



Today's Take-Aways

Lunch with the CEO

- On September 23rd, Sabine was joined by four staff for lunch and conversation. Discussion points and shared information included the following:

- Staff expressed an interest in exploring innovative ways to attract new staff to the organization including benefits such as an education fund.

- Staff spoke about the benefits of mentoring students who are placed with the organization noting that this can also present some challenges when departments are experiencing staff shortages.

- One participant expressed an interest in initiating a walking group for staff as part of the hospital's wellness program.

- There was some discussion about scheduling to ensure that appropriate human resources are available for our patients throughout their entire health care journey.

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

Project Horizon

- Connected Stress Test – Great news! We went live September 9th! All Stress tests completed at PRH are now entered electronically and are viewable in Anzer and Connecting Ontario. Similar to viewing ECG's, the Stress test results can be found by searching bed board and clinical workspace. Educational resources are available on the Intranet.

Trillium Gift of Life Network (TGLN)

- In August, seven notifications were received for TGLN. While these notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for organ and/or tissue donation to be assessed:

Jennifer Thrasher (ED), Maddison Kouloheris (Medical), Lyndsay Couture (ICU), Bailey Morrison (ICU), Jessi-Lee Barney (ED), Zacharie Villeneuve (ICU).

Wellness Committee

- Thank you to everyone who participated in our Stepping Into Fall Step Challenge. Your enthusiasm, support and efforts made this challenge a great success.

The winner of our participation prize - a Yeti water bottle, was Natalie Lariviere and our Top Stepper was Josi Curry (Health Records), with an outstanding total of 1,846,139 steps.

Our Final Top 10 Steppers were: Josi Curry - Medical Records - 1,846,139, Patricia DeFoe - Obstetrics - 1,461,890, Collinda Elliott - IPAC - 1,014,657, Nicholas Crozier - Rehab - 974,606, Annie Jahn - EVS - 926,517, Megan Tallon - DI - 910,488, Shawn Silver - Rehab - 910,167, Scott Lange - Dietary - 895,822, Tressa Crevier - ED - 854,906, Sabine Mersmann - Admin - 804,160

Today's Take-Aways Continued

Please keep your eyes out for our upcoming October initiatives — The Giving Tree and the PRH Pumpkin Patch. We look forward to your continued participation!

Departmental Updates

Clinical Education

• To support improved communication and education on delirium, clinical education has introduced the delirium bundle (in the last edition) and will be publishing delirium tips which will be discussed at unit huddles. These tips will expand a bit more into the selected delirium focus.

In case you missed it:

Delirium Tip #1 is focused on communication and orientation as a prevention strategy.

Questions for discussion/reflection on Tip #1 include:

- What are ways that you could reduce distraction or interruptions?
- Does your patient have a large print calendar available? (Can you print one from the internet?)
- Does your patient have familiar objects/belongings in their environment? Can we focus conversations on familiar topics (person-centered care)?
- What kind of communication techniques can we use with a patient to prevent delirium?



Tip 1: Communication and Orientation

Communication

- Reduce distractions.
- Promote familiar objects. Use eyeglasses or hearing aids. Avoid over/under stimulation.
- Use short, concise, slow rate of speech in first language (use translator).

Orientation

- Reorient often (date, time, place, person, event). Provide large print calendar/clock. Reduce/avoid bed moves.
- Use positive language "Let's go over here" instead of "You can't go there"



SLOW
AND
STEADY



Today's Take-Aways Continued

DELIRIUM: SUPPORTIVE COMMUNICATION TECHNIQUES



REGIONAL GERIATRIC
PROGRAM OF TORONTO

Goals:

- Keep it simple
- Avoid open-ended questions
- Acknowledge feelings, validate confusion, and reassure

Tips:

- Remember that someone who has delirium is confused and can be frightened by the experience
- Use a calm voice, smile, and be patient when communicating

Instead of...



Try this...

"How are you?"

"Are you having a good day?"

"What would you like to wear today?"

"Red shirt or blue shirt?"

"There are no snakes, you are hallucinating."

"I know you see snakes on the floor and you're scared, but I'm here with you and you're safe."

Today's Take-Aways Continued

Human Resources

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

Erin Charby (Respiratory Therapy), Yvonne Kendall (Mental Health Services – HART Hub), Josephine Grant (ICU), Matthew Hebert (Health Records), Samantha Moore-Caesar (Mental Health Services – ACTT), Samantha Netherton (Obstetrics), Hope Wright (Environmental Services), Jenysa Ambata (Acute Mental Health), Morgan Bennett (Mental Health Services)

Information Technology

- When creating a new password, please ensure that you have reviewed the criteria and have your new one selected before you visit IT for support, as password resets can be challenging and time consuming for all. Being prepared will make the experience quick and worry free.

Rules:

- Password must contain at least 15 characters.
- Password must contain the following:
 - o At least 1 uppercase character (A through Z)
 - o At least 1 lowercase character (a through z)
 - o At least 1 numerical digit (0 through 9)
 - o At least 1 non-alphanumeric digit (~!@\$%^&* _-+= ' \(){}[];":'<>.,?/)
- Passwords must not include all or any part of the user's first/last names or username.
- Controls are in place to prevent commonly breached passwords and prevent the use of popular password words such as the month, date, city, and others.
- Expiry of the passwords will occur after 365 days.
- Accounts will be locked out after five unsuccessful login attempts.
- Please DO NOT turn your computers off at the end of the day. This is the time when updates and security patches are applied to the system. It is essential that they stay ON everyday. Logging off is still required to secure your desktop.
- For anyone who may be wondering why you are being asked to log into 365 from your mobile device so often of late, here is the explanation.

Due to many threat actors attempting to access 365 accounts remotely, The Ottawa Hospital has changed the multi-factor-authentication interval for offsite/external access to Microsoft 365 from 60 days to 12 hours. This is not limited to PRH but applies to all hospitals connected to the Champlain Cyber Defence Collaborative.

