

Community Connection

Pembroke Regional Hospital Fall 2015 Edition

Leading, Learning,
Caring For You



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PRH Relocates Ambulatory Services To New, Improved Patient Space



The Pembroke Regional Hospital is pleased to announce that it has relocated many of its ambulatory services to new and improved patient space in the former Ottawa Valley Health and Wellness Centre, now referred to as "Tower D", located at 715 Mackay Street.

The services relocated to Tower D include: diabetes education, Dr. Baxter's clinic, geriatric assessment, the heart function clinic, medical daycare, out-patient services (procedure room and multi-function room), pre-operative assessment, stroke prevention, systemic therapy (chemotherapy), and telemedicine.

Consultation and followup for cardiology, neurology, ophthalmology, orthopaedics, physical medicine, plastic surgery, respiratory, pain management and respirology have also moved to Tower D.

"This is a significant improvement in the physical environment for these patient activities," said PRH President and CEO Pierre Noel.

"Tower D, as this building is now known, is a beautiful modern facility and it is the best place to house our ambulatory care services into the future."

Patient access to Tower D is only available through the main entrance to this building which is located in the upper parking area off of Mackay Street.

Patient drop-offs and pick-ups are allowed in that parking lot with a 10-minute grace period during which time a parking fee will not be charged.

The much older Tower C facility (Lorrain Wing) will still play an important role in accommodating services including rental space and staff and physician offices.

Community Celebrates Arrival Of Region's First MRI

On October 29th, the Pembroke Regional Hospital was delighted to host a public reception celebrating the arrival of MRI in our region and to give thanks to the many people who supported the \$4.5 million fundraising campaign for the purchase and installation of this important piece of technology.

Held in the main lobby of the Best Western Pembroke Inn and Conference Centre, the event was attended by more than 100 guests including donors, area residents, PRH staff and physicians, those involved with the MRI construction project and community partners.

Expressing how "great it feels when a plan comes together", PRH President and CEO Pierre Noel spoke about the four year journey to get to this point which involved support from the Champlain Local Health Integration Network and Ontario's Ministry of Health and Long-Term Care, as well as years of detailed planning and preparation in order to bring an MRI to our community.

From determining the best location within the hospital for housing the MRI, architectural and



construction planning, the recruitment of additional radiologists and MRI technologists, and putting into place all of the staff and patient safety procedures required when operating a "12,000 pound magnet wrapped in helium", Mr. Noel said all of this had to be done while the PRH Foundation worked hard behind-the-scenes and then publicly to raise the \$4.5 million. **Continued on Page 3**

Pembroke Regional Hospital Partners With Patients And Their Families For Better Care And Improved Experiences

The Pembroke Regional Hospital continues to welcome former patients and their family members wishing to serve as volunteers on the new Patient and Family Advisory Council (PFAC).

PFACs consist of those interested in providing the health care team with constructive input for the purpose of improving the overall patient experience. They examine issues through the patient lens, an approach that supports holistic, patient-centred care, an improved overall patient experience and creative, cost-effective solutions to challenges faced by the hospital.



Sabine Mersmann

There are currently hundreds of these councils at hospitals across Canada and the United States, and they are a growing phenomenon internationally.

"By establishing this council, we hope to make great strides in ensuring the patient voice is included in all that we do," said Sabine Mersmann, Vice-President of Patient Services – Seniors and Community Care who co-chairs the council.

"With six patient advisors already on board, we hope to attract a broad cross-section of advisors, representing all ages and demographics from within our region who will be able to share their stories from recent experiences and make contributions to improve the care we deliver," Ms. Mersmann said.

The council which has met twice to date is also co-chaired by Barbara Schoof, a long-serving hospital volunteer who is currently chair of the PRH Foundation and past-chair of the hospital's Board of Directors on which she served 15 years.

"It is only from the patient's perspective that we can understand if questions and fears are being appropriately addressed, care is being tailored to specific needs, patients and families feel safe and that systems are working efficiently and effectively," Mrs. Schoof said.



