Keck (Clinical Manager Quality & Risk)

Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Guardian Angels



Dr. Malcolm Chang



Dr. Dorota Szczepanik



Brooke Ullrich and
Kiana Yeman



Dr. Valentine
O'kechukwa

Catch the Ace
Week #7
\$48,000.00
Estimated Jackpot if the Ace of Spades is caught!
www.PRHcatchtheace.ca
Draw date February 28th at 1 at 10am0am
Deadline to purchase tickets
11:59pm on February 27th
Presented By
OK TIRE

Saturday, May 11th, 2024
Canadian Nuclear Laboratories
Laboratoires Nucléaires Canadiens
Presents
HEROES and Friends
RUN FOR HEALTHCARE
Mike's Hardware
Save & So Much More
2KM Super Heroes Run Sponsor
Registration now opened!
www.HeroesRunForHealthcare.ca

PARTNER
Tickets on sale NOW!
SPLIT the POT Lottery
.ca

CELEBRATIONS

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

- I would like to thank **Olivia Mulvihill, Sarah Shorten and Noah Maika** for helping clean out the patient home medication drawer and calling discharged patients to come pick up their medications and health cards! Great teamwork! *Caroline Froment*

- We're pleased to announce that **Stephanie Lamont (ICU RN) and Megan Bates (ED RN)** have successfully completed the training requirements including online modules, in-class training, and a final exam for the PRH critical care orientation program. Great work ladies! From *Erin, Kaley, and Laurie*



- Congratulations to **Erin Van Allen** for being requested by the provincial emergency services of Ontario Health to be a reviewer for their online content for education sessions for nurses in rural communities. Your expertise is greatly valued. *Caroline Froment*

- I want to express my heartfelt thanks for the outstanding work of our **housekeeping team** in maintaining the highest standards of cleanliness and organization in the preparation for the opening of the new SDC unit. Your dedication and attention to detail have created a welcoming environment for our patients and staff. Thank you for being an essential part of the PRH team. Your hard work and professionalism are truly appreciated. *Cheryl Summers*

- I worked with **Erica Robinson** yesterday who was orientating in the ED. I just want to say that she is super cool. She helped me with writing orders for an admitted patient. She helped me with heparin infusion as part of the ACS protocol. She was generally pleasant and a good person to have on the team. Please pass on my kudos. *Brian P (RN)*

- Beth Brownlee celebrated **Brent McIntyre** for his support and continuous willingness to help out with complex issues. Thank you for your commitment and dedication to supporting our team! *Sabine*

- Thanks to **Donna and Sean (MDR)** for ensuring the flexible ureteroscope was cleaned and sterilized by the end of your shifts.

- Celebrating **Roberta** for always jumping in and helping everywhere and for being so knowledgeable and helpful. *The EVS team.*

- Super job by **Amber and Amy in Finance**. They are always on top of things and super helpful. Most appreciated. *The Payroll team.*

- Thanks to **Ayla Dery in Clinical Education** for the ADU overview she provided to the Clinical Administration team. *Laurie*

- Celebrating **Jessica, Savanna and Kateri in Rehabilitation** for serving our outpatients the best way they can, booking appointments, assisting patients with exercises, coordinating schedules, doing lots of clerical things and always going above and beyond to improve patient care.

CELEBRATIONS

• Sonya Silver was recently recognized by Shaundra Ridha at Bruyere.

Hi Sonya. At our most recent sub-acute team meeting I asked the team if they would like to recognize anyone they work with and without hesitation your name was mentioned. We want to say thank you for all that you do to keep regional sub-acute work moving forward. Allie, who works most directly with you indicates that your demeanor makes working together easy and fun, that you hit the ground running with Integrated Hubs and have kept the momentum moving forward in leaps and bounds. All this and we acknowledge that as a Clinical Manager you have a million things on the go at any given time. Thank you for being such an asset to our regional team!



New Fall/Winter: PRH Clothing



Softshell Vest - Navy/Black (Women's/Men's styles)

\$60 including tax and PRH logo

• Optional embroidery on the right sleeve \$5 extra

Long Sleeve Shirts (Women's and Men's styles)

\$45 including tax and PRH logo

• Optional embroidery on the right sleeve \$5 extra

Please note that all PRH items are sold at cost.
As a result, no additional discounts will be applied.

Spring/Summer items are still available to order as well.



Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

March

Pharmacy Appreciation Month

Francophonie Month

National Social Work Week March 4-10

International Women's Day March 8

Ramadan March 10

Patient Safety Awareness Week March 10-16

Healthcare HR Week March 11-15

ALL BOOTS AND SLIPPERS CURRENTLY PRICED AT 40% OFF

FEB 1-9	FEB 10-16	FEB 17-23	FEB 24-29
TAKE \$5 OFF LOWEST PRICE	TAKE AN ADDITIONAL \$5 OFF	TAKE AN ADDITIONAL \$5 OFF	TAKE AN ADDITIONAL \$5 OFF

PRH Sunshine Gift Shop