This does not apply to trusted locations. Which means, you will not have to re-authenticate while you are within the PRH campus. This change is designed to significantly narrow the window of vulnerability and strengthen our overall security posture.

We appreciate your patience and understanding as we implement these important security measures. For any questions or additional details please contact the PRH helpdesk at extension 8000.

Lab

- Last month, a new analyzer was installed and validated by Roche, our vendor. Key Operator training began this week. Once this training is complete, the EORLA validation will begin, and staff training will commence after the validation is complete.

Today's Take-Aways Continued

This means that we are currently relying on a single analyzer for our PRH in-house biochemistry testing. A second new analyzer will be installed in January and at that point, once validation is complete, the Lab will have full redundancy for in-house testing, with both analyzers capable of the same testing.



Materials Management

- We are pleased to share that some of our surplus and expired supplies were collected last month by representatives of the Alpha Phi Omega Southern Ontario Alumni Association who will be sending these to the Philippines for various medical, dental, optical missions and humanitarian emergency operations. In addition, some may be used to support various rural health services that are also in need.

Medical Affairs

- Please give a warm welcome to the newest members of our professional staff:
 - Registered Midwife Paule Corneil joined the OBS/Midwifery Group on a locum basis September 29th.
 - Registered Midwife Nicole Romeiko joined the OBS/Midwifery Group on a locum basis September 19th.
 - Dr. Erin Ferrier (previous PFMTU resident) joined the Hospitalist/ED - Zone B departments on a locum basis September 20th.

Mental Health Services

- To strengthen the partnership between our community and inpatient services, members of our Crisis Team recently had the opportunity to visit AMH (Pictured at right).
- Some of our MHS team also visited the HART Hub where Molly Fulton, Hart Hub Lead, provided a tour of the space and talked about the eligibility criteria for Bridge Housing. Bridge Housing is set to open with its first residents moving in this week. MHS will be providing staffing for Bridge Housing with two Caseworkers and two Outreach Workers.



Today's Take-Aways Continued

- Last week, Mental Health Services of Renfrew County hosted a five-day Dialectical Behaviour Therapy training course for MHS staff and community agencies including the Phoenix Centre, Bernadette McCann House, North Renfrew Family Services, Addiction Treatment Services and the Renfrew County Youth Wellness Hub.

This training was facilitated by Kafui Sawyer, Director of the Joy Health & Research Centre in Ottawa. The training empowers mental health professionals to effectively engage with clients/patients who are grappling with a wide range of emotionally dysregulated conditions.

This training was funded through Mental Health Services' Empower Forward program, a gender-based violence prevention program, through the Ministry of Children, Community and Social Services.

As a project goal, Sydney Sheppard, Social Worker with Empower Forward, will be providing ongoing educational sessions to support the implementation and practical application of DBT skills internally at MHS and externally with partner organizations.



Occupational Health and Safety

- Fire Prevention Week™ (October 5-11) - This year's theme, "Charge into Fire Safety™: Lithium-Ion Batteries in Your Home," focuses on the safe use of lithium-ion batteries. These batteries power common devices such as phones, laptops, e-bikes and power tools, but if damaged or misused, they can overheat, catch fire or explode.

There has been a steady rise in battery-related fires in 2025 as more of these devices are put into use. To stay safe, you are encouraged to:

- use certified, manufactured approved batteries and charging devices
- charge devices safely, follow manufacturer's instructions
- do not tamper with batteries
- dispose of/recycle batteries responsibly

Today's Take-Aways Continued

- It's the Most Wonderful Time of the Year... Flu Vaccine Season! That's right — it's flu vaccine season, and we're ready to help keep Pembroke Regional Hospital flueless!

Plan to get your flu shot today and do your part to protect yourself, your colleagues, and our patients. Our annual Flu Shot Campaign officially kicks off next week — keep an eye out for details on clinic dates and locations.

If you have any questions or would like to book your appointment, please reach out to Occupational Health anytime — we're here to help.

If you're wondering about the latest COVID-19 vaccine, that rollout is planned for later this month, so stay tuned for updates. Let's stay healthy together!

OR (Operating Room)

- On August 22nd, a team from our OR went on a site visit to the Shirley E. Greenberg Women's Health Centre - Ottawa Hospital to observe and gain insight into their Gynecologic Ambulatory Procedures. To help support efficiencies, waitlists and OR utilization, as well as in keeping with best practice for patient care, our team is looking at performing Gynecologic daycare procedures such as hysteroscopes in the minimally invasive surgical suite. More to come on this exciting new opportunity!

- We are happy to announce that we have been approved for an additional Registered Nurse First Assist (RNFA) to join the Perioperative team. The position is temporary for one year to help support efficiencies with OR utilization and wait times, specifically with the gynecological service. RNFAs are Perioperative Registered Nurses who have completed additional education and training to be the surgeon's first assist during surgical procedures.

- We are happy to share that a few leaders within the Perioperative program have had Lean huddle training. Congratulations to Marc Rheame, Tonya Chandler, Carolyn Turner and Laurie Langille!

- We have received additional funding to perform more surgeries, such as cataracts, glaucoma surgeries, and joint replacements to name a few. Work is being done to ensure we meet these targets and we are most excited about supporting our patient population with these surgeries.



Spiritual Care and Ethics

- We are pleased to announce that Dan Cuddy will be stepping into the role of Coordinator, Spiritual Care and Ethics at Pembroke Regional Hospital, effective October 6, 2025.

Dan brings a compassionate and thoughtful presence to this important work, with a strong commitment to supporting the emotional, spiritual, and ethical needs of our patients, families, and staff. In this role, he will continue the important work of leading our Spiritual Care program and supporting ethical reflection and decision-making across the organization.

Dan will work closely with our clinical teams and Dr. Hazel Markwell, our Ethics Consultant, to foster ethical dialogue and uphold a culture of integrity, respect, and holistic care. His leadership will be instrumental in these programs and ensuring we remain responsive to the needs of those we serve.

Please join us in warmly welcoming him to this new chapter.