Barbara Schoof

Ms. Mersmann said the council takes a hands-on approach improving the way services are delivered and is currently working to improve patient satisfaction in a variety of programs.

"The Council is starting to feel more comfortable in its role and in the direction it's taking and we are looking closely at other committees within the organization which might also benefit from patient advisor involvement," Ms. Mersmann said.

Advisors don't require any special qualifications and will receive any training that is required. What's most important is their experience as a patient or family member of a patient.

"PRH welcomes the contributions our PFAC members will bring to the health care team," said Hospital President and CEO Pierre Noel.

"Our patients and their families are partners with us in their health care journey and we can learn a great deal from their insight. They have first-hand knowledge and through their stories they can positively impact the patient experience at PRH."

Anyone interested in learning more about the Patient Advisory Council or obtaining an application should contact Trudi Wren at (613)732-3675, extension 6478.

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Community Celebrates MRI Arrival...Continued From Front

All aspects of the project culminated in the MRI becoming fully operational on October 1st of this year - a date that will certainly go down in the hospital's history.

"Having an MRI close to home means that our residents will no longer need to make a four-hour return trip to Ottawa for the test, patients will get their critical diagnoses sooner and they will no longer have to incur the stress and expense of travelling," Mr. Noel said.

"For our hospital, it will allow us to grow and enhance our teaching programs, it will help in our physician and specialist recruitment efforts, it will enable us to perform more types of cancer surgeries and it's key to bringing a full service orthopaedic program to the Upper Ottawa Valley."

PRH Board Chair Kelly Hollihan spoke about the importance of allowing local communities to determine their own health care priorities and noted that a very significant element of the hospital's strategic plan has always been to improve patient access to diagnostic tests, procedures and treatments and, where possible, reduce the need to travel to urban centres by bringing these essentials closer to home.

"Seeking an MRI for our community was a bold action to take, but with the support of our LHIN leaders in fitting the Pembroke Regional Hospital into the regional MRI plan, our local leadership team in sourcing the skilled talent and resources needed to launch and sustain the operation, and the generous sponsorship toward the purchase of the equipment, together we have turned a vision into a reality and that is an accomplishment worth celebrating," Ms. Hollihan said.

Additional speakers at the reception included Champlain LHIN CEO Chantale LeClerc who spoke about the importance of MRI in this part of the region, Radiologist and Chief of Diagnostic Imaging Dr. Fred Matzinger who talked about the technology itself, and PRH Foundation Chair Barbara Schoof who spoke about the team effort of the Image Matters campaign and the far-reaching support that resulted in the announced completion of the campaign at the Black and White Gala on October 17th.

"Service clubs, school clubs, churches, businesses, our hospital staff, physicians, first-time donors and regular donors all saw a need and rallied together to support this much needed cause to improve health care in our region," Mrs. Schoof said.

"Without all of our devoted donors and volunteers, along with our dedicated Foundation Team, this tremendous goal would not have been achieved."

Renfrew-Nipissing-Pembroke MPP John Yakabuski and Ottawa South MPP John Fraser also sent remarks and congratulations to the community.

Several special features of the event included a video presentation depicting the MRI journey and an electronic virtual tour of the new MRI suite. Both are linked to the hospital's website and the video is available on the hospital's YouTube channel. Guests also enjoyed cake and other refreshments throughout the evening.

And to cap off the festivities, the Early Bird draw for the Foundation's Health & Home Lottery was held, with \$5,555.55 won by Lorraine Finn of Barry's Bay.



MRI Team Lead Lindsay Roosen runs a test scan on a patient.



Lois Moss, Lotto MRI Early Bird Draw Winner, left, presents the winning Health & Home Lottery Early Bird Draw ticket to PRH Foundation Executive Director Nancy Warren.



Pembroke Regional Hospital President and CEO Pierre Noel speaks to those gathered about the journey to MRI.



Champlain LHIN CEO Chantale LeClerc speaks about the importance of MRI in Renfrew County.

