



Today's Take-Aways

Accreditation 2023

• Today marked the completion our 2023 onsite Accreditation Survey and the end of an incredible week that truly allowed all of us to “shine” and showcase the great work that we do.

A total of 21 priority processes were surveyed consisting of more than 1,800 standards and we are very proud to share that 98.7% of all standards were met. This is something to celebrate!

The surveyors spoke very highly of our health care team and how appreciative they were of the hospitality they were shown throughout the week.

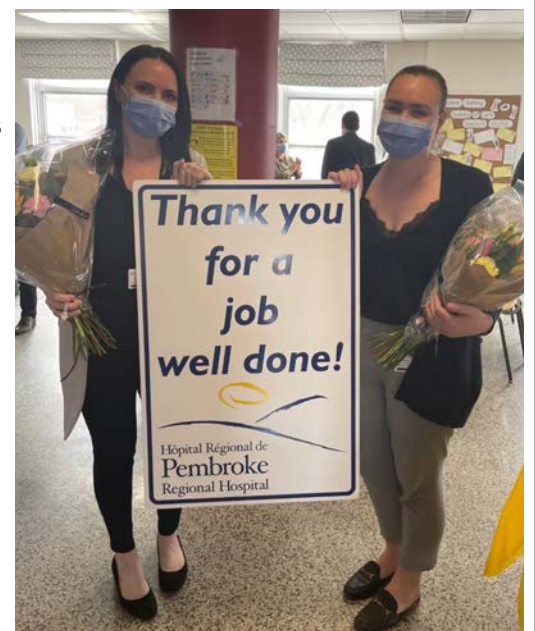
While there is more detail to come in their final report, the Survey team shared some of the highlights of their assessment at the debrief this morning, including the following:

Successes since our 2018 Survey

- Successful management of COVID-19
- Creation of an Ontario Health Team with community partners
- Use of the "The Loop" Facebook group for communication
- Commitment to Incident Management System structure
- Work stabilization – innovative care teams
- Advancement in the use of medication safety technology

Patient Safety Strengths:

- NAPRA Compliance (Pharmacy)
- Follow up post-operative surgical phone calls
- SBAR standardized tool for transitions in care
- “Just” Culture – making safety part of the organization



Today's Take-Aways Continued

Ethics Strengths:

- Embedded across the organization
- Harm reduction strategy – Opioid Management strategy in the community supported by ED.
- Sustain and spread Equity, Diversity and Inclusion (EDI) strategies

Risk Management Strengths:

- Emergency preparedness plan
- Preventative Maintenance Plan

Client-and Family-Centered CareStrengths:

- PFAC and unit- based patient advisors
- Virtual Triage Assessment Clinic (VTAC)
- Family participation in ICU Rounds

Quality Improvement Strengths:

- Lean approach to quality and safety
- Huddle boards - Cascade of information
- White Board Refresh

As anticipated, the Survey team also validated areas for improvement and as we receive the final report we will be sharing department-specific recommendations with the appropriate teams.

Overall, a great summary and already results to be proud of - Way to go Team!

Infection Prevention and Control

• New guidance has been received with regards to the easing of COVID-19 restrictions and safety measures. We anticipate rolling out some of these changes next week so stay tuned for more details.

Human Resources

• The staffing department has compiled a frequently asked questions (FAQ) document for Scheduling and Analytics (S&A) based on feedback from employees.

The FAQ can be found on the Pembroke Regional Hospital webpage in the Staff Resource tab under "Important HR Documents/Resources".

There is also a Shift Cell Indicator legend that employees will be able to reference to identify what the symbols on their scheduled shifts mean.

Project Team

• Changes to Medication Management System - We are excited to announce that PRH, in its pursuit of continuous quality improvement, is embarking on a major project to improve the safety of the medication management and delivery processes. Over the next year, PRH expects to implement a medication unit dose administration system. Many hospitals have completed this transformation and PRH will be reviewing the processes that have been implemented elsewhere in order to guide us to the best possible solutions.



