

Today's Take-Aways

Renfrew County EMS

• Renfrew County has launched a new paramedic dispatch system bringing changes to the way they respond to prioritized emergency calls. The new system will help meet patient needs by matching resources with the clinical situation and prioritize the most urgent calls to 911 and ensure the right care at the right time for the people living in the region. The public can expect more detailed questions from the Emergency Medical Dispatchers when calling 911. From a hospital perspective, the new system is not expected to change the way patients are received by ambulance.

Lunch with the CEO

• Thanks to the seven staff who joined Sabine for lunch on May 7th.

Discussion points at the most recent session included the following:

- The possibility of creating a dedicated EVS group for the OR in order to have knowledge consistency.
- Ways in which implementing small improvements can be expedited.
- Concerns about staff parking.
- Ways to improve non-clinical training opportunities and ways education session delivery can be improved and increase participation.
- The role of porters in the building.

If you would like to be part of an upcoming lunch session in order to share your ideas and feedback, please your name forward by email to carolyn.levesque@prh.email.

Departmental Updates

Food Services

• The department's monthly treat day went over really well. April's theme was "sweets & savory". We had many lovely treats for all our staff to enjoy, ironically a lot of lemon-flavored items.



Today's Take-Aways Continued

• In order to gather feedback about its service and food selection, a Customer Satisfaction Survey has been launched for The Lunch Box. Please take a moment to complete the survey before June 15th. The survey can be accessed through the link below or the QR code.

<https://www.surveymonkey.com/r/7NSH933>

• Please note that, due to potential Salmonella contamination, various chip and snack products have recently been recalled. A couple of these products sold under the "Sun Chip" brand are sold in the cafeteria but the ones of concern were not consumed.



The recalled items have been removed and discarded and, as a precautionary measure, all products of this brand have been removed from the vending machines and the cafeteria for the time being.

Intensive Care Unit (ICU)

• On Wednesday May 8th, the Regional Critical Care Educator, Rebecca Marcoux (RCCE) paid our ICU a visit from The Ottawa Hospital. The RCCE is an exciting new initiative that is being rolled out provincially. The program is designed to help support our critical care program's current educational initiatives and explore opportunities for growth within our unit. Rebecca had the opportunity to spend time in our ICU, learn about our daily processes and liaise with our in-house Critical Care Educator. We look forward to growing this collaboration over the next year.

Infection Prevention and Control (IPAC)

• To protect people at higher risk of severe outcomes from COVID-19, the Ministry of Health is recommending that the following individuals receive an additional dose of the COVID-19 vaccine this spring to boost immunity:

- Adults 65 years+
- People aged 6 months+ who are immunocompromised
- Older adults living in long-term care and retirement homes or other congregate living settings
- People 55 years+ who identify as First Nations, Inuit, or Metis and their non-Indigenous household members who are 55 years+

Please visit <https://www.rcdhu.com/novel-coronavirus-covid-19-vaccine-rollout/> to learn more about where to access the COVID-19 vaccine. From this webpage, select the "When is it recommended to be vaccinated with COVID-19 Vaccine?" tab to learn more about eligibility for and recommendations for a spring booster.



New MAINTENANCE WORK ORDER SYSTEM

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.

Today's Take-Aways Continued

Medical Affairs

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

Dr. Kelly Milton (Ambulatory Clinics - Pediatrics Endocrinology Department) May 31st.

Dr. Gabor Bacskai (Emergency Department) May 31st.

Dr. Muhammed Samed Asmer (Obstetrics & Gynecology Department) on a locum basis starting June 11th.

Occupational Health and Safety / Maintenance

• Please note that the cafeteria deck ramp outside the bike storage area has been structurally re-enforced and can be re-opened for use. Plant services is still investigating a permanent solution and grading repairs, but the ramp and the access/exit door can be used in the meantime.

Spiritual Care

• On Sunday, May 5th, upwards of 60 people attended the most recent PRH public memorial, for families whose loved ones passed away here in the last half of 2023. This memorial takes place twice a year and we send invitations to all next of kin, inviting them to attend if they wish, and asking if they would like their loved one's name read out and a candle lit to honour them.

Many people expressed their appreciation to the hospital for holding this memorial. One example we received says - "First of all, I wish to thank you very much for this special memorial service invitation to pay tribute to those who have recently passed away at your hospital."

Emergency Preparedness

The Code of the Month for May is Yellow/ Amber.

