

Today's Take-Aways

Please note that, due to planned vacation time, the next edition of The Pulse will be published on February 19th instead of February 20th.

Equity, Diversity and Inclusion (EDI) Committee News

• Advancement on EDI work within the organization is continuing thanks to the members of our committee who, most recently, met January 30th. Here's an overview of some of the work currently underway:

- EDI mandatory eLearning module – Over 80% of staff have completed this mandatory eight minute online session. Discussion centred around how to reach all employees and ensure that everyone can take part in this learning.

- The Committee is reviewing a couple examples of Indigenous specific training on the Surge eLearning platform with the goal of selecting a module for mandatory learning with a complete target of at least 80%. In addition, the Committee will be exploring other education opportunities in partnership with the Algonquins of Pikwakanagan.

- In partnership with our Human Resources team, the Committee reviewed the draft of a Diversity and Experience Survey which could help identify where more areas for improvement and action are needed at PRH.

- The Committee has been asked to review the hospital's current Land Acknowledgment to see if it remains current and reflective of the goals of having it.

- The Committee is planning to do a video with a focus on "What does inclusion mean to you."

Trillium Gift of Life (TGLN)

• In January, Ontario Health (TGLN) received 13 notifications from our hospital. 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:

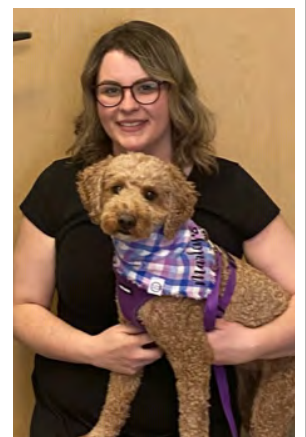
Jessi-Lee Barney (ED), Amanda Arbic (ED), Emily Garrett (ED), Chantel Rehkopf (ICU), Kerry McDonald (ICU), Katie Kouri (ICU) x 2, Stephanie Lamont (ICU), Morgan Liverance (3rd Medical), Deann Carroll (3rd Medical), Jennifer Carson (3rd Medical), and Allison Reynolds (Surgical)

Departmental Updates

Acute Mental Health

• Please welcome our newest Pet Therapy team courtesy of the St. John Ambulance program. This is owner Marie, and her dog Marley.

They will be attending for the Pet Therapy group session in AMH on a weekly basis.



Today's Take-Aways Continued

Human Resources

• The first HR workshop of the year was held on January 28th. The Maximizing S&A workshop introduced a new report module and provided an overview of the scheduling program's capabilities and how it streamlines the staffing process. The session was well received, offering valuable insights for improving efficiency.



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

Renee Bedard (Diagnostic Imaging), Terra Bouliane (Medical Affairs), Moira Carriere (Diagnostic Imaging), Constance Doering (Mental Health Services), Juannittah Kamera (Rehabilitation), Thalia Kirkland (Emergency Department), Robyn Levesque (Medical), Melissa MacDonald (Mental Health Services), Reyhane Mohebi (Clinical Nutrition), Agnieszka Ogonowski (Rehabilitation), Jane Richardson (Health Records), Jennifer Shannon (Rehabilitation), Chantal Simms (Emergency Department) and Taryn Stewart (Rehabilitation).

Maintenance

• Please be advised that iPaint (painting contractor) will be on site Thursday, February 6th and Friday, February 7th after 4:30 p.m. to paint the Ultrasound waiting area and the hallway leading from the waiting area toward the Mural Café.

Medical Affairs

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

Dr. Lindsay Jory will be joining the Critical Care (ICU) department starting March 8th.

Mental Health Services

• *AccessMHA*, a program that assists people in accessing services for mental health and substance use health, and addictions issues, is recruiting for a new initiative focused on health equity (*The AccessMHA Health Equity Advisory Committee*). This committee will bring together people with diverse perspectives, identities, lived and living expertise, to find ways of strengthening our health equity efforts across the program.

They are currently recruiting members from across Ontario Health East.

Some perspectives that they are looking for in potential members:

- AccessMHA service provider partners working with marginalized or equity deserving populations
- Organizations who specialize in serving or advocating for marginalized or equity deserving populations
- Lived experience with mental health, substance use health or addiction challenges, past history of service use, and/or experience as a member from a marginalized or equity deserving group
- Experience with system level, advocacy, or partnership work with a specific focus on diversity, equity and inclusion

Today's Take-Aways Continued

If you are interested in being part of this group, please email Rebecca.PhillipsKonigs@theroyal.ca no later than February 13th with the following details: Name, Role, Organization, short description of your experience as it pertains to the bullets above.