Important HR Documents/Resources

- > [CUPE Availability 2023](#)
- > [ONA Availability 2023](#)
- > [Payroll Periods 2023](#)
- > [Leaves of Absence FAQ](#)
- > [Scheduling and Analytics \(S&A\) - Frequently Asked Questions \(FAQs\)](#)
- > [Scheduling and Analytics \(S&A\) - Shift Cell Indicator Legend](#)

Today's Take-Aways Continued

Pharmacy leaders, Clinical leaders, Information Technology (IT), and Maintenance are meeting regularly to plan for this change as part of the Project Team.

New processes will be developed in Pharmacy in order to make all medications available in a unit dose format including bar code technology for each dose. Clinical areas will see the introduction of Automated Dispensing Units (ADU's) that will facilitate the selection and delivery of medication to patients in a single or unit dose method. This transformation will require significant planning within both Pharmacy and Clinical areas to change process and policy to be able to realize the benefits of this system.

All areas impacted by this transformation will be reviewed and some renovations will need to be made to accommodate the new medication management systems. Input from staff will help guide and plan for this transformation.

One of the first changes you will see is the move to a Drug Formulary which will reduce the number of medications available within Pharmacy. The Medical Advisory Committee approved this change recently and this will be a first step in moving this project forward.

All of these things will take time and resources to plan, modify, and implement with "Go Live" anticipated in the first quarter or Spring of 2024. To help you keep track of where the project is at, updates will be provided by the Project Team as new information becomes available.

Thank you to everyone involved in this process improvement and we look forward to your ongoing support in continuing our Vision of: "Delivering the safest and highest quality of care to every person, every encounter, every day."

ED/ICU

- Our team would like to celebrate the April 3rd soft launch of Virtual Critical Care (VCC). This is a new resource available to all RNs/RTs and physicians that is run out of The Ottawa Hospital.

VCC offers the services of a dedicated ICU physician and ICU nurse who will support physician-to-physician consultation for advice and second opinions about critically ill patients, in the ED or on the ward. The service also supports nurse-to-nurse consultation for urgent situations where help is needed and there is the ability to bring a respiratory therapist to the call, for situations where RT expertise is needed. VCC also has built a system for easy video consultation, which will be very helpful in many cases. The video equipment and workflow are currently being distributed and finalized, and should be ready by mid-April.

It should be noted that VCC will not impact the existing Critical workflow. If you have a patient where you would normally call Critical for urgent/emergent/life-or-limb transfer, please continue to do so.

Currently, the VCC program is available 7am to 7pm, 7 days/week. If all goes well, the full launch, with 24/7 coverage is scheduled for Sept. 5th of this year.

To access VCC, call us at 613 798-5555 Ext 79999. You will be connected directly to the VCC nurse.

Emergency Preparedness

April's Code of the Month is Code Grey - Infrastructure Loss or Failure. Code grey scenarios range in severity from a minor elevator outage for an afternoon, to a complete loss of IT infrastructure usage. We have seen many examples of this over the last few years related to cyberbreaches and ransomware in other healthcare institutions.

We encourage everyone to take the time to read the code grey policy, and flowsheet so you are aware what to do if you encounter a code grey scenario, and what your responsibilities are. Visit your emergency preparedness station to obtain up to date information.

Are you wondering about all the services and ways our EAP LifeWorks can support you?

Our EAP provides a wide range of services and resources from nutritional to financial, to self-care and life-style changes, mental health supports, grief supports and assistance with complex decisions such as retirement, or career changes.

Please take the time to check out our EAP at www.workhealthlife.com



10 ways the EAP can help



There are many ways to get help today - all completely confidential. Your Employee Assistance Program (EAP) provides you with immediate and confidential help for any work, health or life concern. Let us help with stress, anxiety, parenting advice, family needs and much more.