What is a Code Yellow: Code Yellow signifies a missing patient from the hospital. During a Code Yellow, the following general guidelines should be followed:

1. Code Yellow will be called to alert hospital staff to search for a missing patient.
2. All department/units will be responsible for searching their own areas and any adjacent areas (ie lobbies, lounges, storage areas, stairwells, etc.).
3. The Police Department is to be contacted immediately by calling 911, for any patient who is likely to harm themselves or others or is seriously ill.
4. Several staged searches will occur in an effort to ensure thoroughness and timeliness.

What is a Code Amber: Code Amber signifies a missing child/ newborn. Effective Hospital procedures designed to respond to such an incident are intended to:

1. Locate the infant if still on hospital property
2. Assist and support the criminal investigation and newborn/child recovery efforts (preserving evidence for police)
3. Provide support for the family of the infant
4. Provide for effective communications with the media and the community during the crisis

Several staged searches will occur in an effort to ensure thoroughness and timeliness

For more information, review the "Code Yellow Missing Patient" and "Code Amber Missing Newborn/ Child" policies on Policy Medical.

A mock Code Yellow is planned for May 24th on the Medical Unit.

Connecting with the CEO - In Case You Missed It

May 3, 2024

Accreditation Update

It's been a little while since we've talked broadly about Accreditation, but behind-the-scenes, over the past year, our hospital has had some follow up work to do so now is a great time to share a bit of an update.

Following our successful Accreditation Canada Survey in April 2023, our hospital was required to provide evidence of compliance for an additional eight action items (standards) throughout various areas of the hospital by April 5th of this year.

Over the course of the year, the teams involved worked hard to implement processes, standardize practices and ensure compliance with the best practice standards. The results of these efforts were assessed by the Accreditation Decision Committee last month and we are pleased to say that all follow-up requirements have been met.

Some of the great work that came from this included implementation of a defined process for collection of Best Possible Medication History (BPMH) and Medication Reconciliation on our Obstetrics unit. By putting these new and standardized processes in place, the team has reduced the risk for medication discrepancies, ultimately improving patient safety.

Other great work included improvement of the interventions and resources available for patients who need a urinary catheter in order to prevent the risk of catheter-associated urinary tract infections and ensure prompt treatment.

And, adoption of the new Automated Dispensing Units (ADUs) now ensures that access to medication storage areas is limited to authorized team members.

Leading Practice Recognition

In addition to the follow up activity, I'm very excited to share that our inpatient Rehabilitation unit was awarded a "Leading Practice" acknowledgment through Health Standards Organization (HSO) for their patient white board project.

This is an amazing accomplishment and demonstrates our hospital's commitment to outstanding and quality patient care.

Submission of this project was prompted by one of our Accreditation surveyors and, following review, it was accepted as an innovative, people-centred, evidence-informed leading practice. HSO Leading Practices are published in the Leading Practices Library and are shared with the public, policymakers, and organizations who are interested in improving and making real quality and health system changes.

In addition to the HSO acknowledgment, the initiative was shared in poster format at the Patient Safety Conference in October 2023, and it was accepted as one of the "Top 7" out of 43 submissions deemed an "abstract of distinction" for presentation virtually at The Rehab Best Practices Day conference taking place today.

Great work to all involved. All of this is testament to the fact that Accreditation, while a lot of work, leads us to do better, showcase our best, and ultimately, improve the patient experience.

Epic Journey

To close off this week's message, I wanted to share with you that the first Epic Driver meeting was held this week – one of many "firsts" to take place in our journey to Epic!



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

Some of the meeting highlights included:

- *Discussions around the Epic kickoff meeting scheduled to take place in early September and who will need to be involved.*
- *Site visit planning so that some of our Epic leads can learn from other hospitals what worked well and what challenges were faced in Epic implementation.*
- *Discussions around implementation process and timeline communication so that everyone is on the same page in understanding what needs to take place and what comes next.*

Believe me when I say that transparent communication will be a big part of our Epic journey and, especially once things launch this fall, we will have dedicated communication channels around Epic and our implementation work.

Sabine

May 10, 2024

As we cap off a busy week that recognized our nurses, our Mental Health team and our Occupational Health and Safety staff, I thought I would provide a few short updates on items that emerged as part of this week's Lunch with the CEO and yesterday's Management Team meeting.