PRH Partners With Garrison Petawawa For Year Two Of Special Medical Technician Training

This past summer, the Pembroke Regional Hospital welcomed Medical Technicians from Garrison Petawawa's 1 Canadian Field Hospital for a second year of special training opportunities in its medical and surgical programs as well as the emergency department.

Medical Technicians are an integral part of the Canadian Armed Forces healthcare team who work independently in the pre-hospital setting as paramedics and under supervision of physicians, nurses and physician assistants in military health care facilities.

Requiring competency in pre-hospital and inpatient care to perform their duties in a military operational setting, a partnership was formed with PRH and the Bedside Care Program was born. Initially operated as a pilot project in 2014, 12 Medical Technicians took part in the program working under direct supervision of a Nursing Officer from 1 Canadian Field Hospital who completed orientation and clinical maintenance on a specific unit at PRH and then mentored one to two Medical Technicians at a time for four-day clinical rotations.

Kristie Tousignant, Clinical Education and Infection Control Coordinator at PRH said the Maintenance of Clinical Readiness Program for military nurses has been in place for some time to ensure they have the clinical experience required prior to any deployment, however the Medical Technician component is new.

"Under the Bedside Care Program they spend one week doing theory at Garrison Petawawa and they have simulation labs set up like the hospital with crash carts and other required equipment. Then they come to our facility for their clinical placements," Ms. Tousignant said, adding that Medical Technicians are not assigned patients nor do they assume responsibility for a patient during their training.

From the hospital's perspective, the program's structure gives the military personnel a more defined role in a hospital setting and allows the Medical Technicians, nurses, and other medical professionals including physicians, pharmacists and lab technicians to be better integrated within the existing healthcare team.

Icelandic Delegation Visits PRH

On September 23rd we welcomed a group of 10 health care CEOs and CFOs from Iceland for a hospital tour and presentation about our healthcare facility. Their areas of interest included the way in which our services are organized, delivered, developed and funded, some of the key challenges we face, and how we link with those in primary care and other community-based service providers.

In addition, they had an interest in learning about our strategic planning and implementation process, the way we manage our performance and quality indicators, our accreditation status and the financial control systems we have in place. We were very happy to be able to share with them what we do and we had the opportunity as part of the morning-long session to learn a little bit about their country and healthcare system as well.



Francois Lemaire, Vice-President Patient Services - Acute Care and Chief Nursing Officer shares information with the delegation about the Emergency Department at PRH.

Pembroke Regional Hospital Achieves Bronze Status In Healthy Foods Program

The Pembroke Regional Hospital has worked hard to improve the offerings in its retail food environment and the hard work has paid off. Well ahead of a December target date, PRH has completed the first level of requirements in the Healthy Foods in Champlain Hospitals program and achieved the Bronze level designation.

The Healthy Foods initiative was developed to create a supportive, healthy food environment for patients, visitors, staff, physicians and volunteers by providing better food options in hospital retail settings. This includes the cafeteria, vending machines, the Sunshine Gift Shop and the Mural Café.

“As a healthcare facility it’s important that we lead the way in providing healthy nutrition options where food is sold as well as the information required for people to be able to make informed decisions when it comes to the food that they are eating,” said Sabine Mersmann, Vice-President of Patient Services – Seniors and Community Care at PRH.

Key changes required to meet the Bronze designation included increasing the availability of vegetables, fruits and whole grain bread products; providing calorie and sodium information for soups and entrees; removing deep fryers/deep fried foods; reducing the variety of chocolate, chips, coated granola bars, candy, pretzels, danishes, croissants, pies, cinnamon buns and donuts; lowering the level of sodium in soups; and decreasing portion sizes of high-calorie beverages.

Ms. Mersmann who is also a member of the Healthy Foods Leadership Task Force which is providing oversight for the program in the Champlain

Region said the Bronze level was fairly easy to accomplish.

She noted a dietitian assisted in the process and that the hospital worked closely with the PRH Auxiliary which operates the Sunshine Gift Shop and the Mural Café in order to meet the requirements. Our hospital and others are also working with food vendors and suppliers in order to find healthier options in terms of soups, entrees and snacks.