- 1 Recognize and target risky behaviors related to drinking or drug use, gambling and/or other addictions.
- 2 Improve your quality of sleep with CareNow, a self-directed program including exercises and assessments.
- 3 Sort through complex decisions that may have long-term consequences for you, such as retirement, separation or a career change.
- 4 Make positive and lasting lifestyle changes with online tools, articles, videos, and self-assessments.
- 5 Access grief support and learn coping strategies to help you deal with the loss of a loved one.
- 6 Address short-term concerns for depression, anxiety, anger, relationships, and family matters. Effectively cope and manage any issues or symptoms causing you stress.
- 7 Better manage your finances by referring you for assistance with budgeting, savings, or debt management.
- 8 Build a greater capacity to identify and remove barriers to personal growth and change.
- 9 Access resources to help manage and improve relationships with spouses, partners, or other significant people.
- 10 Find eldercare resources such as nursing/retirement homes and meal delivery services.

CELEBRATIONS

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

- I'd like to celebrate **all the brave and very talented actors** that we have across the hospital who did a wonderful job on the quality improvement videos for the *12 Days of Quality Improvement* that were recently highlighted on *The Loop*. They were all incredible! *Sarah Selle*

- Carolyn Levesque recently celebrated **Carley Melancon** for her great customer service approach in the cafeteria. You are always so welcoming and friendly and remember what people's preferences are – thank you for doing a wonderful job! *Sabine Mersmann*

- The Diabetes clinic had a Lean ticket identifying the need for annual foot screenings for our patients living with diabetes but we were struggling to meet this standard due to virtual appointments and time constraints. We decided to start a clinic solely for foot checks and the first one ran March 24th. It was well received by clients and we were able to provide patient-centered care that met best practice guidelines. Thank you to **Lindsay, Ann and Michele** for organizing and running this clinic! *Julia Reddy*

- Cheryl Summers and Lisa Bradley would like to celebrate the EVS team and the following people in particular, for making sure our hospital was "shining" for our Accreditation visit: **Dawn, Courtney, Elaine, Shannon M, Betty, Scott, Annie, Lori S, Al, Bailey, Marylou, Bonnie, Kirsten, Shannon W., Melissa, Donna and Chester.**

- We would like to acknowledge **Melissa Helmig** for her leadership in preparing the Diagnostic Imaging Team for Accreditation. Melissa presented ROP topics and led tracer activities with the team as well as provided a daily email update highlighting the discussions that took place. Thank you Melissa! *Martin and Laurie*

- Katie Hollahan celebrated **Dr. Margarita Lianeri** for the great work in reviewing and updating the med rec tool. Thank you for all you do to improve patient safety at PRH. *Sabine Mersmann*

- Dear PRH Staff: On behalf of my wife Cindi and I, we would like to extend our heart felt thank you for **everyone's well wishes and generosity** in regards to the basket raffle. A special thank you to **those responsible in Food Services** who put this all together for us. The money will go a long way to offset our loss of wages and the cost of my medications. We look forward to getting through this trying time and returning to work as part of the team of the amazing people of the PRH. Be good to one another. Best regards, *Shawn and Cindi Buske*

- I'd like to celebrate **Tracey Baxter in the Emergency Department** for helping and going above and beyond for a patient! *Beth Brownlee*

- Thank you to **Carley and Kristel in Food Services** for preparing a last-minute catering request on Monday, April 3rd; this was very much appreciated! *Laurie Tomasini*

Medical Program Celebrations shared by Amanda Godin, Clinical Manager

- Medicine wants to celebrate all the hard work and dedication to patient experience by **Cheryl McCrea**. She was an asset to our team during her role as unit support worker.

- I would like to celebrate **Stephanie McCoy** who went above and beyond when completing room checks on 3B. She quickly identified many out of date items and helped the team to replace the items in a timely fashion to ensure we are ready for an emergency. Thank you also to **Nicole Janssen and Kristie Warren** for stepping in to support when we realized how large of a job this turned into.

- I would like to celebrate **Robyn Cassidy** for working with the IPAC team to ensure our activities for patients in the Sunshine Unit met IPAC standards.

- Thank you **Sydney Nixon** for coming to support Medical when we were short an RN. Your support and positive attitude made all the difference to the team that day.

- Thanks to **Shannon (Housekeeping)** for supporting Medical in getting ready for Accreditation by helping us solve the issue of needing better storage for our garbage bags on 2A.