Occupational Health and Safety

• On January 9th, Sabine Mersmann and Brent McIntyre joined the MHSRC JHSC to celebrate another successful year of commitment and promotion of safety culture within Mental Health Services. A big thank you to all committee members for the work being done. A special thanks goes out to Rob Wynja for his years of work with the committee. Rob is now enjoying a well-deserved retirement.



Names for photo, from left: Emily Capling, Adrienne Jacyno, Jeremy Paplinski, Sabine Mersmann, Lisa MacQueen, Sheldon Higginson, Jessica Gabrieau, Brent McIntyre, Erica Mulligan, Rachel Lawrence. Missing from the photo is Katie Glofcheski.



• Recently, the electrical plug pictured here was damaged when a bed was moved while the electrical cord was still plugged in.

In a situation like this, Maintenance should be called immediately, even if the incident occurs after hours.

When the internal part of the plug is damaged, there is a risk that the plate could be electrified and be a hazard to anyone who may touch it.

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A Liquidity Services Marketplace



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

LEAN IN

For this month's Gemba Walk which took place February 5th, members of our Senior Leadership Team visited the Stress Test area in Diagnostic Imaging where they were joined by Nuclear Medicine Team Lead Katie Fadock, RT Team Lead Sara McKean-Schulthies and Internal Medicine specialist Dr. Chika Offiah to learn how staffing model improvements for Nuclear Stress Myocardial Perfusion Imaging are helping reduce wait times for our patients.

This type of imaging helps identify areas of the heart which are supplied by healthy arteries and which contain blockages or disease.

In order to get accurate results, patients must be tested while their heart is under stress. This can be achieved through exercise on a treadmill or through an injection of Persantine, a medication which simulates exercise.

During the test, heart rate, blood pressure, and ECG are continuously monitored.

Until recently, an Internal Medicine physician supervised the test, assisted by an RPN. Under this model, wait times were up to nine months and there was a waitlist of approximately 170 patients.

In May of last year, however, a new staffing model based on one used at the Ottawa Heart Institute using a trained RT was implemented.

It was explained that, with a few days of training at the Heart Institute, Sara is now able to conduct the stress test and administer the medication with oversight by Dr. Offiah, who is physically at PRH however not present in the stress lab unless needed. This model enables a total of eight patients to be tested in a single day and frees up the physician to look after patients in the ED or on the inpatient units.

This has contributed to a reduction in non-urgent wait times and we continue to follow our RPN/Internal Medicine model of stress lab coverage with this new model, supplementing coverage.

The wait time is now approximately five months, with continued prioritization of the more urgent cases, and the wait list has been reduced to approximately 80 patients.

Going forward, it is hoped that additional RTs will receive training in order to increase the testing capacity.



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

Inpatient Surgical Occupancy Delay

First, I'm disappointed to have to share that, despite all efforts to see the move-in of our Surgical patients to our new space the week of January 27th, we learned that we have additional issues with the flooring in the shower that are going to delay that timeline – by how much, we aren't sure yet. I know that so many of you have worked hard to prepare this space for our patients and are eager to see the move take place – as am I, but at least by addressing this issue prior to occupancy, it will avoid disruptions once everyone has moved in.



Strengthening Our Relationship With Our Military Partners

On a happier note, I wanted to share details of some great interactions we've had with our partners from Garrison Petawawa in the past couple of weeks.

As you likely know, Garrison Petawawa is Renfrew County's largest employer with over 6,000 regular and reserve force members in addition to 900 Department of National Defence and non-public funds employees.

We have always maintained a great relationship with our military partners and in fact, we are deeply interconnected, not only by the many family ties to members of our own health care team, but also through the health care services we provide to members of the military, and the support we offer in terms of placements for their health care personnel. By working together, we are ensuring that our military neighbours have access to the medical services and skill upkeep that they need in order to maintain their operational effectiveness.

On January 13th, we had the pleasure of hosting Deputy Garrison Commander Lt.-Col. Nicolas Forsyth for a tour and some insightful discussions. During his visit, we discussed how we can continue and further support their members through ongoing placements at PRH that allow them to work within their scope of practice and keep their skillsets up-to-date. Discussions also focused on service flow and how military patients are able to access care at PRH when needed.