In the Champlain LHIN, all 20 hospitals have now voluntarily signed on to the region-wide program.

Environment Services Manager Marilyn Watson said that while the deep fryer was removed from the hospital’s kitchen three years ago, some of the more recent changes that have been made in order to meet the Bronze level standards have included a reduction in high-calorie drink sizes like chocolate milk and pop, shifting to whole wheat bread products and ensuring everything is either baked or steamed.

Staff have developed an ingredient list binder for all items which is available at the point of sale, and a digital screen now provides all menu details including calorie and sodium information.

Ms. Mersmann said that since joining the initiative, people have told her that they were really happy we are doing this as a hospital.

Noting that silver and gold benchmarks will follow the bronze designation, Ms. Mersmann said that Pembroke Regional Hospital may only be at the beginning of its journey to healthier food choices, but the steps being take so far are certainly steps in the right direction.



healthyfoods
IN CHAMPLAIN HOSPITALS

PRH Auxiliary’s “Brunch With Us” Fashion Show And Sale A Repeat Success

For the second year, the Pembroke Regional Hospital Auxiliary hosted a successful “Brunch with Us” fashion extravaganza as their signature fall event.

Capitalizing on the success they have had with their merchandise sales in The Sunshine Gift Shop, the Auxiliary hosted this special event at the Marguerite Centre on October 7th, with food donated by Chef Bob and Leigh Costello of Chartwell Pembroke Heritage Retirement Residence and with the assistance of other community partners.

Approximately 100 people attended the sold out event which raised close to \$2,000 in ticket sales and raffles and \$2,350 in merchandise sales.

Heather Ball, Vice-Chair of the hospital’s Board of Directors, graciously attended on behalf of the Board and accepted a cheque in the amount of \$45,000. This installment brings the Auxiliary to \$834,500 of their \$1 million pledge to the MRI campaign, with the end clearly being in sight!

Auxiliary President Diana Gagne hands over a cheque for \$45,000 to Heather Ball, Vice-Chair, PRH Board of Directors.



Brenda Long, Gift Shop Operations, thanks the models and all those who attended the event.

PRH Board Meetings

Regular meetings of the Hospital’s Board of Directors are held in the 1st floor Board Room, Tower C, at 7 p.m. the last Wednesday of each month, except for December, February, July and August.

Members of the public are welcome to attend.

Versions Françaises Disponibles

Veillez communiquer avec Carolyn Levesque au (613) 732-3675, poste 6165, ou au pr@prh.email

Guest Speakers Available

Learn more about your hospital, its programs and services, or other health-related topics of interest.

Guest speakers and presentations are available. Please contact: Public Affairs and Communications by phone: (613) 732-3675, ext. 6165 or email: pr@prh.email



Are You Interested In Volunteering? Consider Joining The PRH Auxiliary

The PRH Auxiliary welcomes anyone who wishes to volunteer with their activities.

Volunteering is a great way to socialize and meet new people.

The Auxiliary has pledged \$1 million to the MRI Campaign. All of our profits from the various activities we host go directly towards this worthwhile endeavour.

Volunteers can work a few hours a month or more if they wish.

No experience is necessary. Training and mentoring is ongoing for our volunteers.

The PRH Auxiliary needs volunteers to help in the Mural Cafe and the Sunshine Gift Shop, at Bingo and with the HELPP tickets.

Shifts in the Cafe are Monday to Friday, 8 a.m. to noon and noon to 4 p.m. (2 per shift).

Shifts in the Gift Shop are 10 a.m. to 1 p.m., 1 p.m. to 4 p.m., and 7 p.m. to 8:30 p.m.

Bingo shifts are 2 or 4 hours on Tuesday afternoons.

HELPP ticket shifts are Monday to Friday, 10 a.m. to 12:30 p.m. and 12:30 p.m. to 3 p.m.

Anyone wishing to volunteer is asked to call 613-732-3675, ext. 6169.