CELEBRATIONS CONTINUED

We would like to celebrate the new curtains in the POAC area - thanks to the **Maintenance team** for installing these. These new curtains provide more privacy for the patients and will improve efficiencies for EVS staff. *Cheryl Summers*

- AMH - Thank you to **Sarah Selle, Colleen Ferneyhough, Brian Plinke, and Wendy Briscoe** for the video highlighting the inter-facility transfer envelope the department created. County of Renfrew Paramedics have provided us great feedback on how it facilitates their work too. *Cheryl Summers*

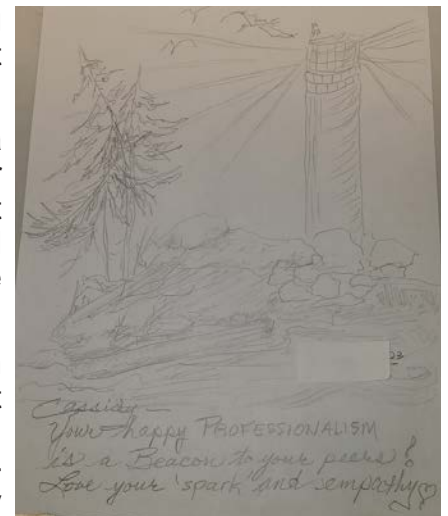
- We are celebrating our **Surgical, OR and MDR programs** for a fantastic job with our Accreditation tracers. Big shout out to **Mila Schryer, Karen Gauthier, Amber Boire, and Jennifer Niittynen** for leading and representing our teams and programs so well! We are so proud of everyone! *Heather Macmillan*

- **Garry Engler** was recently celebrated for being a wonderful "neighbor" to Carolyn Levesque - always offering support and a friendly check-in. Thank you for living the values of our hospital! *Sabine Mersmann*

- **Cassidy Thomson** (ED/ICU) was recently gifted with a nice drawing (pictured at right) by patient Anne Smith in appreciation for the care that she received.

- Thank you to **Dr. Debbie Timpson, Hope, Julia, Lisa K, and Sonya** for being part of the team for our Rehab episode of care. I know that our surveyor certainly experienced the knowledge, passion and team spirit that makes us such a great Rehab team for our staff, patients and families. This was a great way to start the day. Thank you to the entire team who supported the tracer "virtually" on Rehab. Well done!

Thank you to **Amanda, Kelly, Annette and Melanie** for meeting with our surveyor for the medical inpatient tracer. You were able to highlight so many accomplishments that we are proud of - our bedside rounding, the new design for our patient whiteboards at the bedside, our re-designed discharge communication sheet and our strong community partnerships. Thank you to **Brianna Rowan** who spent time with our surveyor walking her through a patient stay from start to finish and **Dr. Savoie** who jumped in to support the conversation on medication reconciliation. *Lisa Bradley*



- Heather Macmillan shared a wintery photo (right) taken in the Tower D link Wednesday morning as the freezing rain fell. She noted that if you look closely, you can see the outline of a heart within the frosty crystals and took it as a sign of good luck for things to come!

HAPPY NATIONAL MEDICAL LABORATORY WEEK

April 9-15, 2023





Guardian Angels



Dr. Rachelle Denis

"Thank you for all
you do."



Dr. Alison Wookey

"Thank you so much Dr.
Wookey for your comforting
and compassionate bedside
manner."



Ayla Dery

"Ayla, I truly can't speak highly
enough about the care,
compassion and empathy you
provided me."



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Presents



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foundation@prh.email

Connecting with the CEO - In Case You Missed It



March 24, 2023 - Today I'm introducing a new communication tool that will feature short, weekly updates for our staff, physicians and volunteers on timely and topical items. I'm hopeful that these direct messages from me to you will ensure you have the latest first-hand information about PRH.

Earlier this week, you will have read that we are working towards implementation of a new electronic medical record (EMR) system. Many have asked if we will be adopting the EPIC system that features MyChart. EPIC is the only EMR vendor we are pursuing at this time. Full implementation of this new EMR will take upwards of two-and-a-half years and will represent a significant financial investment. Many decisions and steps will have to be taken before this is finalized.

