

Today's Take-Aways

Coldest Night of the Year

• Thanks to all who took part in the Coldest Night of the Year event on February 22nd in support of The Grind. Dr. Declan Rowan's team, The Doc Walkers which included hospital team representation and financial support, raised a total of \$7,720.

The Grind is one of our dedicated community partners providing crucial support to the marginalized low-to-no-income members of the City of Pembroke and Upper Ottawa Valley so was another great way to support our network of care.

Missing from the photo are Kaley Lapierre, Dr. Zulfigar Butt and Dr Calvert (PFMTU Resident).



Correction

• Please note that in the February 19th edition of The Pulse under the section celebrating those who achieved long service milestones in 2024, Derek Frew who achieved 15 years of service, was mistakenly listed as Dr. Derek Frew. Sorry for this error.

Trillium Gift of Life Network (TGLN)

• In February, Ontario Health (TGLN) received 11 notifications from our hospital. While these notifications were not suitable donors, we know that every notification matters, and TGLN would like to thank the following staff for allowing the opportunity for organ and/or tissue donation to be assessed:

Lisa-Marie Turcotte (ED), Tracy Baxter (ED), Chantel Kingsley (ED), Rebecca Welch (Medical), Anita Boudens (Surgical), Julieta Klein (Rehab), Grace Grant (ICU), Stephanie Lamont (ICU), Tamlyn Wall (ICU), Caitlin Morrison (ICU), Autumn Patovirta (ICU)

Departmental Updates

Education

• PRH was very grateful for, and recently welcomed Jill, the Regional Critical Care Educator from CHEO for our hospital's second neonatal education session in 2025.

This session offered our team members up-to-date information on neonatal conditions, a review of the transport process, and a simulation. The education offered will help our team to be more prepared when faced with these newborn conditions.



Today's Take-Aways Continued



Human Resources

- Welcome to the team! Here is a list of those who joined us in February:

Mary Chartrand (Registration), Karen Elliott (Health Records), Peggy Fiebig (Procurement), Kourtney Hepburn (Food Services), Amy Schnieder (Emergency), Taylor Schultz (Surgical), Matthew Szabo (Lab), Emma Gale (Lab) and Jiayi Yuan (Lab)

Medical Affairs

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

Dr. Cassandra Mendonca who will be joining the Critical Care (ICU) department starting on April 5, 2025.

Obstetrics

• On February 25th, a group of nurses from Obstetrics and the Resource Team received certification training in Neonatal Resuscitation. All Obstetrics nurses must have this certification which is offered in-house and by our own instructors.



Occupational Health and Safety

• A number of measles outbreaks have been reported across Canada with 350 cases reported in Ontario alone. Over 90% of those infected weren't immunized. While Renfrew County has been spared to date, it's felt that it's only a matter of time before we see cases in our region.

Measles is a highly contagious viral infection with symptoms of fever, cough, runny nose, red eyes, fatigue, and red rash. Symptoms usually appear 7 to 21 days after exposure to the virus. Measles can cause serious health problems, including hospitalization, pneumonia, inflammation of the brain, and, rarely, death. The virus can spread quickly from person to person by direct contact and through small respiratory droplets in the air.

The best defense against measles is to ensure your vaccinations are up to date. The measles vaccine is combined with those for mumps and rubella, commonly known as the MMR vaccine. This vaccine is very safe and very effective against measles. Health Care workers should have two documented doses of MMR or lab proof of immunity to measles, mumps and/or rubella. For your own safety, please review your immunization records, and make sure you have two documented doses of MMR. If you don't, please reach out to Occupational Health to discuss.

Today's Take-Aways Continued

Surgical

- As you may recall, our Perioperative Program is excited about a new partnership with CHEO that will help reduce wait times for pediatric surgeries while providing care closer to home.

Starting March 27th, a CHEO surgeon will perform surgeries at PRH with support from our Nursing and Anesthesia teams. To be rolled out in a phased approach starting with two days per month, most surgeries will be ENT cases but there will be an opportunity for an expansion to include ophthalmology or general surgery etc.

In preparation for this, the CHEO Education Team was on site March 17th for two education sessions for both our Surgical Day Care and Recovery staff. It was a great interactive day of learning!

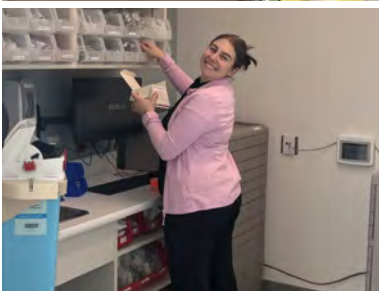
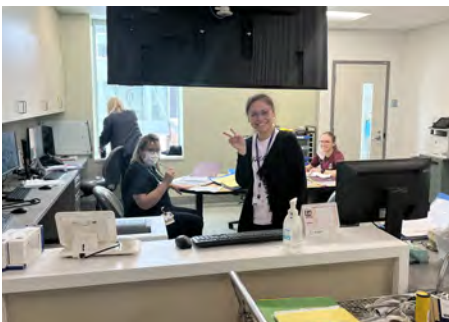


Celebrating Surgical's Return To 3rd Floor, Tower A

On Tuesday March 4th our team from the inpatient Surgical unit was able to return to newly renovated space on the third floor of Tower A.

They say, "Many hands make light work", and we certainly could not have done it without the many individuals, departments and teams who supported us that day!

Thanks to all the staff who worked March 4th for their patience, and to the extra staff - Alex Boyer, Amy Jahn, Hannah Bogacki and Nicole Corrigan who came in to support. Also thanks to Caroline Froment and Kerri Timm for freeing up their day to assist. To the Maintenance, IT and EVS departments, thank you so much for my last minute requests and for immediately "resolving" the last minute surprises we encountered! Thanks, Rachel Robertson



LEAN IN

Earlier this month, the Senior Leadership Team had an opportunity to connect with members of the Mental Health Services Crisis Team during their monthly Gemba walk.

During the visit, the Crisis Team members highlighted several process improvements made by the team as part of the Patient Care Team Driver which is one of four Quality Improvement Plan Drivers for 2024-25. The goal of the improvements was to improve staff satisfaction, prevent burnout, and retain staff as their team has experienced a very high turnover rate over the past two years.

To help with this, the Crisis Team implemented and communicated a clear cut-off time for in-person assessments in Emergency departments across Renfrew County. This means that Crisis Team members may not respond in-person if a call comes in within an hour of the end of their shift, as often, they have to travel to the Emergency department and may not even begin the assessment until the end of their shift. Now, in collaboration with the staff at the Emergency departments, it is determined whether the team member can speak with the patient over the phone, contact them for follow-up the next day, or if the patient will remain in the ED overnight for in-person follow-up the next day.

