



Today's Take-Aways

Senior Leadership Team

- Given the decline in COVID transmissions, we have decided to halt our hospital's bi-weekly COVID Command Centre meetings and will only have them if required.

- We have signed up as a team for the "Coldest Night of the Year" in support of The Grind and have set a fundraising goal for our team of \$200. This is a night where we can walk in solidarity with our neediest neighbours and raise much needed money for The Grind!

Our team is called "Pembroke Regional Hospital" and the walk is being held on February 25th. Details for the event can be found here: <https://cnoy.org/location/pembroke>

If you would like to join our team for the walk we would be happy to have you! Or, if you would like to support our team instead and make a donation to The Grind we would appreciate your support!

To join our team or make a donation, please follow the link below directly to our team page: <https://secure.e2rm.com/registant/TeamFundraisingPage.aspx?teamID=994550&langPref=en-CA>

Regional Updates

- Overall, the transmission of respiratory illnesses in Renfrew County is on the decline and public health leaders are cautiously optimistic that things are headed in the right direction.

Infection Prevention and Control

- We have recently received some updated acute care guidance which addresses some really positive changes to current practice including allowance for more flexibility in the criteria around declaration of an outbreak in a hospital setting and a reduction in the length of time before an outbreak can be declared over – from ten days to seven.

Human Resources

- A friendly reminder to all staff to follow the process outlined below when you are notifying the Hospital of an absence.

Between the hours of 0700 and 1800:

Call the Staffing Office at Ext. 6155 / Call your manager and leave a message

Between the hours of 1800 and 0700, and weekends:

Call Clinical Resource at Ext. 6820 / Leave a message for your manager

If you suspect, you have Covid-19 symptoms, please contact Occupational Health at extension 8200.

Please note that all absences will be followed up by our Abilities Management Coordinator.

Today's Take-Aways

Occupational Health and Safety

- Did you know that our hospital has a duty to accommodate staff due to illness or injury and aims to support employees with an early and safe return to work. This may mean that an employee could require modifications or accommodations such as changes to workstation design, processes and equipment or changes to work schedule and assigned duties.

As an inclusive health care organization, and as any one of us could find ourselves needing an accommodation some day, we appreciate you keeping an open mind on how we can help support the success of these individuals in their return to work.

Departmental Updates

Information Technology

- The team would like to thank everyone for their patience and understanding as our hospital transitions to the use of Office 365. Recognizing that change is never easy, a user guide has been developed for assistance and two upcoming learning sessions about the new platform are being scheduled. On January 30th, the remainder of staff who have not yet been moved to Office 365 will be transitioned. Those having difficulties with Office 365 are encouraged to reach out to the IT team as soon as possible for assistance.

Patient Safety

- In December, there were a total of 102 near misses and incidents reported through RIMS. The most commonly reported types were falls (19), and medication/fluids (36).

Although many process improvements occur during the course of the month, we want to highlight two specific changes that have been made related to incidents.

The first is that we have conducted an audit on bed alarms at PRH following an investigation into a fall. During the audit, it was noted that many of the beds we thought had non-functioning bed alarms actually were functioning, but required the volume of the alarm to be turned up. This is a simple fix that helps keep our patients safe.

The second change is that we are adding a question to our discharge form, asking patients what their biggest concern is related to their upcoming discharge. This will prompt the patient to tell us how we can help them prepare even further before they go home. Whether it's not fully understanding their medications, their condition, or a skill like transferring, communication is key to set our patients up for success on discharge.

Remember, at PRH we use a no blame, no shame approach to incident reporting. Reporting incidents and near misses is a key component of improving patient safety.

Clinical Education

- A reminder to all nursing staff that the 2023/2024 CNO (College of Nurses of Ontario) Annual Membership Renewals are mandatory. Those who have not renewed their membership by February 16th will receive license suspension notices from the College advising that suspensions will take place effective immediately if their renewals are not completed.

Emergency Department

- The team is in the process of creating a simple document for patients who have been discharged with outpatient referrals for services such as MRI, ophthalmology, dermatology, etc. or to specialists at other facilities including CHEO.

This document will include contact numbers and approximate wait times (for consults) in order to decrease some of these questions being called in to the ED.

Accreditation

What is a Priority Process?

Accreditation Canada defines a priority process as critical areas and systems known to have a significant impact on the quality and safety of care and services. Some examples of priority processes are emergency preparedness, episode of care, infection control, principle-based decision making, etc. When the Accreditation Canada Survey Team is on site in April, PRH will be assessed against 17 different priority processes.