Before departing, Lt.-Col. Forsyth also shared with us details about upcoming deployments and how these will impact staffing and the availability of their members to assist our team.

Then, on January 21st, Dr. Tom Hurley, Dr. Pawel Stefanski and Beth Brownlee had an opportunity to tour Garrison Petawawa's health care facilities and were welcomed as presenters at a Continuing Medical Education (CME) event on base which had about 25 participants. This event enabled our team to share important and current information about our hospital's programs and services, with a specific focus on our Diagnostic Imaging services and how those from Garrison Petawawa access these services.

We will now be planning to present at additional sessions in the spring that will focus on specific areas such as obstetrics, general surgery, and orthopedics as well as other ways we can continue our collaboration through shared initiatives.

Plans To Purchase New Hospital Scrubs

The week of January 21st we had a couple of days in the cafeteria where samples of new hospital scrubs were available to see, feel and try on. This is part of our plan to purchase new work wear to replace our current supply and selection which is used primarily by our OR staff and physicians, porters, Environmental Services staff and Pharmacy team members.

Thanks to all of you who came out to view the samples and provide feedback on some of the styles and brands we are looking at.

Our goal is to ensure that the new scrubs are comfortable, practical, and suited to the important work you do every day. Please know that your feedback is crucial as we work to ensure the new scrubs meet your needs and know that there will be additional opportunities to try them on and provide input before we finalize the order.

Additional Masking Requirements

And finally, I want to take a moment to thank each of you for your support of our enhanced masking protocols. Decisions like these are never easy to make and I know that changes like this can be challenging, but they are essential to ensuring the safety of our patients, staff, and visitors.

As we continue to monitor transmission trends closely, I can assure that as soon as it's safe to do so, we will ease these measures. In the meantime, I encourage everyone to remain diligent with hand hygiene and to reach out with any questions or concerns about these measures.

Thank you all for your continued commitment and support. Our hospital thrives because of the dedication and teamwork you bring to your roles each day. Let's keep working together to provide the best possible care to our patients and community.

Project Horizon (Epic)

As promised, I want to share with you an update on our Epic implementation timeline based on the series of events that have taken place over the last couple of months.

It has now been confirmed that we will go-live with Epic at the same time as five other hospitals in the Champlain region - Montfort Hospital, Arnprior Regional Health, Glengarry Memorial Hospital, The Royal and Queensway-Carleton.

As of this morning, we've been notified that a new regional launch date for this project will take place April 3rd and our collective go-live will happen in October, 2026.

This extended time period takes into account the expanded workload to onboard six hospitals, the need to recruit for larger implementation teams, and the lead up training that will have to take place in order to ensure everyone is ready for go-live.

While this delay of close to a year is disappointing, we do recognize the silver lining in that it will mean significant project cost savings and an incredible improvement for staff and physicians with all but two hospitals using the same platform in the Champlain Health Region.

We also anticipate this being a big win for future recruitment initiatives with everyone being familiar with the same system, and it may also open up opportunities for shared programming.

All of that in addition to the benefits for our patients who will be able to access their entire health care journey through the MyChart portal, regardless of where their appointments may take them.

In the meantime, as previously noted, we are continuing on with our work plan, our plan for Epic specific regular communications, and ways in which the delay will allow us to bolster the number of services and systems that can be connected when the time comes.

So lots more news to come and now the countdown begins...again.

Hart Hub

In other big news this week, the province selected the Renfrew County Mesa HART (Homelessness and Addiction Recovery Treatment) Hub as one of 27 opening in Ontario, with the goal of being operational by April 1st.

Along with the County of Renfrew, our hospital will co-lead this initiative which comes with annual funding in the amount \$6.3 million, \$1.3 of which is earmarked for Mental Health and Addictions Supportive Housing.

The Renfrew County Mesa HART Hub will provide a range of services, including:

- *Primary Care*
- *Mental Health Services*
- *Addiction Care and Support*
- *Social Services and Employment Support*
- *Supportive and Bridge Housing Services*

With tight timelines in place, we will be working closely with our community partners and our Mental Health Services team over the next eight weeks or so in order to roll out this model and determine how best to integrate existing services into the Hub.

We plan to do regular communications during that time in order to keep all of you and the public up to date on what this initiative will mean for our community.