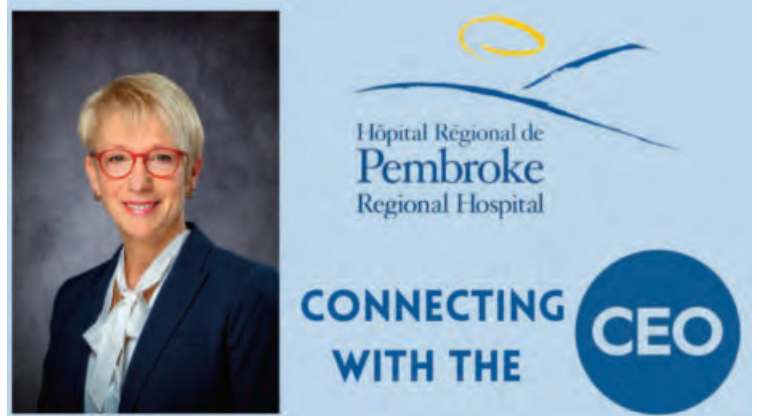
Staffing & Scheduling Update

- Please note that there has been a shuffle in the portfolios that each Staffing Clerk is dedicated to. To view the most up to date portfolio, please visit the HR website, Staffing and Scheduling section.

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

Recently, we received confirmation that our hospital will be provided with just over \$2.4 million in one-time funding for the 2025-2026 fiscal year through the Health Infrastructure Renewal Fund (HIRF).

HIRF funding is a type of hospital capital grant provided by the province government which is used to support crucial infrastructure projects that help extend the useful life or improve the quality of hospital facilities. HIRF grants supplement hospital needs on a priority basis, allowing hospitals to decide where to invest the money and proceed quickly with projects.



This important and impactful funding, more than double what we received last year, will enable us to do roofing and flooring replacements, HVAC heating, cooling and plumbing upgrades, and fire suppression system installation in unprotected areas of our facility – all without having to find other means to fund these much-needed investments.

Our hospital is extremely grateful to be receiving this funding which will be put to good use as we repair and renew some of our patient-facing infrastructure. With four buildings, varying in age, this money is essential to helping keep our operations going and keeping both our patients and staff safe.

PRH Prepares To Launch Whistleblower Policy And Process

As you know, we are committed to fostering a culture of integrity, safety, and transparency. As part of this commitment, we will be implementing the Mitrastech Enterprise Ethics Hotline in the coming months - a secure and anonymous third-party reporting platform that empowers all staff, physicians, and volunteers to speak up about concerns or potential wrongdoing.

This initiative addresses a critical gap in our organization. Currently, we do not have a formal whistleblower policy or an anonymous mechanism for reporting. The Hotline will provide a safe and confidential way to report issues such as fraud, patient safety concerns, and violations of hospital policies - without fear of retaliation.

In preparation for this launch, a formal Whistleblower Policy will be introduced, and staff will receive guidance on how to use the Hotline effectively and responsibly. This is a proactive step toward strengthening our culture of trust and accountability, and ensuring that every voice is heard.

Stay tuned for more information, and thank you for your continued dedication to excellence and ethical care.

Gratitude To All Who Step Up In Challenging Times

As we continue to face staffing shortages in our Emergency Department and among our hospitalist teams, I want to acknowledge both the reality of these challenges and the remarkable response from our medical staff. While we work diligently on recruitment and longer-term solutions, I've been inspired by the physicians and teams who are stepping up to fill critical gaps - taking on extra shifts and extending their availability. To everyone who has answered the call during these difficult times -thank you. Your willingness to go above and beyond doesn't go unnoticed, and it exemplifies the collaborative spirit that defines our medical community.

I also want to extend this gratitude to all staff across the organization. Whether you've picked up additional shifts, worked in a different program, re-aligned your responsibilities, or supported colleagues in unfamiliar settings, your flexibility and commitment have been essential. This includes our incredible support staff who have adapted their routines, filled in where needed, and helped maintain the smooth operation of our hospital.

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

From nursing teams supporting units outside their usual scope, to allied health professionals adjusting workflows, and administrative staff coordinating contingency plans - your efforts have helped us maintain safe, high-quality care during a time of immense pressure.

This spirit of teamwork and resilience is what makes our hospital community strong. Thank you for your dedication, your adaptability, and your unwavering support of one another and our patients.

Regional Occupancy Levels Mirror Our Own

I wanted to mention that I recently took part in a CEO call hosted by the Ontario Hospital Association which helped provide a good picture of how hospitals in Ontario Health East are faring in terms of occupancy, ALC (Alternate Level of Care) levels and other key statistics that help paint a picture of our current status.

Overall we are seeing a downtrend in ALC numbers and an average decreased overall occupancy of 94% which is providing relief to many hospitals in our region.

Internally, we have also seen lower occupancy on Medical, Surgical and Rehab, so definitely a similar trend.

A Sincere Message of Thanks To Dr. Colleen Haney

Next, I would like to extend my sincere thanks, on behalf of the entire health care team, to Dr. Colleen Haney as she steps down from her role as Chief of Surgery at Pembroke Regional Hospital. Her visionary leadership and dedication have transformed our surgical program and strengthened care for our community.

Dr. Haney played a key role in launching the orthopedic program, supporting sterilization service transitions, and providing critical engagement in the Surgical Redevelopment Project. She also championed improvements in cancer surgery services, in particular, efficiency and innovative initiatives, including breast cancer surgery enhancements. These efforts have contributed to better outcomes and more coordinated care across the region.

Her legacy is one of growth, innovation, and collaboration. While this message highlights just a few of her many contributions, we recognize that her impact reaches far beyond what can be captured here. Our hospital is deeply grateful for her years of service and the strong foundation she leaves behind.

RSV Rates On The Rise

As we approach the fall and winter respiratory season, I want to bring attention to Respiratory Syncytial Virus (RSV), which historically sees increased circulation between November and April.