The Crisis Team members shared that this new process has had a significant impact on their job satisfaction and work-life balance.

The Team also created a Care Pathway binder that is available to all staff that has a list of community resources, best practices and steps to assess and support clients based on their presenting issues. The Team highlighted that these pathways are very helpful to new staff as it is very overwhelming to keep track of so much information and to know what you should do to support clients in a crisis.

The Senior Leadership Team recognized the amazing improvements that the Team has managed to implement this year and wholeheartedly thanked them for the incredible, meaningful work that they do every day in supporting the most vulnerable individuals in our community.



In Case You Missed It - Highlights From Sabine's Messages

Together, We Care

I wanted to take a moment to recognize the way in which so many of you are living our Vision of caring, not only for our patients and for our community, but for each other.

Over the past several months, there have been a number of tragedies and unfortunate circumstances experienced by members of our health care team and time and time again, I've seen co-workers and friends in the organization rally around those impacted and do what they can to support them in a variety of ways.



Whether it's through internal fundraisers, participation in on site memorial services, or simply coming together as a team to offer compassion, know that these acts of kindness are what solidifies us as work family and not just co-workers.

Board Retreat

The Pembroke Regional Hospital Board gets together once a year for a retreat where we do a check in on our Strategic Plan and how it is coming to life. We also discuss what strategic priorities we need to tackle in the next four years. Our retreat was held February 26th where the Senior Leadership Team presented the current provincial context, some of the new data on projected patterns of illness into 2040, our own progress over the past year and discussed future direction. The Board was very impressed with all of our quality improvement efforts and how we bring our Mission, Vision and Values to life at PRH. We will share some of this with you at an upcoming Lean Report Out session. It was great to be able to share all the amazing work you all do every day to improve quality and safety at PRH and how you all live our values each and every day! Thank you!

Renfrew County Mesa HART Hub – Homelessness Addiction Recovery Treatment Hub

As you know, we are co-leading the implementation of the HART Hub with our partner, The County of Renfrew. The HART Hub is a comprehensive, integrated care model that addresses both housing instability and mental health and substance use health needs.

I am excited to share an update on HART Hub. As previously mentioned, the HART Hub will eventually provide 45 beds situated at the Carefor Mackay site. This site will offer both comprehensive internal support services and integrated community support services. While the final version of the HART Hub is a long-term goal, we are actively exploring three key initiatives to lay the groundwork for this significant community project.

Current Initiatives

1. *Detoxification Beds - We are exploring what it takes to establish medical detoxification beds. This initiative would aim to provide immediate support for individuals in need of detoxification services, ensuring they receive the care they need in a timely manner.*

2. *The planning has started to look at additional resources for the Warming Centre located at the Ontario Addiction Treatment Center (OATC) building in Pembroke and the team is looking at the care models and what it would take to keep the centre open year-round utilizing the current Mesa team and MacKay Manor staff as well as additional supports.*

3. *We are exploring integrated partnerships on supportive housing options. This initiative focuses on creating a collaborative approach to provide stable housing solutions for those in need, with the intention of integrating these efforts once the HART Hub is fully operational.*

Community Collaboration

These initiatives represent the early work being done to support the HART Hub's mission. We are grateful for the dedication and commitment of our community partners and internal staff who are working together to make this vision a reality. Their efforts are crucial in supporting this significant and important community initiative.

Stay tuned for more updates as we continue to make progress on the HART Hub and its related initiatives. Together, we are building a stronger, more supportive community.

Epic Update

The re-launch of Epic Kickoff is scheduled for April 2nd. We are excited to join all the new partners at this event. We anxiously await the announcement of the new project plan and go-live date at this event!

While we await the new Epic Go Live Date, Project Horizon work continues to ensure we are well-prepared for this transition.

Starting March 24th, Spacelab monitors (cardiac and telemetry) will connect with our registration system. You will be able to barcode scan patients' identification bracelets, automatically populating their information. This improves our ability to capture and assess cardiac rhythms electronically, aligning with the future Epic workflow.

Urinalysis machines in both ED and LDRP will soon be electronic! Finishing touches are being made so that Point of Care Urinalysis results will automatically populate in the patients' electronic health record, eliminating the need to print reports and attach them to the chart.

Similar to the ECG machines, the Stress Testing system can electronically capture and interpret ECGs performed during stress tests. Thank you to our team members from Respiratory Therapy, Ambulatory Clinics, Nuclear Medicine, and IT who will be coming together next week to complete a process mapping session for Stress ECG tests, ensuring a smooth and seamless transition.

Exciting times ahead – we are making progress!!

Tower A 2nd floor

The Surgical inpatient program moved into their new space on the 3rd floor of Tower A. This was a long-awaited move and it went very well. It will take some time to fully get used to the new surroundings, and we will adjust as we go. Our patients are already reporting how much they love the new rooms and the bright spaces. A big thank you to our Surgical team and support services for helping make this seamless transition!

With the move complete, we are now giving a facelift to the 2nd floor with some new paint and patching of the walls. Once that is finished, the Medical inpatient unit will again utilize the space for some of their patients. We don't have a timeline for this yet, but I will let you know as soon as we have clear sight on when that transition can happen.

Physician Recruitment

I want to give you an update on physician recruitment, I know this is always on our mind since so many departments are short of physicians.

The Medical Affairs team at PRH is working on new innovative ideas with regards to the recruitment of physicians. Currently, the team is working to re-design recruitment advertisements for both our internal website and external recruitment agencies and they plan to redevelop signage and ads utilized when attending conferences and job fairs.

Our Medical Affairs Coordinator, Katie Hollahan, will be attending the Canadian Society of Physician Recruitment (CaSPR) "Rx For Success - Navigating the Complexities of Physician Recruitment" Conference in April to learn about many topics including physician engagement and retention strategies, trends in physician recruitment/compensation and benefit trends, the role of physician advocates in recruitment, PRA/PRO programs across Canada, navigating work permit and credentialing complexities, new licensing pathways, and the role of AI in recruitment.

The Hospital Recruitment Committee continues to actively meet regularly to review and discuss the progress of new and ongoing physician recruitment efforts. At present time, we are working with a number of candidates in various stages of recruitment for departments including Obstetrics, Urology, Critical Care and Emergency Medicine. PRH will be hosting a physician site visit for an Obstetrician in early March.