Staff Parking

With so many people on our property each day, I recognize that finding a place to park has become more and more challenging, but I want to let you know that we are working with our contractors in order to find some offsite parking for their construction crews.

I can also assure you that Marianhill's large redevelopment is not going to impact the number of parking spaces that are allocated for PRH.

In the meantime, we are working with SP+ to improve our existing lots by re-lining all of the spots and doing some general maintenance when it comes to crack and pothole filling. While this is on the docket to be done, the exact timing will be weather dependent.

Our New Strategic Plan

Yesterday we had an opportunity to share with our Management Team, the final draft of our hospital's new five-year Strategic Plan. As you know, a lot of thought, time and effort has gone into its development and I am happy to say that all of that has paid off.

I want to once again thank everyone for their feedback and involvement throughout the planning process and I'd like to also thank those who agreed to have their photos taken in support of this project. While we weren't able to use every photo that we took, those which are included reflect well on the work we do and the care we provide. The remaining photos will be used for other communication tools.

Internal roll out of our Strategic Plan will include its launch at an upcoming Lean Report Out, information in The Pulse, and distribution of a new one-page summary for our huddle boards. We are also making plans to share the plan with the broader community through our public newsletter, a press release, digital sign messaging and more, so stay tuned!

Violence Prevention

As part of the work being done in support of violence prevention, it was shared with the Management Team that additional security measures are being implemented in areas around the Ground Floor of Tower B which will hopefully address some concerns which have been raised around access to other areas of the hospital from the Emergency Department after hours.

As a result, you will be seeing the installation of additional swipe access panels on some of the doors in that area which will be programmed as "swipe access only" at certain times of the day.

In addition, we are working with the hired commissionaires to explore ways in which their role could

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

be adapted to enhance hospital security and ensure that they are more visible in areas of greater need. More to come on this.

One thing you may not be aware of is that our commissionaires can be asked to accompany staff to their cars, especially at night. Should you wish to have an escort to your vehicle, simply contact Clinical Resource and those arrangements can be made.

Have a nice weekend and hope to see some of you at tomorrow's Heroes Run For Healthcare!

For those of you working tomorrow, Beth and I will be by after the run for the last of this week's Cookie Rounds so hope to see you then!

Sabine

Nursing Week 2024 - Photo Recap



CELEBRATIONS

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

- Beth Brownlee celebrated **Garry Engler** for leading a dynamic group of staff in supporting improvements in End of Life Care, and to the entire team for all their efforts! **Kelly Malley, Micheal Peters, Holly Landry, Madison Smelko, Bethany Gold and Bailey Berniquer-MacDonald.** Thank you, *Sabine*

- Hello **Shelley Gowers, Sharon Allain and Jeremy Connor,** Sarah Selle celebrated you for your commitment and effort to improve the IT onboarding process. She mentioned that Shelley already made a significant change in the process and she is so happy that all of you are engaged in the improvement. Thank you for everything you do! Thank you, *Sabine*

- Thanks to **Linda Proksch, Emily Lebel and Kristalyn Boisclair** for coming in to support Emily recently while she was on call. We are very appreciative of your willingness to come in and support her and the team with the increase demand of cases. Thank you and kind regards, *Heather Macmillan*

- Special thanks to the **Food Services team** for supporting Muffin and Beverage morning as part of Nursing Week! *Carolyn Levesque*

- It has been another successful tax season for MHSRC. Our volunteer, **Sheila Handke, with assistance from the clerical team (Amanda, Jen, Amber, Crystal, Chris, Sharon and Julie), and MHS caseworkers** were able to complete a total of 235 tax returns for 178 clients!! This is a great feat and couldn't be done without exceptional teamwork. Thank you - *Erica Mulligan*

- Pam Etmanskie (Auxiliary Volunteer) celebrated **Bailey Kehoe, HR Business Partner** for the extraordinary assistance she provided the Mural Cafe by going the extra mile. She is our hero!