While current hospital occupancy remains low, provincial surveillance and planning indicates that RSV activity is expected to rise in the coming weeks. As a result, the health system will likely experience an increased demand for patient care during this time. It is essential that we remain vigilant and prepared.

The Ministry of Health has outlined readiness strategies to support our response to seasonal respiratory pathogens, including RSV. PRH will be participating in a Tabletop Seasonal Respiratory Surge Exercise on September 24th hosted by the Renfrew County and District Health Unit along with other community partners. I encourage all of you who are eligible to take advantage of available vaccinations as they become accessible. Vaccination remains a key tool in reducing severe outcomes and protecting vulnerable populations. Additional details regarding vaccine eligibility and availability will be communicated as soon as they become available.

Thank you for your continued dedication and commitment to patient care.

Pembroke Regional Hospital Foundation Event

Dr. Rowan and I were pleased to be asked to speak and support a very special PRH Foundation event yesterday which was designed to thank some of our very generous sponsors who have been supporting the hospital and the Gala for many years.

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

I was overwhelmed by the support and generosity demonstrated again last night. I heard nothing but great news about how you are caring for our patients and families and how excited the community is about some of our upcoming improvements, especially bringing Epic to PRH.

I am so proud of our Campaign Committee, our community, and of course the Foundation for organizing such a unique and special event that celebrates us all. I am especially proud of all of you, staff, physicians, and volunteers, for caring about our patients, our community and delivering the best possible care each day.

I truly felt our hospital vision - Together we care for our patients, our community and each other - come to life. Thank you for all you do!

Revitalized Landscaping On Our Rehab Deck

And lastly, as you can see in the attached photo, Sunset Nursery has done a wonderful job bringing back to life the grass mounds and landscaping on our Rehab deck. While the nice fall weather holds out, I would suggest taking advantage of this beautiful space when needing a break or wanting a more scenic location to enjoy a meal.

Welcoming Dr. Emeka Orie

This week, our Hospital Recruitment Committee is welcoming Dr. Emeka Orie, Obstetrician Gynecologist, who is visiting from South Africa! During his time in Pembroke, Dr. Orie will tour our hospital and the community, participate in an interview, join physician colleagues for a welcome dinner and meet with various community leaders and partners. This visit will help to determine whether Pembroke could be the right fit for both his family and his practice.

Please join us in extending a warm welcome to Dr. Orie if you happen to see him during his visit.

PFMTU Physicians

I'm also pleased to share that Dr. Madeleine Nolan and Dr. Erin Ferrier, two of this year's graduating Residents from the Pembroke Family Medicine Teaching Unit, have joined the PRH team of physicians. Dr. Nolan and Dr. Ferrier will be supporting several programs on a locum basis including; Hospitalist Medicine, Emergency Department - Zone B, Surgical Assist and NRP/Well Baby.

Please join me in congratulating them on this next step in their careers and welcoming them to the PRH team!

New Geri-Remote Monitoring Program

On the service side of things, I'm thrilled to announce the new Geri-Remote Monitoring Program which launched September 22nd. This is a collaborative initiative aimed at supporting frail seniors as they transition from hospital to home in partnership with St. Joseph's Continuing Care Centre, supported by the Ottawa Valley OHT and Ontario Health East.

This initiative is a true reflection of our team's commitment to compassionate, patient-centered care. Through this program, patients aged 55+ will receive up to 60 days of tailored support which will include weekly nurse check-ins, medication management support, daily symptom tracking using a tablet, and personalized care plans built around what matters most to each patient. This is more than just a program - it's a promise to walk alongside our patients as they regain strength and confidence at home. This is also a testament to the incredible collaboration across our rehab and medical teams, Geriatric Emergency Medicine (GEM), Geriatric Day Hospital (GDH), clinical care leaders (CCL) and program leaders. To everyone who helped bring this to life, thank you. Your dedication, teamwork, and heart are what make programs like this possible.

HART Hub Update

It has been a little while since I provided an update on the work being done as part of the HART Hub so I wanted to share that several components are already operational throughout our community, including mobile outreach services and the 24/7 Access Centre located at 156 John Street.

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

In addition, the first phase of supportive housing located at 700 Mackay Street is set to open to clients this month. This phase will include 12 bridge housing beds to provide supported recovery-oriented accommodation for individuals transitioning from precarious housing or homelessness to stable housing.

Staffing efforts for this initiative are well underway, with various service providers across the community hiring or already having hired team members - highlighting a collaborative, multi-agency approach to client care. For this initial implementation phase, our Mental Health Services team will be providing Case Management and Outreach Services to support the bridge housing beds.

Guiding this is a comprehensive, multi-team strategy for operational decisions, with MHS playing a key role in shaping the process.

While many aspects of the HART Hub are still evolving, I am very encouraged by the progress and I am excited to see these tangible developments taking shape.

Status Update On Tower C Main Entrance Project

Speaking of areas taking shape, I know our Auxiliary members are getting excited about moving into their new gift shop space on the ground floor of Tower C.

Recently, the floor of the former Drug Mart was raised in order to align it with the rest of the main entrance. The contractor is now in the process of updating plumbing in that area and also working on the install of the new main entrance door for Tower C. We anticipate seeing project completion by mid-November.

Gratitude For The ED Physician Team

I want to express my sincere gratitude for the extraordinary efforts the Emergency Department Physician team continues to make to keep our Emergency Department open and serving our community.

In the face of significant staffing challenges including vacant shifts, reduced locum availability, and the loss of key funding supports, you have stepped up in remarkable ways. Many of you have taken on additional shifts, rearranged your schedules, and worked short-staffed to ensure continuity of care.

Your flexibility and resilience have been the backbone of our contingency planning. Whether it's absorbing shifts during "3 Doctor days", working without flow, or adapting to last-minute changes, your contributions have been critical to our ability to respond to urgent needs and maintain safe operations.

We know this work comes at a personal cost, and as a hospital we continue to actively advocate for better support, from financial incentives to policy changes to ease the burden. But today, I want to pause and acknowledge the human side of this: your dedication, your teamwork, and your unwavering commitment to our patients and each other.