Katie is looking forward to attending the second annual International Medical Graduate (IMG) Conference and Expo in Toronto in June which places a focus on Medical students, including Canadians studying abroad, international Medical graduates and internationally trained physicians and specialists seeking to make Canada their home and continue their dreams of practicing medicine. We are committed to actively researching any additional opportunities to advertise physician job opportunities and attend physician job fairs and conferences to cover all aspects of recruitment. If you hear of anyone interested in joining the PRH family, please make sure to connect them with Katie in Medical Affairs!

Lean Update

I am also pleased to share exciting news about our recent leadership training program aimed at improving Lean Huddles at Pembroke Regional Hospital. This initiative has already begun to translate into greater participation and engagement from you, our frontline staff, which is critical in identifying and implementing the right improvements that will make a difference in your work.

Lean Huddles are a vital component of our continuous improvement efforts. They provide a platform for you to discuss ongoing projects, identify areas for improvement, and collaborate on solutions that will make meaningful changes.

We want to hear from you! As hospital staff, you know best what needs to be redesigned and improved for maximum impact.

The impact of this leadership training has been significant. I have observed increased engagement from both leaders and employees, leading to more productive Lean Huddles. I encourage all of you to actively participate in your huddles. Your voice and ideas are crucial to our success and to the continuous improvement of our hospital. Together, we can make a significant difference.

Grieving The Loss Of Jamie Bramburger

It's been a difficult week for our community and for many members of our hospital family following the sudden and unexpected death of Jamie Bramburger, Interim Dean at Algonquin College, cherished community partner, model ambassador for our city and friend to many of us.

I had the privilege of knowing Jamie and working very closely with him on many occasions. Most recently, we were together February 28th as part of an educational event focused on Truth and Reconciliation at the Makwa Community Centre in Golden Lake. The last time I spoke with him was Monday through email. To say that I am completely devastated by his loss is an understatement.

Jamie was an exceptional education leader whose passion and role in fostering a collaborative environment between Algonquin College and Pembroke Regional Hospital was immeasurable. He was a trusted friend to our Leadership Team and a true advocate for both our hospital and quality health care, consistently encouraging his students to join our team and supporting physician recruitment efforts in a multitude of ways over the years.

As witnessed through the tremendous outpouring of support for his family, friends and co-workers, Jamie's legacy will continue to inspire us all and his absence will be deeply felt by all who knew him.

As many members of our health care team have a close affiliation with Algonquin College, we have extended our heartfelt condolences to all who knew Jamie and we have offered our support to his colleagues at this difficult time in whatever way may be needed.

For those of you grieving, please remember that there is additional support, if required, through our Employee and Family Assistance Program (www.homeweb.ca / Invitation code: PRH174).

Five Years Since The Pandemic

This week also marked the five-year anniversary of the pandemic.

It's hard to believe how quickly time has passed since the day the World Health Organization declared COVID-19 a global pandemic; a day which ultimately transformed our lives and the way we deliver health care for a significant part of the early 2000s.

The pandemic was hard on all of us, and traumatic in so many ways.

Looking back on those first few weeks of March 2020 is difficult, even now in retrospect. As much as we had always "planned" for a pandemic, the reality was so much more daunting than we could have ever imagined. The rapid pace of change and directives, the fear of the unknown and the uncharted territory we were faced with was one of our greatest challenges, if not the greatest, and yet despite this, we came together as a team, with our partners and with resilience, we pulled through.

Beyond the trauma, I also carry with me moments of great pride from the pandemic, in particular, the role our hospital and health care team played in rolling out the vaccine and the innovation that went into much of the work we did in order to find ways deliver care while keeping everyone safe.

While, five years later, the impact of the virus has changed, we are still mindful of the 60,000 Canadians who died and more than two million who now live with long term effects of the disease.

Electric Vehicle Charging Stations

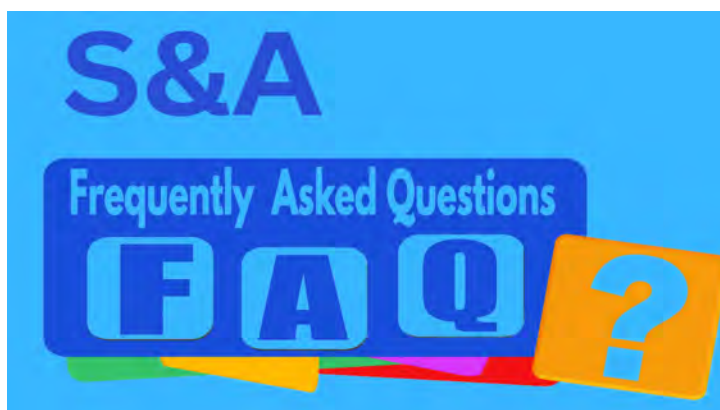
This past week you may have noticed an abundance of work being done in our parking lots as we make way for the installation of electric vehicle charging stations. As you may recall, nine are being installed – 4 in the Deacon Street staff lot, two in the public lot on Deacon Street, two in the lot behind Tower C and one in the front of Tower C.

We hope to see them fully operational soon.

Heroes Run for Healthcare

And finally, on a happy note, we are excited to announce that this year's Heroes Run for Healthcare is returning on Sunday, May 4th in Downtown Pembroke! As you may have noticed, this event has switched from a Saturday morning to a Sunday. This change was a necessary compromise to keep the event in beautiful downtown Pembroke and have minimal effect on the downtown businesses during our road closure. We appreciate the support of the downtown businesses for his event and we want to ensure it's a win-win for both all of us.

We hope to see you there as a participant or a volunteer! Be sure to visit the Foundation's website for more information. <https://prhf.akaraisin.com/ui/HeroesRun2025>



Q. How do I update my Emergency Response Time?

A. Emergency Response Time is managed in S&A. A step-by-step guide is available on the HR website.

Q. Can I review shift offers that have been issued to me in S&A?

A. Effective March 25, 2025, all Push Notifications associated with shift offers will be sent to the message widget on your S&A Dashboard.

Bereavement Recognition - Did You Know

If you have experienced a loss in your family, the hospital has a *Bereavement Recognition* policy and process in place that includes an option to have an In Memoriam notice posted.

For more details, view the policy on our Intranet or speak with your manager.