What is a Tracer?

In order to assess PRH's compliance with priority processes, the Accreditation Canada Survey Team will be completed a series of "tracers". During a tracer, surveyors observe and interact with a wide variety of team members, patients and families, and stakeholders to gather evidence about the quality and safety of care and services in a particular area.

The tracer has 4 steps:



Step 1: The Survey Team will review patient files and documents (ie. Policies, procedures, standard work, etc)

Step 2: The Survey Team will talk and listen to staff, physicians, patients and families. This may be in the form of a focus group or one-on-one conversations.

Step 3: The Survey Team will observe the process start to finish or request a tour of a certain area. An example of this step could be watching a medication administration. The surveyors may request to observe the path of medication administration from the point of transcription, to delivery, and documentation.

Step 4: The Survey Team will record their findings. The overall goal is to ensure that what the surveyors read, heard, and observed all align.

In preparation for our Accreditation Survey in April, the Accreditation Team will be completing various mock tracer exercises, with a goal of completing at least 11 tracers each month in January, February and March. The purpose of the mock tracer exercise is to prepare our staff for the types of interactions that they may have with the Accreditation Survey Team in April. Mock tracers are also a great way to highlight our strengths and identify any opportunities for improvement. Mock tracers will be happening throughout the organization and we encourage everyone to participate when the tracer is happening on your units or in your departments. This is a great way to learn, prepare and ask questions!



Guardian Angels



Emily Lebel

My family and I wanted to nominate Emily Lebel for going above and beyond for my brother not only as a nurse, but also as a close friend/co-worker of mine. She was a comfort to my family and I during a very scary time. Not only did she think of my brother and the care he needed, but also the care that my family and I needed. My family and I are forever grateful for Emily.



Dr. Lowry and Dr. Williamson

My brother was in a life threatening head on collision that turned our world upside down. When my brother needed emergency surgery, Dr. Lowry and Dr. Williamson were extraordinary and did everything they could to save his life. Without them, he wouldn't be here today. The team at PRH saved my brother's life, and for that, my family and I are forever grateful.



Dr. Nicholson

Thank you so much for being such an amazing OB. And for answering my many questions and concerns and making me feel less anxious. The best bed side manner.



Teena Nagora

I had breast cancer surgery at the Pembroke Regional Hospital and Teena was my day nurse. I ended up getting sick from the anaesthesia. One of the worst days of my life was made a little less worse by having such a caring, compassionate nurse. I will never forget the way you made me feel, and how comfortable you tried to make me. You truly were my guardian angel that day and I want to thank you from the bottom of my heart for being there for me.



Week #16 — \$29,000 estimated Jackpot!

www.PRHcatchtheace.ca



Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

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- Register your workplace, school or team
- Determine a fun way to raise \$500 or more for your Hospital!
- Then be featured on myFM as a Healthcare Challenger and get some great prizes!
- Hold your fundraiser between Feb 15th - Mar 15th

February 15 - March 15

www.PRHFoundation.com

Congratulations!

2022 Perfect Attendance Recognition

Congratulations to the following full and part-time staff who achieved perfect attendance in 2022. All recipients will receive a certificate recognizing the achievement. Part-time staff will also receive a \$10 PRH gift card while full time staff receive a voucher for a day off with pay.

Part-Time: Karen Galipeau, May Seto, Annalyn Bloskie, Stephanie Eckford, Cheryl Couturier, Rachel Recoskie, Morgan Leigh Anne Coulas and Mark Popke.

Full Time: Andy Mayenburg, Donna Jones, Karen Gauthier, Leanne McCormick, Melody Dickson, Michelle Godsell, Judy Hartwig, Samantha Moreau, Amy Kuehl, Annette Davidson, Greg Verch, Sonya Silver, Thea Nicolai, Janet Gleason Morris, Corey Graveline-Dumouchel, Paul Newman, Rita Amodeo, Tina Davidson, Robert MacKenzie, Kirsten Johnson, Brittony Osler, Christel Bailey, Sheldon Higginson, Kateri Crozier and Ralph Hatem.