Enhanced Security Measures In Our Emergency Department

Speaking of the ED, I wanted to provide a brief overview of the work that is being done to enhance security and safety for our patients, staff and visitors.

While much of this is being shared in regular memo updates, I thought it might be helpful to offer a summary of the work which is taking place as part of a comprehensive action plan.

Security Role Review – The scope of practice for our security guards has been revised to include specific details around their role in emergency scenarios, Code White response and the use of restraints. This information has been communicated and training of the guards has taken place.

Security Guard Scheduling – After evaluating current coverage hours and benchmarking against other hospitals, we have increased the hours that security is on site. Last month, security guard presence was launched overnight Monday to Friday between 4 p.m. and 8 a.m. With the onboarding of three additional guards, we will also be increasing weekend and statutory holiday hours to 24/7, hoping to have a full schedule operational by October 31st.

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

Panic Alarm System Audit – Stationary panic alarms have been installed in Triage and at the Nursing Station. In addition, use of the pendant alarms has been made mandatory for certain roles. We will be doing additional training on their use.

Nursing Station Safety – Working group members conducted a walk through in late July after which recommendations for improvements were identified and we worked with contractors on plans and quotes. These plans are now under review by SLT and we will be able to communicate more on this shortly.

Restraint Protocols – Training on updated restraint policies began last month to reflect a shift toward a “7-point restraint or less” approach, with a focus on safety, dignity, and appropriate use.

Building Access – Work was done to strengthen access between the ED waiting room and clinical areas through the installation of locking mechanisms and Video/Intercom (VI) Phone.

Search of Patient Property – The search policy and procedures have been updated by AMH in collaboration with the ED and security teams. Standard work has been created and education has taken place.

Signage – The Prevention of Violence Committee recommended updated violence prevention signage which was approved and will now be displayed organizationally on our digital displays.

Thank you to all of you who have played a role in this work to ensure and enhance the safety of all.

Kiwanis Club of Pembroke Supports PRH Through Fashion Fundraiser

On September 23rd, I was joined by a number of our staff and physicians as we modelled the latest fall fashions from the Karisma Boutique located at Sunset Nursery, Garden Centre & Greenhouses as part of their Fall Fashion showcase.

While this type of event took us way out of our comfort zone, we had a lot of fun and thankfully no one fell off the runway or tripped and stumbled, and the whole evening was extremely well organized.

The event was hosted in partnership with the Kiwanis Club of Pembroke as a fundraiser for our hospital, raising an amazing \$10,000, and they are already talking about a repeat fundraiser for us next year!

PRH Auxiliary Fulfills Their Current Fundraising Goal

On September 24th, I also had the pleasure of attending the Auxiliary's Fall Fashion Show & Luncheon where I accepted a cheque in the amount of \$50,000 comprised of proceeds from Delta Bingo & Gaming and the Auxiliary's fundraising through the Gift Shop, Café, sale of lottery tickets, TV rentals and ATM transactions. This contribution capped off their current goal of \$150,000 to purchase new Bone Density Testing equipment for our Diagnostic Imaging department.

Later this fall, I will meet with their Executive to provide some new fundraising options, but I wanted to pause and celebrate this milestone by their dedicated team of volunteers.



GovDeals
A Liquidity Services Marketplace



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

CELEBRATIONS

To include a special message in this section, email celebrationandrecognition@prh.ca.

- I would like to extend our gratitude to **Sydney Sheppard (CMH)** for her insight and expertise and for listening and supporting the Ambulatory Clinics. It is much appreciated and we learned a lot. You rock! *Julia Reddy*

- Beth Brownlee celebrated **Laurie Tomasini** for staying late recently in order to assist her with a submission to Ontario Health. Thank you so much for going above and beyond! *Sabine*

- Beth Brownlee celebrated **Paula Adshade** for her with the Chapel. We truly appreciate you making sure the Chapel always looks cared for! *Sabine*

- Bailey Lance-Provencal and Annette Davidson want to take a moment to recognize and celebrate the incredible teamwork the **3B Medical team** demonstrated during a complex patient situation on the unit. When Annette and I arrived to support, it was clear that you were working collaboratively to conduct a patient belongings search while maintaining a respectful and therapeutic rapport. Thank you to **Kelly, Kirsten, Taylor and Deann** for your leadership in this situation.

You thoughtfully utilized available resources, including reaching out to AMH colleagues, and appropriately escalated the situation to management for further support and guidance.

I especially want to highlight how your efforts to build and maintain rapport with the patient helped foster trust, ultimately leading to the patient voluntarily handing over some items. Establishing therapeutic relationships is a key component of effective de-escalation strategies and collaboration.

- From the Hospitalist Team – With Gratitude (and a Little Relief!)

After months of riding the wild rollercoaster of staffing shortages, we are very happy to report that the Hospitalist roster is finally stabilizing. In fact, we are on track to be fully staffed well into October.

We want to take a moment (and a deep breath) to say a heartfelt thank you to everyone who's helped us keep things moving through these challenging months. It truly took a village – and what an incredible village we have here.

To the **Clinical Resource staff**: you have been our traffic controllers, care navigators, and daily lifelines. Your calm coordination and clear communication made all the difference in keeping patients directed and the team grounded.

To the **Nursing staff on the medical and rehab wards**: thank you for your patience, your updates (even the ones at 5:45 a.m.), and for consistently going above and beyond to ensure excellent patient care – and keeping us in the loop!

To the **Discharge Planners**: you are the unsung heroes behind safe discharges and smoother family conversations. Thank you for bridging those tricky moments with professionalism and compassion.

To **Doctors Pierre Zakko and Chikah Offiah**: what can we say? Your medical wisdom and willingness to jump in to help have kept the ship afloat. We owe you more kudos than we can count.

We know these past months have been challenging – and we would not have made it through without your support, your teamwork, and your good humour (especially when ours was running thin). Here's to a more predictable fall season, and hopefully fewer last-minute calendar changes!