In the meantime, we continue to invest in our digital transformation journey which will soon include the purchase of an Automated Medication Dispensing Unit (ADU) for our Pharmacy. This will change the way we order, package and dispense medications and will improve the safety of the medication management and delivery processes. Lots more to come on

this!

March 31, 2023 - Well here we are, just over two days away from the arrival of Accreditation Canada's survey team and I couldn't be prouder. In preparation for this assessment, our health care team has completed a great deal of work and it hasn't gone unnoticed, especially when recognizing that these efforts have been made above and beyond the day-to-day requirements to provide quality health care to our community.

As we warmly welcome our surveyors, just remember that they are here to assist us in our quality improvement journey. Know that there are no "wrong" answers to the questions and please share your knowledge and expertise openly. We have implemented great initiatives over the past several years to improve the way we do things at PRH and we have done amazing work in response to the COVID-19 crisis.

Preparation for Accreditation has been a great success. It has prompted us to take stock of all we have achieved, make some additional improvements, and engage more closely with all of you to ensure you feel comfortable, prepared and proud of the work you have done as a valuable team member. It's our time to shine!

With regards to the recent completion of the latest Staff and Physician Satisfaction & Engagement Survey, I want to thank all of you who took the time to respond and provide detailed, constructive feedback in many of the open ended questions. We have seen great participation in the survey and we have already seen some common themes that we will need to address. Once our Accreditation survey is complete, we will be turning our attention to a deeper review of the survey responses. Just know that your feedback is valued and I appreciate your honesty. Definitely more to come in terms of updates on this.

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

World Health Day - April 7

Easter Monday - April 10 (Statutory Holiday)

Good Friday - April 7 (Statutory Holiday)

National Medical Laboratory Week - April 9-15

Easter - April 9

National Organ and Tissue Donation Awareness Week - April 23-29



Pleo and Partners Mobile Support Group

For parents/caregivers of youth up to age 25 who are living with mental health/addiction challenges

3rd Tuesday of Every Month from 6:30pm - 8pm



Upcoming sessions

- 01 April 18, 2023 - Eganville**
Bonnehore Union Public Library (74 Maple St)
Partner: Pembroke Regional Hospital
- 02 May 16, 2023 - Petawawa**
Health Centre (154 Civic Centre Road)
Partner: Petawawa Centennial Health Centre
- 03 June 20, 2023 - Cobden**
Anglican Parish Hall (29 Crawford St)
Partner: ConnectWell
- 04 July 18, 2023 - Deep River**
Deep River Public Library (55 Ridge Road)
Partner: North Renfrew Family Services

Visit pleo.on.ca
for more information

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- ⊙ less anxious, isolated and stressed

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PRH SUNSHINE GIFT SHOP

PRESENTS

“UNLEASH YOUR SPRING FASHIONISTA”

Fashion Show



Friday, April 28th, 2023

OUR LADY OF LOURDES CHURCH

DOORS OPEN AT 6:00 FOR SQUARES, COFFEE, TEA

Tickets \$20 each at the Gift Shop (Available April 3)



Now Available: PRH Clothing and Accessories



Spring/Fall Jackets (Women's and Men's styles) **\$70**

• Optional embroidery on the right sleeve \$5 extra

Fleece sweatshirt **\$35**

• Optional embroidery on the right sleeve \$5 extra

Glass etched ornament **\$20**

Travel mugs **\$25**

*T-shirts, yoga jackets
and baseball hats
coming in the spring!*

Winter hats **\$20**



Now anyone in the Ottawa Valley who needs a Pap test can get one.



Eligibility checklist:

- ✓ You have a uterus
- ✓ You're aged 25 to 69
- ✓ 3 years or longer since your last Pap test
- ✓ No family doctor or nurse practitioner

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- 📍 Bonnechere Valley
- 📍 Pembroke
- 📍 Barry's Bay
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- 📍 Petawawa

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- 🌐 Book online at www.rcvtac.ca/paptest
- ☎ Or call VTAC at 1-844-727-6404



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2023

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PEMBROKE REGIONAL HOSPITAL

Offer Code: **PEMB1G8**

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