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**



CELEBRATIONS

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

• I would like to recognize **Carissa Fletcher, Sharleen Doucette, Linda Dombroski, Jennifer Laporte, Tina Davidson and Grace Weisenberg** for their work in performing a 5S and implementing medication stock changes to suit the growing needs of the Intensive Care Unit. *Laurie Menard*

• Carolyn Levesque celebrated **Angela Lemke and Tyler Graveline** for the fast delivery of the list of long service recipients, perfect attendance recipients and retirees. She mentioned that in the past it was challenging to get this list in a timely manner but both of you made great efforts to get it to her quickly so that we have more time to plan our reward and recognition events. Thank you for everything you do!
Sabine Mersmann

• Congratulations to **Meshwa Patel, RN, ED** who has completed the PRH Critical Care Orientation Program for the Emergency Department, with honours distinction on the final exam! Welcome to the team Meshwa!

• Cindy celebrated the team from Dec 20th; **Travis, Kelly, Daniella, Trish, Danielle (student) and Natalie**, for working together on a busy day. Great teamwork!
Amanda Godin, Clinical Manager, Medical

• Thank you to **Heather Armstrong** for supporting one of our outpatients to find their way to the Diabetes education class in Tower D. Your compassion and caring is greatly appreciated!
Lisa Bradley

• Thank you to **Tanya Parker** for taking some time to support our discussion on Rehab this week around the upcoming schedules. You were able to assist with answering our many questions and ensure that we keep on track with our Innovative Staffing Driver.
Lisa Bradley



• I would like to celebrate **Hope Weisenberg** for going above and beyond to recognize a young family member for one of our patients on the Rehab inpatient unit.

Hope created an official "super hero" certificate for recognizing stroke warning signs and quickly calling 911 which has contributed to a positive outcome for our patient.
Lisa Bradley

• Our amazing Clinical Educators deserve to be celebrated! **Caroline Froment and Erin Van Allen** have been tirelessly re-arranging their schedules and days around the onboarding of new Agency Nurse staff who we welcome into PRH. Frequently this onboarding is very last minute.

Erin and Caroline are always so pleasant, patient and adaptable with the constant changes and orientating these new agency staff. Thank you for always being so helpful and kind during unknown circumstances! You guys rock!
Shelby Visutski, CHRP Human Resources Consultant

• Thank you to **Shelley, Shawn, Jeremy, Victoria and Corey** who have all been very quick and efficient in responding and assisting during the email changeover! Your support has been very appreciated!
Michelle Godsell

• We like to recognize and send lots of gratitude to **IT, Medical 2A, Corey, Peter, Lisa, and Amanda** for quickly collaborating with us and opening your units up to relocate some LDRP services and OR equipment! Thank you all for supporting and helping us! We appreciate everyone's efforts.
Michelle Godsell, Heather MacMillan and Rachel England



- Starting next week, a new project will involve cable upgrades throughout our facility in order to improve cellphone coverage.

Cancer Care Project

- There have been some advancements on our 5th floor portion of the Cancer Care Project which will enable occupancy and use of the new Pharmacy space within the next several weeks. This is very exciting news and will allow for commencement of Phase 2 of the Cancer Care Project. More details to come!

Surgical Redevelopment Project

- The Surgical Project has had a few unforeseen challenges that come from working within old infrastructure however things are progressing. There continues to be some noisy aspects of these projects however the contractor is trying to contain the noise within the 7-9 a.m. and 3-5 p.m. timeslots as best as possible.

- Over the coming weeks a number of planned shutdowns are anticipated including water, medical gas and power. Detailed planning for each of this will take place in advance.

- Work will also be impacting the kitchen in the coming weeks so plans are being made to ensure contingency plans around this can be facilitated.



Work of our new committee is gaining traction following a second meeting in early December. Some of the initiatives now underway include:

- A process to revise intake and admission forms in order to enable individuals to select how they wish to be addressed throughout their hospital experience.

- Policy updates to include gender-neutral language.

- Development of a video that promotes ways in which the hospital is embracing equity, diversity and inclusion.

- Scheduling of staff lunch and learn education sessions that address various populations and how our hospital can be more inclusive with respect to those.

Upcoming Recognition and Celebration Dates

February

World Day of the Sick Feb. 11

Black History Month

Cardiac Rehab Week Feb. 12-18

Recreation Therapy Month

Valentine's Day Feb. 14

World Cancer Day Feb. 4

Family Day (Statutory Holiday) Feb. 20



Celebrating Our Joint Health and Safety Committee

Members of the 2022 Joint Health and Safety Committee recently celebrated a successful year of work! Thank you to Elizabeth Rosamond (ONA) for her dedication over the past two years as she fulfilled the role of worker co-chair and welcome to Darlene Keuhl (CUPE) who is the new worker co-chair for 2023/2024. Have a safe year everyone.