- I would like to celebrate **my team on AMH,** they had a great week of celebrating each other. *Cheryl Summers*

- Melanie Henderson celebrated **Jody Kulas** for being extremely responsive to requests for help/information for funding proposals and submissions and is always very pleasant and helpful. Thank you for doing an amazing job Jody! *Sabine*

- Many thanks to **Michelle Giles, Colin Clouthier and others who were involved** in a request for an office move that was completed in less than 24 hours in Tower D! They moved everything exactly as requested. Thanks again! *Julia Reddy*

- Brent McIntyre celebrated **Andrea Heuving** for the smooth transition into her new role. Managers have commented on her professionalism and the fact that she is very pleasant to work with. Thank you for doing an outstanding job! Thank you, *Sabine*

- Scott Coombes celebrated **Erin Broome, Rebecca Savoie and John Wren** for the great work they did on year end reporting. This is always a very stressful time for the Finance department. Thank you for all your work to get this completed. *Sabine*

- Please extend my sincere thank you to the **Food Services team** for their contributions towards the staff appreciation event last week! It was so appreciated by all the staff and their great work towards a seamless event did not go unnoticed. Please pass on my thanks on behalf of the entire Senior Leadership Team, *Melanie Henderson*



CELEBRATIONS

• We would like to congratulate **Erica Robinson, RN, REST** on completion of critical care orientation cross-training program for ED and ICU. Welcome to the team! *Erin Van Allen*

• I'd like to celebrate **Caitlin Grills RN REST** for the successful completion of Critical Care Orientation and training for the Emergency Department (ED) as well as **Katherine Smith RN Medical** for her successfully completing cross-training to the Intensive care unit (ICU). Congratulations to both of you! *Erin Van Allen*

• Congratulations to Karen Galipeau from the Emergency Department who was recently celebrated by her team this week for achieving 45 years of service at Pembroke Regional Hospital. .



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

LEAN IN

This past year has seen incredible success with the reimplementation of our Lean Improvement huddles across PRH.

Currently, 29 of our teams have a huddle at least once a week. Over the past year, we have seen a few teams implement the huddle including IPAC, Surgical Day Care, Geriatric Day Hospital and the hospitalist team.

The dedication of all our teams to be consistent with having huddles as well as bringing forward improvement and celebration tickets is worth a sincere congratulations and celebration. Across the hospital, we have completed more than 350 improvements and over 600 celebrations at our huddles.



A special shout-out to our EVS team who have led the way with completing over 50 improvement tickets and almost 100 celebrations!

Our senior leaders have visited over 250 huddles and find this to be valuable to connect with teams and hear about challenges they face as well as improvements they are making. Recently, we have partnered with Algonquin College to have a team of their students create a virtual huddle board for our Mental Health, IPAC and Patient Information teams to use.

Over the upcoming year, the ACTT team and Crisis Team at Mental Health Services will also begin their Lean journey with the introduction of the Lean huddle. Our IT team is also working on a few process improvements to help them support tickets

Our promo code is **PEMB1G8**

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Upcoming Recognition and Celebration Dates

May

National Physiotherapy Month
Critical Care Awareness and Recognition Month
Asian Heritage Month

National Hospital Week May 12-18

Victoria Day May 20

World No Tobacco Day May 31

June

National Indigenous History Month
Pride Month
Stroke Awareness Month

Canadian Armed Forces Day - June 2

Father's Day - June 16

July

Canada Day - July 1

CONSTRUCTION CORNER

Tower A:

- *Cancer Care Project:* New alarm issues with the room pressure monitoring system in A512. The replacement humidifier valves arrived last week. The installation and associated adjustments to the humidifier manifold needs to be coordinated since the RTUs and exhaust fans must be shutdown with no work on that day in the chemo rooms. This is planned for Monday, May 27th. The heat exchanger skid will require a by-pass and reprogramming to address the high temperature issue and low flow conditions.

- *Surgical Day Care Project:* Work in the south wing is coming along with the patient rooms taking shape. The walls in the west wing have been demolished and the old plumbing is being replaced. Terrazzo floor repairs have started in this area. The A323 Ophthalmology Room will be swapped out with the adjacent A322 Equip/Supply Room due to ceiling height limitation for the installation of a boom. Work was completed for the plumbing repairs on the 2nd floor west side in the patient rooms. These rooms were also painted before resuming patient occupancy.

- On the 4th floor Obstetrics, work in A401 was completed. The meeting room A413 was abated for asbestos on the pipes and for a textured coat ceiling. More fire alarm device certification was completed in the west and north wings.

- The terrazzo floors were repaired in A501 Pharmacy.

- The replacement of the roof above the staff entrance and corridor is ongoing. The underside concrete on the canopy roof by the 1st floor Foundation Office entrance was repaired with the roof being replaced in the next few weeks.

- The Strategy Room was moved from the 1st floor A140 in AMH to the 4th floor A414 which is a much larger and brighter space.