NOURISH TO FLOURISH

NUTRITION MONTH 2025

Nourish your body to flourish
in building social connections,
mental and physical health,
and emotional resilience!
Here's how:



PHYSIOLOGICAL WELLBEING

Eating the right kinds and amounts of food provides the necessary vitamins, minerals, essential fatty acids, amino acids, and antioxidants needed by our bodies for growth and repair, physical health and performance and disease prevention and management. Adequate nutrition is important for supporting health across the entire lifespan, including pregnancy, infant, child and maternal health. It helps prevent malnutrition, prevent over- and undernutrition, and is needed for a strong immune system, to lower risk of chronic diseases, and for longevity.

SOCIOCULTURAL WELLBEING

Dietary patterns are a reflection of who we are. From family traditions to cultural and religious practices, food is more than just nutrients – it connects us to our families and communities and helps shape our identities. Work schedules, cooking skills, lifestyle choices and family dynamics influence food choice, not to mention access to food and budget constraints. Acknowledging and addressing these dietary influences is essential to designing strategies that empower individuals to develop healthy, fulfilling dietary patterns that are aligned with their values and circumstances.

Q: Dietary patterns are the different varieties, combinations, and frequency of food and beverages in a diet. Dietary patterns are a reflection of who we are, connect us to our families and communities, and help to shape our identities. How has food influenced your identity?

MENTAL WELLBEING

Mental symptoms such as brain fog or lack of focus can be linked to medical conditions that need nutritional management. A balanced diet can also help improve mental function throughout the lifecycle, such as helping kids perform better at school or reducing effects of perimenopause. Some nutritional strategies have even been found to improve mental health disorders. Although dietary strategies are often overlooked, they can lead to big improvements in mental well-being.

EMOTIONAL WELLBEING

Emotional eating is part of everyday life. Eating can bring happiness, ease tension and create distraction. People also have positive or negative memories linked with specific food choices that influence their preferences. However, emotional eating can become a problem when feelings are avoided and go straight to eating. This can override hunger cues leading to overeating or unhealthy food choices. For adults, understanding emotional connections with food can help promote healthier habits by identifying triggers and finding alternative coping mechanisms for emotional challenges.

Q: We eat food for many different reasons. Aside from fueling your body with nutrients, why else do you eat?

Stop by the booth outside of the Lunch Box during March to share thoughts and answers to the questions above. While you're there, pick up a recipe or two to take home and try!

CELEBRATIONS

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

Inpatient Surgical Unit Thank-Yous

- “With a lot of hard work and determination from our team we have finally finished the last wing of level 3 for your use. There is a big list of everyone involved as you are aware, and we could not have completed this floor without their teamwork. Every time there was a roadblock they all managed to work through it.

This was a big project, and special thanks go out to **Mike Jones and Andreas Kazda from Hein Construction** as well as all the consultants, especially **Dave Oliveri** who I am sure he has a few more grey hairs, **Jonathan Osborne our mechanical consultant and Adam Farhat our electrical consultant all managing to give this old building new life.**

Also, a big thanks to **Mike Godbout and our Maintenance team** for organizing the dozens of mechanical electrical shuts downs. They were such a big help. How many times did we have to move patients and staff ,clean and reclean.

To **IPAC** for keeping us aware of our surroundings and patient safety.

And to **all the staff and patients who endured the noise ,lack of water, medical gas, and power some days.** Somehow everyone worked through it to get to this moment .

Many people only see the finished product and are not aware of all the work being completed behind the scenes and out of sight. Bills have to be paid, material need to be ordered, the list is huge.

They all worked very hard to complete this floor for you. I hope you enjoy it.”

Thank you, *Andy Turton, Project Manager*

- “Hi Andy (Turton), a lot of hard work and dedication from all the teams involved really paid off. The new Surgical space is beautiful and a source of pride for everyone. Kudos to **all of the teams** for their excellent efforts and collaboration. Thank you to all those who helped on Tuesday as we were finally able to move our team and patients into our new inpatient Surgical unit.”

Thanks, *Rachel Robertson*

- A HUGE thank you to all involved...Such exciting times! Andy, thank you for keeping us all on track! The space is beautiful, and we are truly so happy to share this with our patients and staff. *Beth*

- Thank you to all for making this happen and thank you Andy for this great message! Every successful project has a dedicated team that works with the same vision and same goals and the result on surgery is incredible! Thank you, *Sabine*

- For the Surgical move: Thank you to the **IT team** for working together to ensure the staff could move into their new workspace seamlessly and on time without any issues, and thanks to **Greg, Jeremy and Paul** for spending extra time to get the patient room phone lines working. Great team work from the entire department! *Peter Payton, Sharon Allain*

- At a recent meeting, Intensivists were remarking on how impressed they were with the development of our Level 3 ICU. The **ICU team** has done a remarkable job of expanding their skills to meet the acuity of our patients. Thank you for your dedication to the growth of our program. *Cheryl Summers*

- The IT team recently celebrated **Materials Management** for their kindness and their help and support with their purchasing and deliveries. Every order is delivered with a smile and an offer to unload or move to a different location. At times we have large quantities of heavy goods that are handled with care and a smile. You have a great team, and they are a pleasure to work with. *Sharon Allain*

- I would like to celebrate **Christine Keenleyside (Patient Information)** for her time in the clinic these past weeks, she went above and beyond (with a smile) to support her co-workers and the clinic staff during staff shortages. *Julia Reddy*

- Beth Brownlee celebrated **Laurie Menard** for her commitment and collaboration in helping out wherever she can. Beth was really pleased when Laurie asked her if she could lend a hand and was able to take away a task and complete it. Thanks for all of your support! *Sabine*

- “I would like to extend much thanks to all of the **Maintenance staff** who came together to complete many tasks during the three days of testing and commissioning for the Pharmacy air handler units: **Todd** for eliminating the extension cord at the hoods, **Steven** for removing the coating on the sinks, **Brandon** for fixing the nonhazardous eye wash drain, **Mark** for patching and painting the cracks in the sterile rooms, **Colin and Robert** for coming to the Pharmacy shortly after 0700 to help move the CII safe and desk, **Shannon** for going above and beyond, once again coming in after just getting home from vacation, and all the other behind-the-scenes work that they did, including switching their days off so they were available to us! The team is to be commended! We appreciate all your continued support and guidance.” Regards, *Grace Weisenberg*

- To **Bert Leach and Chad Hogue (CNL)**, I would like to express my sincere thanks and appreciation to both of you for coming to the rescue of the Hospital on Thursday, February 27th in providing your lokring tool and fittings for an emergency repair of a large steam leak on our main steam line from the boilers. This pipe is critical in providing steam and heat to the entire Hospital.