With gratitude, *The Hospitalist Team*

- I'd like to celebrate **Emilie Cote**, she's always great to help me out with little projects and always does it ahead of schedule! *Colin Clouthier EVS Supervisor*

- Brent McIntyre celebrated **Shawn Richard** for always being so friendly and joyful, noting that he likes running into you in the hallways, you make him feel good. I have to say that I feel the exact same. Thank you for helping to lift the spirit of people around you! Thank you, *Sabine*

CELEBRATIONS

- Rose Bennett celebrated **Carmelita Pilatzke** for her great support. She said she helped her out the other day, which was wonderful and in addition all the times she needed anything, Carmelita was always happy to help out. Thank you for being such a great team player! Thank you, *Sabine*

- Sarah Mellish celebrated **Paula Adshade and Alycia Fraser** for the great help in covering her during her vacation. They both did a great job! I agree, you both were very helpful! Thank you! *Sabine*

- Sarah Mellish celebrated **Alycia Fraser** for her help with the search on the memos. We had many things to do that day, and this really helped to alleviate some of the workload. Thank you for stepping up! Thank you, *Sabine*

- Congratulations to **Samantha Moreau, Thea Nicolai, Greg Verch, Gary Hartlin, Sarah McKean Shultzie, and Katie Faddock** for the successful implementation of our fully integrated electronic stress test system. Your hard work has paved the way for streamlined workflows, enhanced communication and improved patient outcomes.

- Just wanted to thank **Lyndsay Couture and Caitlin Morrison** for being up to date with elearning and for **Caitlin** going to support Medical as acuity was low in ICU on September 11th. *Annette Davidson*

- The education team would like to celebrate **Paula Adshade**. We just wanted to take a moment to recognize and sincerely thank you for all the hard work you've been putting in. Your dedication, attention to detail, and ability to keep everything running smoothly behind the scenes does not go unnoticed — and it makes a real difference. Setting up in-service tracker, room bookings, handouts and laminations.

You do it all and your efforts are deeply appreciated, and I hope you take pride in the impact you're making. You keep the wheels of education moving! Thank you! *Caroline and Erin*

- Sean Crozier celebrated the **Finance Team** for their great work in completing the August month-end financials within a timely manner and before the end of September. He mentioned that everyone contributed to allowing the financials to be sent out to the Management team on a tighter timeframe than previous months. I have heard several positive comments from members of PRH's management team on the timeliness and the revised presentation of results within the finance dashboard.

Thank you all for your hard work and commitment to providing accurate and timely financial information to the PRH team! Thanks, Scott Coombes

- Our Senior Leadership Team recently paid a visit to the **IT department** in order to thank staff for all of the work that they do and, in particular, for the incredible job they did during the cybersecurity incident earlier this summer and other IT related codes.

As a special treat, SLT brought a cake for the team to enjoy!



Hello
OCTOBER

LEAN IN

For last month's Gemba Walk, our Senior Leadership Team visited with the CT team in Diagnostic Imaging on September 23rd in order to learn more about the new outsourced radiology service that is helping provide support for our own radiologists with coverage overnight, on weekends and on statutory holidays.

As explained by Dr. Pawel Stefanski, Chief of DI, this initiative was undertaken as part of a larger goal to modernize the service while also acknowledging that there has been significant growth in terms of the number of CT scans being done at PRH.

Being able to provide consistent coverage for reading CT imaging in the off hours, not only provides relief to our radiologists but also improves patient care and assists with flow in the Emergency Department.

Under the new service, urgent CT scans can now be done and read overnight between the hours of 5 p.m. to 7:30 a.m. using a secure electronic portal. The remote radiologists have a direct line of communication with our CT technologists and also have the ability to request additional imaging if required.

During these timeframes, the technologists receive the CT order directly from our ED physicians as they have all the protocols for the scans and are supported by the remote radiologists for anything more complex that may require consultation. Prior imaging of patients can also be sent to the portal for review if need be.

Depending on the urgency of imaging the turn-around time for results can take up to two hours and, for urgent matters, the technologist are able to give advance notice that some imaging needs to be read more quickly.

While some of the processes are still being ironed out, the overall system is working well.

Both our IT team and the CT technologists were given praise for their instrumental roles in enabling this service to role out.



Canadian Malnutrition Awareness Week

October 6-10th, 2025



What the Clinical Nutrition Team is working on...

Malnutrition Screening



Over the past year, every patient admitted to the 3rd Medical and Rehab floors has been screened using the validated Canadian Nutrition Screening Tool (see photo). Screening will be expanded to Surgical floor starting September 2025! A prompt referral will be sent to a Registered Dietitian for those who screen positive for risk of malnutrition!

Identify patients who are at risk for malnutrition:

Ask the patient the following questions!	Admission		Rescreening	
	Yes	No	Yes	No
Have you lost weight in the past 6 months WITHOUT TRYING to lose this weight?				
Have you been eating less than usual FOR MORE THAN A WEEK?				

Two "YES" answers indicate nutrition risk!

Nutrition Focused Physical Findings Education and Training



In the coming months, PRH's Registered Dietitians will obtain training for Body Composition Assessments (fat and muscle wasting) as part of the initial clinical nutrition assessment! The addition of nutrition focused physical findings will help identify the patients who are most at risk of malnutrition.

Updating the PRH Formulary



PRH's formulary consists of a variety of oral nutrition supplements from dairy based and juice-based options, fortified pudding and ice cream, and protein powder to meet needs and preferences of all patients.

As a team, we are consistently seeking out ways to improve acceptance of supplements and prevent flavor fatigue. A new non-packed cookie, the "Super Cookie" was added to the formulary recently, and consideration has been given to add a "Butter Pecan" flavour of Ensure Plus!



During Malnutrition Week, stop by the booth outside of the Lunch Box to learn more about malnutrition and how you can help!

PRH Epic Roadmap

Phase 1: June 30 2025- March 31 2026

Working Groups & Configuration



TOH System Review & Decision making
Workflow Walkthrough

22 different working groups review and participate in demonstrations of workflows in Epic.