- A sliding door was installed in ED next to the physician's workspace.

Tower C:

- *Main Entrance Project:* The installation of fireproofing at the under side of the upper floor assembly is ongoing. The walls in the C010 washroom and C008.2 utility rooms were demolished. The ceiling was removed in the C141 Auxiliary Office and hoarding was installed in the C142 Boardroom for work to begin in C142.1 Kitchenette. Demolition of existing mechanical and electrical services is ongoing.

- Access control was installed on the corridor door by the Occupational Health Offices.

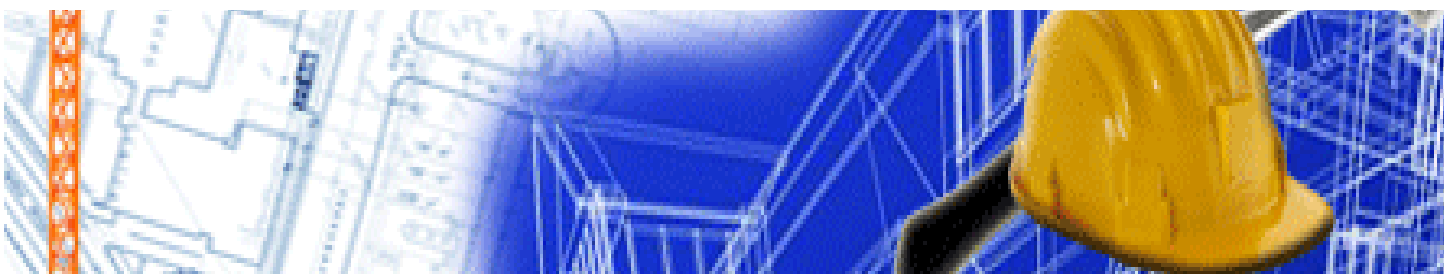
Tower D:

- *Medical Day Care Project:* The carpet was removed in the fire side lounge area. New part walls were framed in the ceiling for the future meeting rooms and HVAC ducts are being installed. The cooling condenser unit was attached to the outside of the building.

- The Pembroke Family Medicine Teaching Unit (PFMTU) on the 4th floor is waiting on the commissioning of the HVAC controllers.

D'Youville Warehouse:

- The lighting fixtures were replaced in the offices with LED ones.



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

GUARDIAN ANGELS



Bailey Lance-Provencal, AMH

"Bailey was extremely courageous and diligent during an extremely stressful situation. The work she does to ensure the safety of her patients and co-workers has been tremendously appreciated."

Dr. Chika Offiah

"Thank you for advocating on my behalf and taking my symptoms seriously. I felt listened to. Thank you Doctor Offiah."



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Week #19

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CMHA Mental Health Week May 6 – 12, 2024 MentalHealthWeek.ca



Celebrating Our Mental Health Services Team And The Work That They Do!



PRH Auxiliary Fulfills \$500,000 Commitment

The Pembroke Regional Hospital Auxiliary is excited to share that its \$500,000 fundraising pledge in support of the hospital's orthopaedics program and inpatient Surgical unit upgrades has officially been fulfilled! Announced at the Auxiliary's Spring Tea & Fashion Show held April 26th at Our Lady of Lourdes Church hall, Auxiliary President Diana Gagne said despite the best efforts of her organization's volunteers, it took a little longer than planned to complete the fundraising because of the pause in activities during the pandemic. However, that didn't put a damper on their enthusiasm and drive to get it done.

Raised over the past seven years, the Auxiliary's \$500,000 donation to the hospital is comprised of \$210,100 from Delta Bingo and Gaming Pembroke, \$19,000 from the sale of Nevada tickets and \$270,900 made up of proceeds from The Sunshine Gift Shop, The Mural Café, two ATM machines, the TV rental program and annual events like the most recent tea and fashion show.

The Auxiliary has a dedicated team of 120 volunteers who raise funds for PRH while also providing a number of important amenities for the hospital's patients, visitors and staff.





**Celebrating
Our Occupational
Health And Safety
Team
May 6-12**



NATIONAL PHYSIOTHERAPY MONTH

MAY

The Canadian Physiotherapy Associations' theme for this year is "Physiotherapy is for Everyone. Even You."

We would like to celebrate all of PRH's physiotherapist professionals who service inpatients and outpatients to achieve a variety of goals.

Thank you to this incredible team who are an important part of our patient care team model.