Back row, from left: Mike Godbout, Sheldon Higginson, Brent McIntyre, Darlene Keuhl, Sabine Mersmann, Scott Coombes, Michelle Godsell, Melanie Prescott, Michelle Giles, Tyson Purcell, Rita Amodeo and Crystal Thompson. **Front row, from left:** Angela Lemke, Cheryl Summers, Elizabeth Rosamond, Rachel England and Greg Tate. **Missing from the photo:** Kim Haley, Sonya Silver, Betty Ann Spence and Nicole Lalonde.



The Senior Leadership Team recently visited the Inpatient Rehab Department during their monthly Gemba Walk to speak with members of the Rehab team about the implementation of the Health Care Aides (HCA) as part of the patient care team.

The team was eager to share the benefits they are seeing with this implementation. The Health Care Aides have taken on many non-nursing duties including answering call bells, toileting, bathing, and dressing patients and assisting with transferring and mobilizing patients. Having HCAs assisting with these tasks has given the nurses more time to focus on nursing duties and to educate patients regarding their conditions.

The team highlighted that the success of the Health Care Aides on Rehab is in part due to strong communication between team members, improving onboarding as new HCAs are hired and flexibility and adaptability as the role evolves.

A staff survey was conducted prior to the implementation of the Health Care Aide role and a follow-up survey will be done to measure the impact that the HCAs are having on staff satisfaction within the department.



PEMBROKE REGIONAL HOSPITAL Christmas Season Summary 2022

The Christmas season is always an exciting and busy time at PRH as we celebrate the holidays in ways that are meaningful for both the patients and staff. While we still had to maintain additional safety measures due to the continued transmission of COVID-19 and other respiratory illnesses, we were able to find safe ways to spread holiday cheer.

Here is a summary of holiday events which took place during the 2022 festive season.

FOR PATIENTS

- In early December, the hospital was adorned with Christmas decorations both inside and out. Thanks to all who took the time to ensure that elements of the festive season were included in all areas of the hospital in order to bring some cheer to our patients and make our work environment merry and bright.

Spiritual Care

- Our Spiritual Care Coordinator did some one-on-one carol singing with patients by request.

Maternal Child Care

- Parents of newborns were offered new festive stockings to wrap newborns in for photo – a longstanding tradition in Maternal Child Care program.

Mental Health Services

- A total of 200 holiday meals were made and distributed to clients across the county and \$5 gift cards were included with each meal.
- A special silent auction for Recovery Outreach clients featuring items donated by MHS staff and others was held in Pembroke, with clients from Arnprior and Renfrew joining via Zoom. Tickets used to “purchase” the auction items are sold for a minimal cost enabling clients to purchase items at a price that is affordable for them. This annual event is a huge hit. Proceeds from the auction support this event and the Christmas meal.

Acute Mental Health

- On December 8th, patients made Christmas cards for other patients on the unit.
- On December 14th, patients wrapped gifts to be opened by patients on the unit on Christmas Day.
- On Dec. 20th, a Christmas party was held with Spiritual Care Coordinator Garry Engler and Pastor Lorne Goudie.
- Our Spiritual Care Coordinator performed Christmas carols on the unit as part of the programming for Tuesday morning Spiritual Group sessions which are voluntary and

open to anyone interested in taking part in sing-a-longs, listening to gospel-style music and watching nature slide shows.