I would also like to thank **Harrington Mechanical, especially Terry Morris**, for quickly coming on site, assessing the repairs, and reassigning a welder and for locating and providing appropriate material in cooperation with CNL to perform the repairs. Finally, thanking our own **Maintenance staff, Brandon Nagora**, for coordinating the repair and the stream shutdown. Regards, *Mike Godbout*

- Laurie Tomasini celebrated **Britney Plath** for offering to help a colleague outside of work; Britney's kindness does not go unnoticed.

- Britney Plath celebrated **Carmelita Pilatzke** for assisting her in the development of the Standard Work for the Clinical Director / Manager's Vacation Roster process.

- Emilie Cote celebrated **Brent McIntyre** for taking the time to speak with her following the AMH Quality Improvement Team meeting.

- Emile Cote celebrated **Britney Plath** for covering the Senior Transitions in Care meeting for her and doing such a detailed job of the hand-over with Emile.

- Paula Adshade celebrated **Britney Plath** for always offering to assist her and helping with print orders.

- Paula Adshade celebrated **Garry Engler** for always going above and beyond for everyone in the Hospital; he always takes time to have a conversation with others.

- Britney Plath celebrated **Paula Adshade** for providing her support for the EPIC Driver meeting.

- Britney Plath celebrated **Katie Hollahan** for organizing take-out lunches on Fridays!

- Alycia Fraser celebrated **Katie Hollahan** for covering her and backfilling her Medical Affairs role when she was absent.

- I would like to thank **Cassidy Thomson** for the exemplary care and concern she demonstrates while working in Zone B. She identified some great opportunities to improve patient flow and care in the department. Thank you, *Cheryl Summers*

- Katie Hollahan celebrated **Alycia Fraser** for the amazing work she did on revamping the advertisement for our physician recruitment ads. Well done! Thank you, *Sabine*

- Both Beth Brownlee and Sarah Mellish celebrated **Carolyn Levesque** for doing such a great job with the Valentine Candy Grams. She really made them look special and Beth said it transported her back to high school. It lifted people's spirits! Thank you, *Sabine*

- Brent McIntyre celebrated **Tanya Parker** for her incredible support in picking up the slack while the team has currently fewer people to do the work. Well done! You are definitely living our values of commitment and collaboration! *Sabine*

• Sarah Selle celebrated **Katie Fadock, Sara McKean-Schulthies and Dr. Offiah** for doing an outstanding job in presenting their wonderful improvement project to the SLT. Thank you for your commitment to this hospital, the incredible collaboration that you demonstrated and the courage to try a new way of doing things in order to service our patients better. Well done! Thank you, *Sabine*

• I would like to celebrate **Christine Keenleyside (Patient Information)** for her time in the clinic these past weeks, she went above and beyond (with a smile) to support her co-workers and the clinic staff during staff shortages. *Julia Reddy*

• Our Materials Management team halted services March 6th in order to complete their year-end physical counting of stores supplies at the warehouse. With five teams of two, 1,065 items were counted.

It was a successful job well done by everyone! Thanks for your commitment and dedication to this annual event of ours. A pizza lunch was well deserved! Great teamwork **Mat Man!!**



GovDeals
A Liquidity Services Marketplace



**Our hospital sells surplus items on
GovDeals.ca.
Check it out to find great deals.**

Upcoming Recognition and Celebration Dates

March

Pharmacy Appreciation Month

Francophonie Month

April

World Health Day - April 7

National Medical Laboratory Week - April 13-19

Good Friday - April 18

Easter - April 20

National Organ and Tissue Awareness Week - April 20-26

Administrative Professionals Day - April 23

National Volunteer Week - April 27-May 3

National Day of Mourning - April 28

PRH EDI Committee Seeks Video Participants

As part of the work being done by the Pembroke Regional Hospital's EDI (Equity, Diversity and Inclusion) Committee, we are creating a video that will showcase some of our hospital staff, physicians and volunteers speaking about "Inclusion" and what that means to them.

Ideally, this 2-3 minute video will feature up to 10 members of our health care team with representation from a broad cross-section of departments, specialties and positions.

If you are interested in participating, please email prh.edicommittee@prh.ca by 4 p.m. Friday, March 21st.

Those interested will be sent some recording date and time options with the final selection to be based on the availability of the majority.

If we are in a position where we have more than enough participants, we will maintain a list of those who may wish to be part of future EDI-themed video initiatives. We look forward to hearing from you!



On March 19th We Celebrated Our Dietitians

Registered dietitians are experts in nutrition and food.

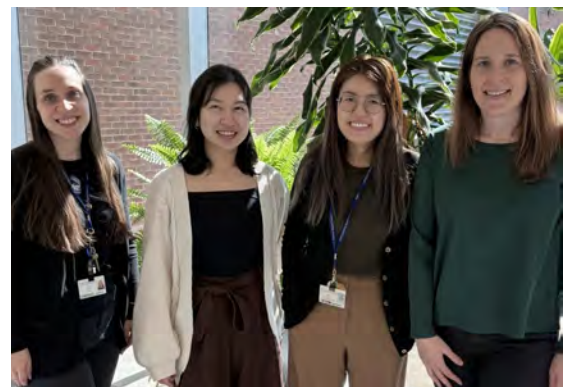
We help to translate scientific information and evidence into practical advice for our patients and their providers.

We have dietitians working in the inpatient setting, in the community with outpatients and in our Food Services department.

Among many duties, we assess and plan nutrition care based on individual needs, provide counseling and education to help patients make informed food choices, and monitor and evaluate their progress. We advocate for our patients and our profession, to help people see that nutrition is an integral part of health and wellness.

Happy Dietitian's Day 2025!

Pictured from left, Holly Landry, Angela Zhu, Jenny Huang and Julia Reddy.



The Human Resources Team is comprised of four divisions; General Human Resources, Staffing/Scheduling, Payroll, and Occupational Health.

With a team of 18 staff; the HR team is responsible for the delivery of a wide range of services that assist employees during their time here at PRH!

From your initial application and interview with PRH to your well-deserved retirement years later, the HR team is here to assist employees during all professional and personal changes throughout their time here.

You may have met one of them through applying for and obtaining a new role, submitting your availability and scheduling your shifts, picking up your ID badge, telling them you're expecting a new little one, because you've fallen ill, or, the usual favourite, every two weeks when you get paid.

The HR team strives to provide exceptional services to our almost 900 employees across the organization every day.

A reminder that the HR team is running multiple education sessions in 2025 for frontline staff and leaders; be sure to check and see if any topics interest you and join us for an hour-long session this year. To sign up, login to SURGE under 'My Courses' and scroll to the bottom.