- Introduction to EPIC workflows, gather team insights, and clearly communicate upcoming changes to support a smooth transition.

Technical teams review equipment needs (computers, scanners ect).

Phase 2: February 2 2026- August 31 2026

User and System Readiness



Risk mitigation through working groups
Localized change management

Working groups continue and transition to readiness discussions.

- Revisit complex and/or significant workflow changes

Epic Super Users are recruited and process of registering all end users for training begins.

Technical teams set up equipment.

Epic Go Live
October 24 2026



Phase 3: August 4 2026- October 24 2026

Training & Go Live!



Training
Day in the Life Activities
Go-Live Readiness Assessments

Super users are trained and conduct end user training in classrooms.

Day in the life activities simulate experience using Epic to prepare for Go Live.

Technical teams test every device that interacts with Epic.

This is, Epic: Readiness

JEOPARDY



Round 1

We provide the categories, and it's then up to our *contestants* to give us the right questions.

We are keeping **anonymous scores** based on **department participation**.

A **leaderboard** will be shared, **team prize!** Help us shape our project change processes!

Now, entering the studio are today's contestants:

AMH	Inpatient Rehab
Allied Health/Geriatrics/Cardiac Rehab	Inpatient Surgical
Ambulatory/Systemic Therapy/Vascular	Lab (EORLA)
Clinical Education	Management Team
Community MHS	Medicine
Corporate & Patient Services/ Communications	MDR
Diagnostic Imaging/Respiratory Therapy	Obstetrics
Emergency	OR/Recovery/POAC/Surgical Daycare
Environmental Services	Patient Information/Health Records
Finance/MatMan/Decision Support	Pharmacy
Food Services	Plant Services
Hospital Charge/ Resource Team	Professional Staff
HR/Staffing/OccHealth/IPAC	
ICU	

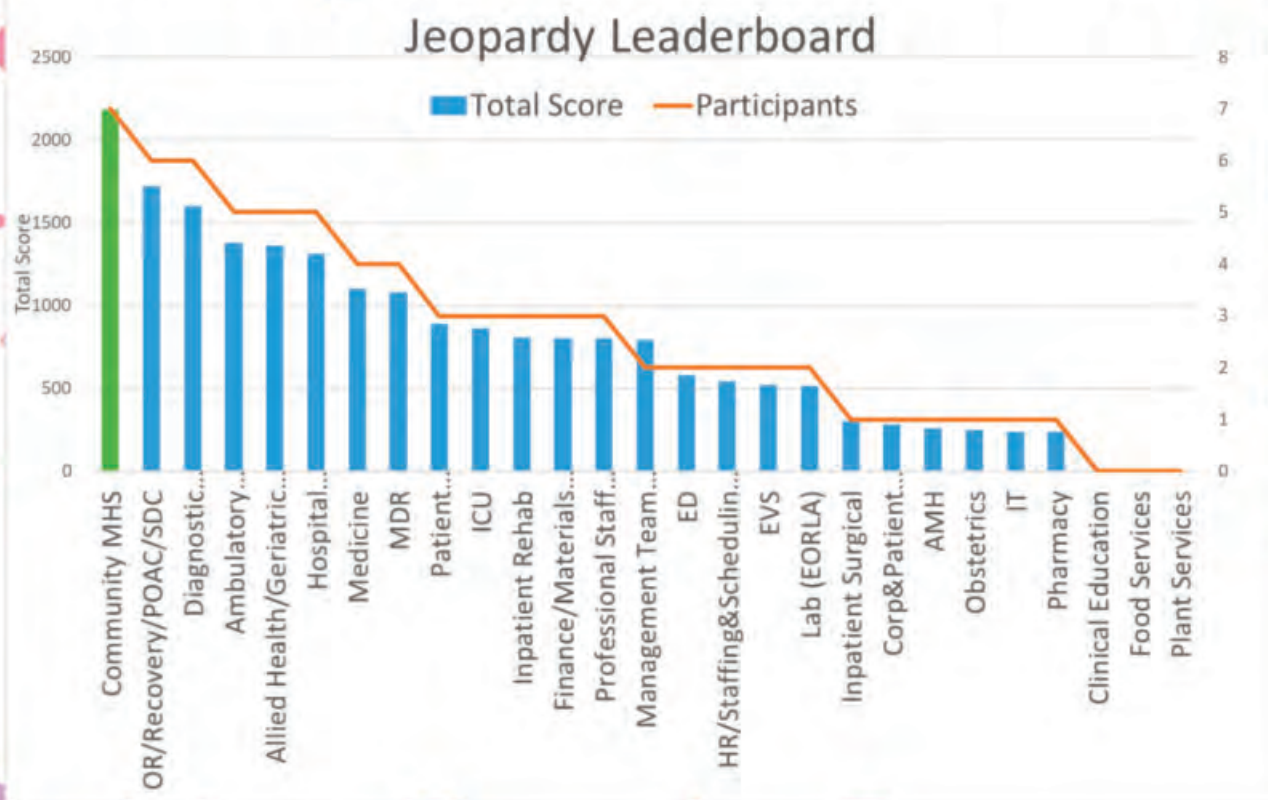


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JEOPARDY

Round 1- Week 1



Celebrating our "Epic" employees

Shelley Gowers & Annette Davidson

This month, we're shining the spotlight on Shelley Gowers and Annette Davidson, they have been working side-by-side to prepare for our Epic Implementation. Together- they have been on the move- travelling across the hospital to conduct a comprehensive inventory of our future Epic equipment needs.

Their collaboration bridges the technical and clinical worlds, ensuring that every department is equipped with the right tools to support a smooth transition to Epic. Their attention and dedication to detail are helping lay the foundation for a successful Go-Live.

Thank you, Shelley and Annette, for your commitment and leadership!