FOR STAFF

- In lieu of our Staff Association's Family Christmas Party which had to be cancelled last minute due to concerns over exposure to COVID-19 and other respiratory illnesses, we coordinated with the Petawawa Civic Centre to enable those interested to take part in a public skate on December 11th. Participants were provided with Tim Horton gift cards to purchase a snack at their convenience.
- As an alternative to the annual Christmas Dinner and Dance at Germania Hall which had to be cancelled last minute as well, the Staff Association purchased locally made hand cream and shower steamers for each of its members - a total of 525 gift duos were distributed to all Staff Association members.
- A number of special draws were hosted by the Staff Association throughout December - \$500 in cash prize draws for all members and 26 gift draws for those who had purchased tickets to attend the Christmas Dinner and Dance.
- All staff working all shifts on Christmas Day and New Year's Day received a \$5 PRH gift card to be used in the cafeteria, the Mural Café or the Sunshine Gift Shop.
- On December 14th and 15th the hospital hosted a free holiday appreciation breakfast event for our health care team featuring scrambled eggs, bacon, a croissant, a clementine, hashbrowns and orange juice. Staff working evenings and nights both days received vouchers to redeem in the cafeteria at another time. As part of the event we also welcomed Chester the Carefor Elf who spent time in the cafeteria telling jokes, providing Christmas trivia and giving away holiday treats and prizes. A huge thank you to our Food Services team for coordinating the event and ensuring smooth delivery of 385 meals over the two days, and to the members of our Management and Administration teams who assisted with greeter duties at the cafeteria entrance.
- As a token of appreciation for the work of the entire health care team, the hospital purchased metal matte-finished reusable PRH water bottles as a gift for all staff and physicians. A total of 900 water bottles were distributed.
- During the week of Dec. 12-16 we hosted a Christmas Spirit Week featuring: Holiday Sweater Day, Door Decorating Day, Holiday Sparkle/Sequin Day, Red and Green Day and Christmas Accessory Day.
- On December 22nd, Paul Newman and Jeremy Connor from IT made rounds throughout the building singing some Christmas carols for some of our staff.

FOR OUR DONORS

- The PRH Foundation ran a newspaper ad thanking the community for its support in 2022 through donations, volunteering and online events in the Pembroke News.
- The PRH Foundation Board members were each given a list of donors from 2022 to call in December and personally thank them for their gifts.

- The Foundation finalized its *Community Christmas 50/50 Lottery for Healthcare* in December selling a total of \$30,495 worth of tickets over three weeks.
- A special Christmas message ran on MyFM Pembroke wishing the community a Merry Christmas and thanking donors for their support in 2022.
- The Foundation sent a “Thank You” and “Happy Holiday” email to their entire database – over 10,000 individuals.
- The Foundation held a year-end calling campaign in conjunction with “Giving Tuesday” where over 300 calls were made and almost \$14,000 was raised!
- The Foundation sent out approximately 150 Christmas cards to sponsors, Board members and volunteers.

GIVING BACK TO THE COMMUNITY

- Once again staff and physicians teamed up with Family and Children’s Services to support 45 children from the area through the local *Angel Tree Gift Program*. Everyone enjoyed being able to help fulfill the children's wish lists while giving back to the community!

COMMUNITY GIVING

- A huge thank you to MyFM and local businesses who sponsored *Project Poinsettia* and donated 25 beautiful pots of flowers to PRH on December 9th which were shared among six of our patient units.
- A special thanks to local students and Pembroke Public Library patrons who created 200 Cards of Kindness for our patients this holiday season which were shared on their meal trays.
- Pembroke resident Carole Mask presented a selection of hand crocheted baby blankets to staff in the Pembroke Regional Hospital’s Maternal Child Care program to distribute to those having babies on Christmas Day and New Year’s Day. Mrs. Mask embarked on her “Project Little Heart” on December 25, 2000 and has returned each year.
- The members of the Our Lady of Sorrows CWL presented 22 newborn baby layettes filled with items needed by new moms to our Maternal Child Care program. These were provided through the kindness and generosity of so many parishioners and friends of Our Lady of Sorrows Parish, Petawawa.



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Your donation matters

It matters to every patient across Canada. Because it's something we can do today to help others wake up healthier tomorrow.

Upcoming blood donation events

Germania Club Pembroke
15 Bennett St. Pembroke

Thursday, February 9
2:00 pm to 7:00 pm

Join Canada's Lifeline
Book now at blood.ca or call 1 888 2 DONATE



K0201

Feel supported and connected with your confidential 24/7 Employee Assistance Program, a trustworthy, innovative wellbeing resource



Did you know that the Pembroke Regional Hospital offers you access to LifeWorks? It's a website with content and professional support accessible at all times to strengthen your wellbeing. You won't want to miss out on everything LifeWorks has to offer, so join the fun today!

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- 3 Access self-guided journeys to improve communication, mindfulness, sleep and more with CareNow programs.

Ready to get started? Visit www.workhealthlife.com for convenient access to wellbeing support!

Haven't tried LifeWorks yet? Login to www.workhealthlife.com and search Pembroke Regional Hospital. Follow the instructions to create your own account