This month we are celebrating our amazing Pharmacy team and thanking them for their extraordinary efforts!

Pharmacy Appreciation Month is the annual national campaign that shines a spotlight on all things pharmacy. Pharmacy Technicians, Pharmacy Assistants and Pharmacists are key members of our health care team.

The contributions of our Pharmacy team, especially over the past few years, have been remarkable. From supporting our community through the pandemic, managing ongoing drug shortages and everything in between, Pharmacy professionals are a critical force in Canadian health care and here at Pembroke Regional Hospital (PRH).

A little over a year ago, our Pharmacy department underwent significant transformations when we implemented ADUs across the entire hospital. We are now working on implementing a CII safe, in the pharmacy, for the storage and distribution of narcotics that is going to nicely complement our ADUs. Our Pharmacy team has a lot to be proud of.

I would like to extend my deepest gratitude and recognition for the exceptional work and unwavering support our Pharmacy technicians and pharmacists provide to our health care team here at PRH. Their dedication, expertise and tireless efforts play a critical role in ensuring the health and well-being of our patients. The quality of care we deliver is enhanced by their commitment, attention to detail and collaborative spirit. They are truly appreciated for all of the wonderful work they do.

Happy Pharmacy Appreciation Month! *Grace Weisenberg*



March 4th was National Maintenance Worker Appreciation Day.

PRH has a dedicated Maintenance team comprised of five Trades Generalists where each one has a specific skill set as an HVAC technician, a plumber, a millwright, an electrician and a carpenter. Three Trades Assistants round out the complement along with an Office Coordinator. We also have a Bio-Medical Technician.

The Maintenance team deals with the day-to-day issues that come up as work orders and the servicing of the building and medical equipment.

A hospital is made up of complex and specialized life safety systems which require a dedicated highly trained team to maintain. The work of each employee is prioritized on how it affects a patient's visit or stay in order to provide greater satisfaction. As the Director, I am proud of our Maintenance team and their dedicated service to the hospital. *Mike Godbout*



Celebrating our Social Workers.

At PRH, our Social Workers provide psychosocial support while linking our patients and their families to numerous support services within almost every clinical department.

Social workers also play a crucial role in providing comprehensive care and support to individuals experiencing mental health challenges. Their responsibilities encompass a wide range of tasks aimed at improving the well-being and quality of life for these patients.

Social work is fundamentally built on the pillars of care, compassion, collaboration, and commitment.



Spacelabs and Telemetry Update

On March 25th, we will be updating Spacelabs and Telemetry to require scanning of the patient's armband or label in order to obtain the patient's specific visit number. You will no longer type in the patient's CPI.

Why are we doing this?

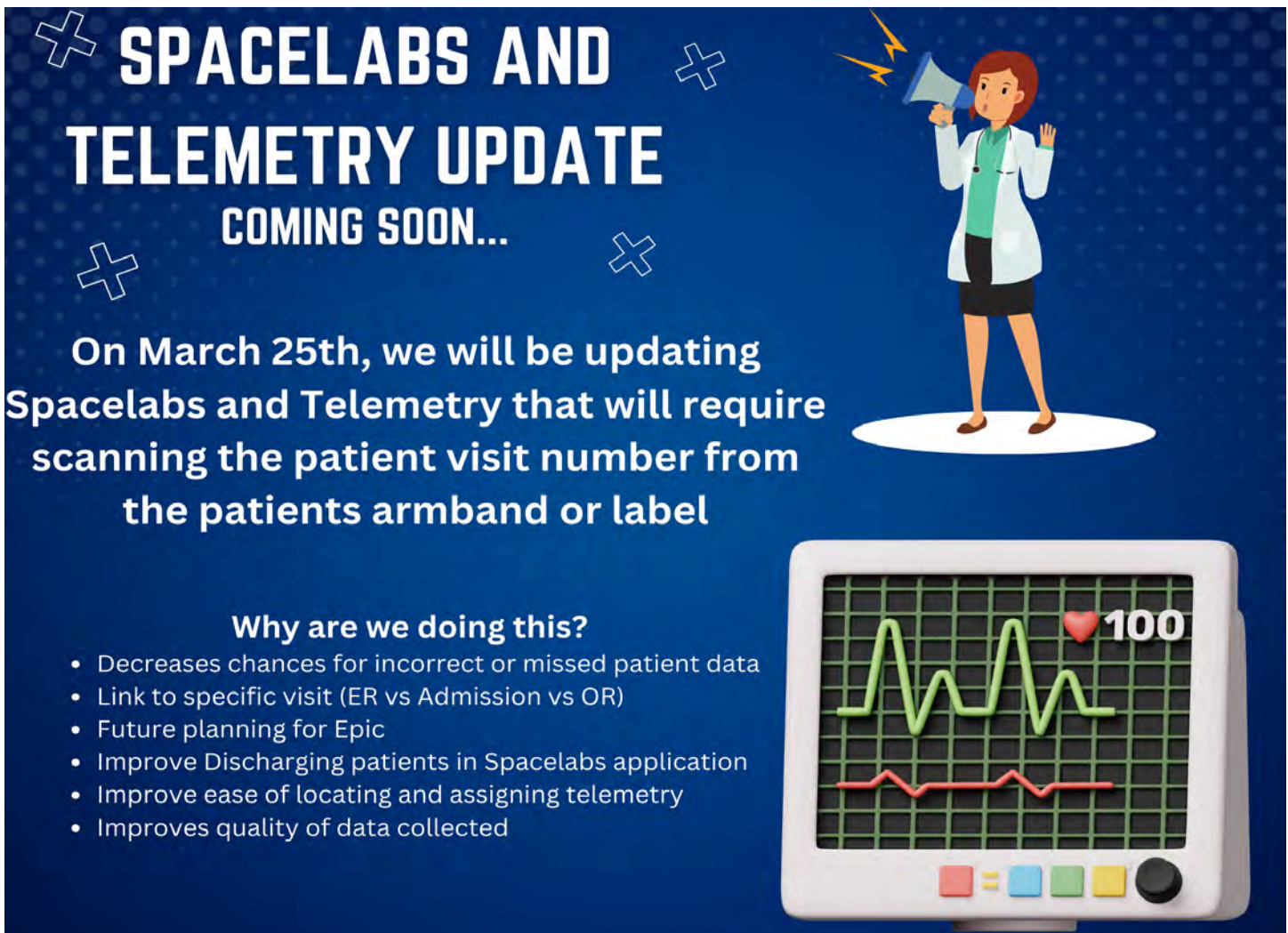
For patient monitoring, currently, Spacelabs requires you to enter a patient's CPI. The CPI with a patient does not give us an accurate time frame of the visit, and we are seeing issues with patients still active in Spacelabs when their admission status changes.