■ EPIC TRAINING & RECRUITMENT OVERVIEW KEY MESSAGES

📣 **Champion & Trainer Recruitment**

October 2025

- **STS (Specialist Training Specialist) Physician Champions** are being recruited alongside our Physician Lead to support Epic adoption.
- **Credentialed Trainers** (non-union, full-time) will train Super Users & end users. Positions will be posted with interviews to follow.
- **Super Users** (unionized) will be recruited via an upcoming Expression of Interest (EOI) form. They'll serve as peer supports and role models during the transition.

🗓️ **Training Timeline**

April–May 2026 – STS Physician Training

- Training tailored to physician workflows and clinical needs.
- STS champions will support teams and share best practices.
- Physician engagement will shape Epic's impact on clinical care.

April–June 2026 Credentialed Trainers Training

- Online training followed by credentialing period.
- They'll train all end-users and ensure all Super Users are confident, well-prepared and equipped to support their teams during go-live.

July–August 2026 – Super User Training

- Super Users receive advanced training from Credentialed Trainers.
- They'll be equipped to support their teams confidently during go-live and beyond.

August–October 2026 – All End User Training

- Training begins mid-August for all staff, including frontline and physicians.
- Sessions are hands-on and role-specific, with training time based on responsibilities.
- Managers will participate in training and receive dashboard & report training 2 months post go-live.
- Ongoing support will be available—your success is our priority.

September 7th Staff Association Nine 'N Dine At Island Brae



PRH Auxiliary Fall Fashion Show & Luncheon

The Pembroke Regional Hospital Auxiliary hosted their Fall Fashion Show & Luncheon September 24th at Our Lady of Lourdes Church Hall in Pembroke.

A variety of new seasonal clothing, footwear and accessories were on display while attendees enjoyed a tasty lunch.

As part of the event, the Auxiliary presented a cheque in the amount of \$50,000 to the hospital, completing their \$150,000 fundraising initiative for the purchase of Bone Density Testing equipment for the hospital's Diagnostic Imaging department.



Upcoming Recognition and Celebration Dates

October

Occupational Therapy Month

Breast Cancer Awareness Month

Yom Kippur - October 1-2

Healthcare Supply Chain Week - October 6-12

Healthcare Food Service Workers' Week -
October 5-11

World Mental Health Day - October 10

Thanksgiving - October 13

Feast of St. Marguerite D'Youville - October 16

Workplace Bullying Awareness Week -
October 16-22

International Infection Prevention (IPAC) Week -
October 19-25

Spiritual Care Week - October 19-25

Respiratory Therapy Week - October 19-25

Diwali - October 20

Sterile Processing (MDR) Week - October 21-25

Health Information Professionals' Week -
October 20-24

Canadian Intensive Care Week - October 26-
November 1

Canadian Patient Safety Week - October 28-
November 1

Halloween - October 31

PRH Recognizes the National Day for Truth and Reconciliation

Thank you to all members of our health care team who chose to wear the colour orange on September 30th to commemorate Orange Shirt Day. This day honoured Indigenous children, families, survivors, First Nations, Inuit and Metis communities who had their lives forever changed by the Residential School system across Canada.

In addition, thank you to all took part in activities marking National Day for Truth and Reconciliation. These efforts reflect our ongoing commitment to fostering awareness, respect and inclusion within our hospital community.



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By

OK TIRE

Week 16

Catch
the Ace



\$104,000.00

Estimated Jackpot if the Ace of Spades is caught



Taylor Jessup, RN Medical

"Thank you for your compassion, kindness and hard work during my stay. You were a comforting presence, and your care made a world of difference in a difficult time."



Cassidy Thompson, ED

"My elderly mother was at the hospital the day of August 19th following a fall. The ED was incredibly busy, but Cassidy, Mom's ED nurse, was kind, friendly, helpful, and took the time to listen to our concerns. She helped get mom dressed and assisted us with getting her into our vehicle when she was released. She was a joy and made Mom's time in the ED much brighter. Thank you so much Cassidy."



Dr. Clarissa Sugeng

"I am writing to all of the wonderful people who cared for me, helped me, answered all my questions, kept me safe and truly looked after me before, during and after my knee replacement surgery on April 14. All of the nurses and medical staff on the floor were so lovely and kind! I felt comfortable and very well looked after. All the OR doctors, internists, nurses and the anesthesiologist took the time to learn about my muscular disease so that everything could go smoothly. From the bottom of my heart, thank you all so very much for all you did for me! I will never forget any of you!"



Celebrating 20 years of
the Black & White Gala!

www.PRHFoundation.com
to join the auction and purchase raffle tickets!

ONLINE 
Auction

September 29th - October 20th

**Luxury
Getaway**
Raffle

September 29th - October 31st

PRH Staff And Physicians On The Runway

A big thank you to Sunset Nursery, Garden Center & Greenhouses, Karisma Boutique and the Kiwanis Club of Pembroke for hosting the Fall Fashion Show September 23rd in support of the Pembroke Regional Hospital! Thanks to all the models who participated, many were our own staff and physicians.



TAKE AN ENERGIZING BREAK

Enjoy a moment of relaxation in the **Recharjme** cabin, compliments of **Pembroke Regional Hospital**.

An immersive and revitalizing experience awaits you. Reenergize in a soundproof cabin equipped with a heated, vibrating, zero-gravity chair, light therapy, and relaxation programs designed for ultimate comfort.



Enjoy a break...

Massage Chair

Light Therapy

Nap

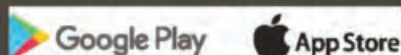
Meditation



Free to use
for all
staff.

Service available
in the corridor
beside the
Foundation office -
1st floor in tower A

1. Download the free
mobile app on



2. Scan QR code on outside of
the cabin to start registration.



3. Book a session on the
mobile app





September
10th 2025

**GREAT
WOLF
LODGE**

FALL SALE!

**September 29 - December 19
2025**

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

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

Must Book By: October 26, 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 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. See subject to terms.

SHOP.TICKETS.TRAVEL.



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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.

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CINEPLEX

SAMSUNG



HELLO FRESH

AVIS

Lenovo



IHG HOTELS & RESORTS

Vitamix