Flooding In Tower C

Many of you may not be aware that we experienced a setback with our Tower C Main Entrance renovation project January 26th when water started leaking from a reheat coil in the ceiling above Mulvihill Drug Mart's new space.

Thankfully, a Dialysis patient's family member noticed water coming out from underneath the wall into the waiting room and notified the unit's nurse who then contacted our Clinical Resource.

I want to take a moment to thank all who responded to this urgent situation, from our Maintenance on-call staff who were able to open up the wet drywall ceiling, locate the valves and turn them off, to members of our Environmental Services team who assisted with water containment by deploying wet vacuums, the riding floor scrubber, and fans to help dry things up.

In particular, I would like to recognize and thank Brandon and Mark from Plant Services, as well as Roberta, Rebecca, Lisa and Mark from EVS who quickly responded to the incident and showed great teamwork while containing and cleaning up the water on the floor.

While an investigation into the leak continues, further cleanup was done last week by an external restoration crew who removed all of the wet and damaged drywall. Unfortunately, some of the new millwork in the pharmacy got wet and now has to be replaced and we are unsure of the impact to existing move-in timelines for the Mulvihill team at this point.

National Catholic Health Care Week

This week we are recognizing National Catholic Health Care Week which leads up to World Day of the Sick on February 11th, a day of prayer and reflection for those who are ill and for all those who care for them.

As is reflected in our Mission, our Strategic Plan and our new Vision and Values, we are inspired by a calling to care for all with compassion and humanity and we are driven to improve health care for all who need us, especially those in our communities who are marginalized and vulnerable.

We do so through innovation, by being an advocate for those without a voice, and by being strong partners across our health care system.

On a final note, I want to acknowledge the great deal of troubling news and uncertainty that so many of our residents, families and fellow Canadians are facing at this time.

As we've done before in difficult times, I know that you will reach out to each other and support one another as needed. Support our communities, our neighbors, families and friends.

Remember also that we have resources like our Employee and Family Assistance Program if needed.

Take care,

Sabine

Emergency Preparedness

On January 29th, in partnership with the City of Pembroke Fire Department, the OPP and the County of Renfrew Paramedic Service, our Emergency Preparedness Committee hosted a tabletop exercise involving a helicopter crash scenario on our helipad. This type of exercise is part of a Transport Canada requirement to ensure that the emergency response plan for such an incident is regularly reviewed and updated as required.

After talking through the response to the scenario which included a helicopter in pieces and multiple victims with various injuries, a Code Red on the helipad and a Code Grey due to smoke entering the ventilation system, a number of questions were raised about various aspects of the response.

In addition, a number of action items were put forward including the need for revised Switchboard scripting in response to an incident of this nature, some clarification around how the arrival and departure of the air ambulance is tracked, and how visual monitoring of the helipad can be enhanced.

Thanks to all who participated.



Bereavement Recognition - Did You Know

If you have experienced a loss in your family, the hospital has a *Bereavement Recognition* policy and process in place that includes an option to have an In Memoriam notice posted. For more details, view the policy on our Intranet or speak with your manager.

Happy
Valentine's
Day



This Valentine's Day

Send A Special Treat And Message To A Friend, Co-Worker, Or Yourself!
Or, Buy Some To Take Home For A Loved One Or Your Family.

Candy Grams featuring 3 Lindt chocolates and a personal message, signed or anonymous, can be purchased for \$2 each from the office of Carolyn Levesque (A128 - next to the Foundation).

Candy Grams will be delivered the morning of Friday, February 14th.
Sales run January 31st to February 11th.

**The PRH Food Services Department Is Hosting
A Scratch Ticket Basket Draw Featuring:
A Scratch Ticket Bouquet valued at over \$200**

Basket Raffle

Tickets: \$2 each or 3 for \$5

Tickets can be purchased in The Lunch Box during cafeteria hours.
The draw will be held at 11 a.m., Friday, February 14th.



The Food Services Team would love your help in raising money for one of our co-workers!

*Kristal Graham has a rare eye condition which is causing her to have issues with her sight.
She's unable to work at this time and has been off work for a few months already.*

We're trying to raise money for her to help make ends meet and cover travel costs for medical appointments in addition to every day expenses.



Thanking you in advance for all of your generosity,

The Dietary Team



**As A Token Of Appreciation
For All That You Do
We're Expressing Our Thanks With A
Valentine's Day Cookie & Beverage For You!**

Friday, February 14th

11:30 a.m. to 1 p.m.