For example, a patient was being monitored in the Emergency Department and then went to the Operating Room. If the patient was not properly discharged in the ED on the monitor, all the data links to the OR monitoring data. By using visit numbers, the Emergency and admission visits will be separated into two different occurrences on Spacelabs. This will give us more accurate information during visits and procedures.

We will be relocating the portable Telemetry monitors to a central location. This will help with the location and storage of these and decrease the time locating a free monitor. All supplies you require will be located in one area versus looking around the units.

Fun fact: Did you know that you are not to coil the wires for storage? This damages the wires and can cause difficulty with readings.

We will also be updating portable Telemetry monitors to be able to be used hospital-wide versus only in certain units. This will help with the ease of assigning them to your central monitors and not having your patient show on multiple screens in other departments.

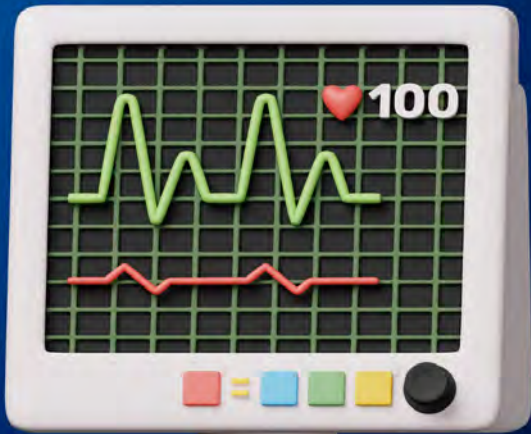


SPACELABS AND TELEMETRY UPDATE COMING SOON...

On March 25th, we will be updating Spacelabs and Telemetry that will require scanning the patient visit number from the patients armband or label

Why are we doing this?

- Decreases chances for incorrect or missed patient data
- Link to specific visit (ER vs Admission vs OR)
- Future planning for Epic
- Improve Discharging patients in Spacelabs application
- Improve ease of locating and assigning telemetry
- Improves quality of data collected



CONSTRUCTION CORNER

Tower A:

- *Cancer Care Project:* After three days of air balancing and testing February 24th to 26th, two more issues were found and will be corrected. Also, the Honeywell building automation system was scheduled to take over control of the heating valves from Engineered Air on March 13th.

- *Surgical Day Care Project:* The floor touch ups were completed and a replacement counter top was installed in the Nursing Station. The Inpatient Surgical Unit was relocated into the new south wing on March 4th. Work on the 1st floor old MDR Room A105 resumed after water, steam and medical vacuum lines were relocated and electrical power was transferred to the new electrical panels. Asbestos abatement and wall demolition is ongoing.

- Painting has started in the 2nd floor Medical south wing corridor and patient rooms.

Tower B:

- Work continues on creation of the two new offices in the DI Registration area. The walls and doors were installed. The electrical wiring, data outlets and the HVAC was roughed-in.

- The Rehab Dining Room, the Stroke Educator's Office A140, and Meeting Room B443 were painted.

Tower C:

- *Main Entrance Project:* Due to the water leak last month inside the new Mulvihill Drug Mart space, replacement millwork and new vinyl flooring were ordered. The defective heating coil was replaced and the drywall is being re-installed. The radiant ceiling heating panels were installed in the kitchenette. The General Contractor is working through the repairs with their insurance adjuster.

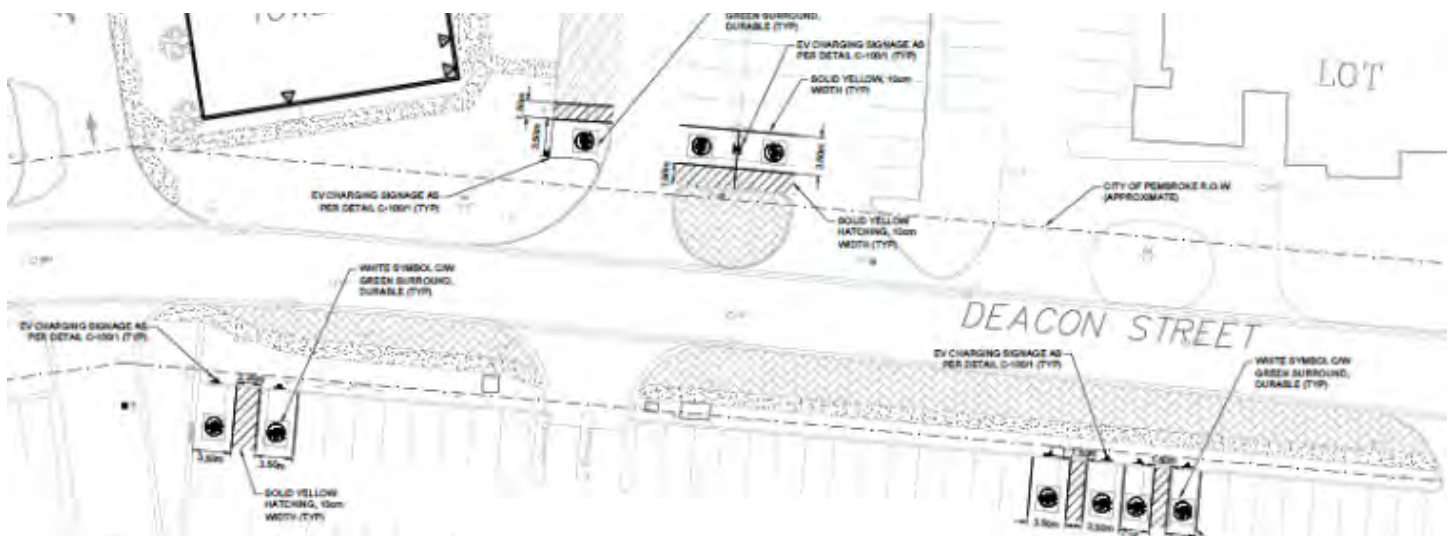
- We are still waiting on a few plumbing drain parts before beginning the installation of the new floor drains in the back room of the Dialysis Unit.

Tower D:

- *Medical Day Care Project:* While we had some unexpected delays due to flooring, our Medical Day Care team moved into their new space the week of March 17th. Work started on the last phase of the project which will be the construction of a new waiting room, meeting room and training room in the recently vacated space across the corridor.