In the Cafeteria

**For those working evenings, nights or offsite,
packaged Valentine's Day will be delivered!**

**While you're there, enter your name in our
Valentine's Day Gift Draw!**

**If you can't make it to the cafeteria, forward your name to
pr@prh.ca to be included in the 2 p.m. draw!**

**Help make the day extra festive by wearing
heart-adorned clothing or pink or red!**



**Cookies Made
By
Lauren
Burant
of Killaloe**

CELEBRATIONS

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

- Hello **Terra Bouliane**, Katie Hollahan celebrated you during our status update for your dedication to the ED schedule. She said you already made some great improvements in your short time here. Well done!! Thank you, *Sabine*

- Hello **Peter Payton**, Scott Coombes celebrated you for your great work on the telephone system shut down. He said the shut down went very well due to the thorough preparation and he also acknowledged that you stayed very late two days in a row to be in the Command Centre. Thank you so much for your support!! *Sabine*

- Celebrating **Greg Verch** as well for also coming in and staying late Tuesday and Wednesday night to complete this work, as well as **Jeremy Connor** for his support Tuesday and **Victoria Pezzutto** for her support on Wednesday night. Appreciate it very much. *Peter*

- I would like to celebrate **Mike Godbout and Sheldon Higginson** for working expeditiously to procure a panic alarm for the Staffing and Scheduling team. It's great to work in a place where the wellbeing of our people is a top priority. *Ralph*

- Thank you to the **IT Team (Sharon A. and Ryan SL.)** and **Maintenance Team (Michelle G., Lori B., and Robert L.)** for supporting the HR team in their office moves. Their patience, strength, and speed is appreciated! *Ralph*

- Hello **Mirielle Delorme and Molly Fulton**, Sarah Selle celebrated you today during our status update for the great work you did on the Patient Care Team Driver. She said that you completed all of the planned tasks and that it has been very successful. Thank you for your diligence and engagement on quality improvement! *Sabine*

- We would like to acknowledge the **S.H.A.R.E. coordinators Helen Mcleod and Joanne Ballantyne** as well as **S.H.A.R.E. staff member Debbie Laventure from Renfrew** for their major part in the meal preparation for this past year's Christmas dinner on December 11th. They had worked on the weekend and at other times in order to have the meal ready for our clients. *Kevin Juillette*

- During this week's 1:1 Status Updates, everyone celebrated **Alycia Fraser** for her support over the last few weeks ~ thank you for this!

- Alycia has been so helpful. Being new, it eases my anxiety.

- Celebrating Alycia for providing training for us all.

- Alycia is deserving of being celebrated for her hard work and dedication; this does not go unnoticed. She is a true diamond within the Administrative Resource Team.

Thank you again Alycia for you all your expertise and support throughout our Clinical Admin transition. *Laurie*

- Dr. Phyllis Hierlihy recently celebrated **Sandy Mask and Lisa Gravel (telemedicine)** on how smoothly and efficiently they run their endocrinology telemedicine clinic since it started in 2024. Great Job Team!

- To Kaley Lamarche - I just want to send you a quick note to say the support received from **Kas** last night was outstanding. She was extremely supportive to the resource staff working (myself and Robby) with admissions and our multiple questions, and to Bri with a difficult patient. It was greatly appreciated. Thought you would like to know how amazing your staff are! Thanks, *Cindy Hudder*

- A special message to the **ED/ICU team** for the support they provided to our co-op student.

"I wanted to express that I am more than grateful for the opportunity to work as a part of the team in the ICU and Emerge alongside Unit clerks and nursing staff at the Pembroke Regional Hospital. The experience has helped broaden my knowledge and has contributed greatly to my future career development.

CELEBRATIONS

Working on patient orders has strengthened my multitasking and detail orientation. I had to prioritize some orders urgently while also ensuring all information was correct. Your guidance and support, as well as that of the team, were very helpful in helping me navigate challenges.

This co-op opportunity has solidified my interest in becoming a paramedic and opened my eyes to many other options. I am immensely grateful for the chance to contribute to Pembroke Regional Hospital and to have learned from such a knowledgeable, supportive, and talented team.”

Sincerely, *Paige Greenfield*

• I would like to thank **Kerri Timm Clinical Scholar** for organizing the Education supply room. Everything is neat, labelled and organized! Your dedication to this clean up is much appreciated and this will make pulling supplies for teaching hassle free! Thanks Kerri you're amazing! *Caroline Froment*

• Katie Hollahan celebrated **Sarah Selle** for all of the guidance with Lean huddles. She said she did a great job in training her and explaining the anchor chart. Thank you for all of your efforts in moving this throughout the building and assisting our staff to become more engaged in quality improvement! , *Sabine*

• Beth Brownlee celebrated **Bailey Lance-Provencal** for the excellent work she did at the AMH huddle. She said it was evident that Bailey puts all of her learning into practice! Well done! *Sabine*

• Carolyn Levesque celebrated Britney Plath for her help with our recognition program. She said that she is doing a great job! Thank you so much for supporting our work! *Sabine*

• Beth Brownlee celebrated **Colleen Ferneyhough** for her engagement at huddle and taking initiative to take on some of the improvement projects. Well done for your commitment and courage with leading the way! *Sabine*



Everyone is welcome to join Colleen's family, friends and co-workers for this special tribute.

Anyone wishing to speak as part of the celebration is welcome to contact Garry Engler at 6264.

Remembering

Colleen Morris

A time to celebrate and remember
our Rehab and
Geriatric Mental Health
co-worker

MARCH 4, 2025 2:30-3:00 PM
IN THE REHABILITATION
DINING ROOM
1ST FLOOR, TOWER B

Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By



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the Ace



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Pembroke Regional
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Fondation de l'Hôpital
Régional de Pembroke

RETURNING

March 1st - 31st



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EST. 1982

Roseburg

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the POT
Lottery

WWW.SPLITTHEPOT.CA

Abigail McEwan, Obstetrics

"We would like to thank all of the labour and delivery floor. They changed our lives forever by safely adding our beautiful daughter into the world. We would like to specifically point out the care we received from Abbey who helped me labour all through the night and to Anna who brought it all home. Thank you from the bottom of our hearts."



Kaitlyn Vanasse, Inpatient Physio

"Thanks so much for your excellent work with our patients, their families, and the Rehab team. You do such a fantastic job with kindness, compassion, and enthusiasm. It is truly a pleasure to work with you."



Hailee Liedtke, Obstetrics

"Thank you for the kindness and empathy you provided to me and my family while on L&D. You do a fantastic job advocating for patients. Thank you for all that you do."



Ninia Mejia, Inpatient Rehab

"Thanks so much for your excellent work with our patients, their families, and the Rehab team. You do such a fantastic job with kindness, compassion, and enthusiasm. It is truly a pleasure to work with you."



Upcoming Recognition and Celebration Dates

February

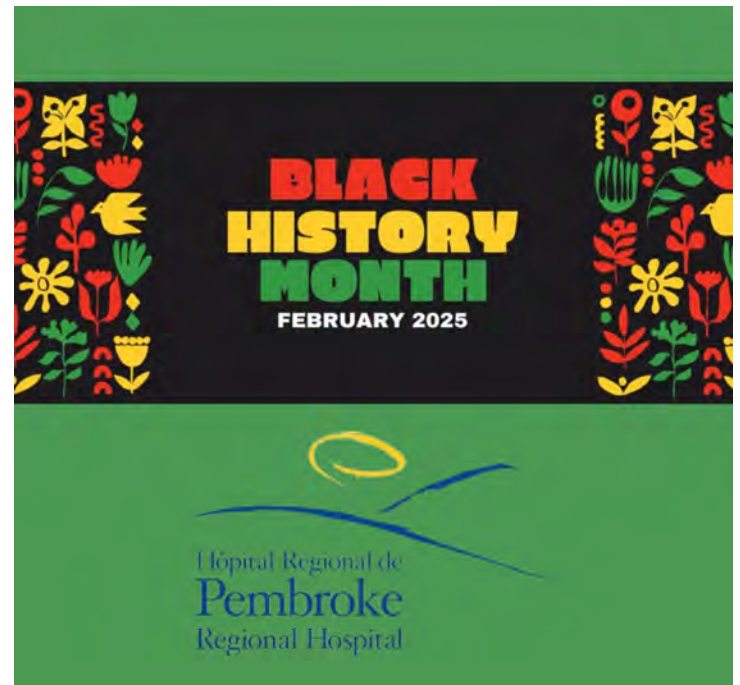
Cardiac Rehab Week - Feb. 9-15

Recreation Therapy Month

Valentine's Day - Feb. 14

World Day of the Sick - Feb. 11

Family Day - Feb. 17



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



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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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