Miscellaneous:

- The EV (Electric Vehicle) charging stations in the Deacon Street parking lots have been installed and will soon be commissioned. There will be a total of eight (8) 7.2 kw level 2 chargers and one (1) 100 kw level 3 chargers installed.



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By



\$367,000.00

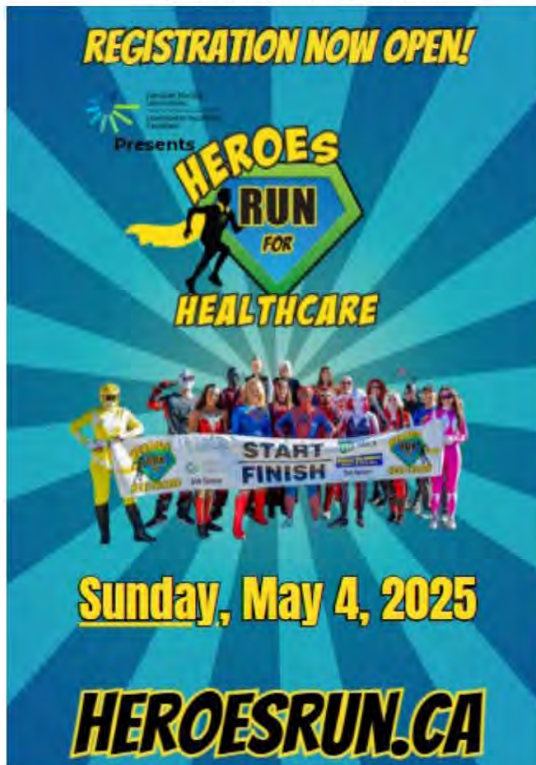


Lottery License RAF1411739

Heroes Run For Healthcare

Returns on Sunday, May 4th!

As you may have noticed we have changed the event from Saturday morning, as in previous years, to **Sunday** morning this year. This change was a necessary compromise in order to keep the event in beautiful downtown Pembroke and have minimal effect on the downtown businesses due to our road closure. We appreciate the support of the Downtown Businesses with this event, and we want to ensure it is a win-win for both them and our event. Hope to see you there!



Christine Rossi— Geriatric Day Unit

"Thank you so much for your kindness, help and going above and beyond for the care of my mom."

Katie Fadock, Nuclear Medicine

"Katie, you were so empathetic and sensitive to my anxieties in regards to the heart stress test I had to take. Your professionalism and attention to detail was so reassuring that I was able to relax and complete the test as required. Thank you!"



Dr. Kathleen Murphy Emergency Department

"My mom was admitted on December 3 after getting hit by a bus as a pedestrian. A very scary time and we would like to thank Brianne and Dr. Murphy for making the best possible experience out of a bad situation. Thank you for your kindness and warmth through this challenging time."



Dr. Richard Johnson Pembroke Residency Program

"Thank you for your incredible support to our hospital and our community, ensuring that we have sustainable primary care support. Thank you for your great leadership."





PRH Staff Association Treat Day

Featuring a bowl of hot delicious soup from our cafeteria.

Distribution Time/Location:

March 17th to March 31st

During Lunch hours

In The Cafeteria



To receive your soup, Staff Association members will collect a ticket from room C233 (Tower C, 2nd Floor, HR Wing), anytime between 8 a.m. and 4 p.m., Monday to Friday, March 17th to March 31st.

Members will redeem their ticket for a bowl of soup in the cafeteria during lunch service on a day of their choice from March 17th-31st.

Daily soup selections can be viewed on the Intranet under "Other". "Dietary Menu".

SHOP. TICKETS. TRAVEL.

Perkopolis exclusive savings.

Save up to 15% off your next flight.*

WESTJET

Your exclusive WestJet savings of up to 15% have returned!

WestJet is back on Perkopolis, bringing you exclusive perks on flights worldwide!

Whether you're planning a sunny getaway or a family visit, your next adventure just got more affordable

Register for Perkopolis to enjoy:

- Special rates on flights
- A seamless booking experience
- The same exceptional WestJet service

Scan to register

PERKOPOLIS DAY

Saturday, May 3, 2025

EARLY BIRD SPECIAL

Purchase on or before April 11

\$29.99
+HST

Admission purchased after April 11

\$36.49
+HST

Add a second visit valid through November 1 to any ticket

\$20.00
+HST

To purchase your tickets:

SCAN HERE NOW >

Canada's Wonderland



SPRING SALE!

March 14 - June 26, 2025

**Save up to 25%
on a 1 night stay**

**Save up to 30%
on a 2+ night stay**

Must Book By: April 21, 2025

**Book Using:
YOUR PPC CODE
PEMB1G8**

Book online at GREATWOLF.COM
or call 1.800.605.9653

- Limited availability, blackout dates apply.
- Company ID must be presented upon check in to receive discounted rate.
- Limit 2 rooms per employee per night.
- Includes 2 days of waterpark play with a 1 night stay and complimentary parking.
- Rates are available for the dates outlined only and are based on availability at time of booking. Blackout dates apply.
- First night's room & tax due upon reservation.



Offer valid only at Niagara Falls, Ontario location for the above dates only. Must be mentioned at time of reservation. Reservations must be made by outlined cut-off dates. Offer is subject to applicable taxes. Limited number of rooms available for each date and blackout dates apply. A minimum 2 night stay may be required for Saturday stays. Cannot be combined with any other discount or promotional offers. Offer based on 4 guests per room and may be terminated at any time without notice. Additional water park passes are \$75.00 per person. Must have one individual 21 years of age or older staying in each room. Offer is not transferable and is not redeemable for cash. Other restrictions may apply. Limited availability, blackout dates may be added at any time. Rate subject to change.

SHOP.TICKETS.TRAVEL.



Show me the **perks**



Register to get access to **5,000+ exclusive perks**

How to Register

- 1 Scan to go to perkopolis.com
- 2 Enter your corporate email address
- 3 Look for an email from us with a link to complete your registration.



Save on everyday purchases and so much more

Your employer has partnered with Perkopolis, so you can save more on everything from clothes and groceries, to events and travel. This perks program is free for you, so start enjoying members-only offers today.





Employees of Pembroke Regional Hospital
Please provide your work email when you call in for a quote.

Spring forward with fresh savings!

Get exclusive rates with Co-operators
Group Home and Auto insurance.

1-800-387-1963 | coopgroup.ca

