

Today's Take-Aways

Please note that, due to planned vacation, we will be skipping the September 18th edition of The Pulse. This means that the next edition will instead be published on October 2nd.

Wellness Committee

- We are almost at the end of Week Six of the Stepping Into Fall Step Challenge, and the energy is incredible!

As of Week 4, there were some exciting changes on the leaderboard, and it's amazing to see how many steps have been taken so far.

Whether you're leading the pack or steadily climbing, every step counts—and the progress we've made together is truly inspiring.

Together, we've already walked an incredible 20,334,171 steps - enough to take us all the way to Sydney, Australia! After arriving, we celebrated by dipping our toes in the waves at Bondi Beach and even tried surfing (with mixed results!).

🏆 Our top steppers so far are.....

Patricia DeFoe - Obstetrics

Josi Curry - Medical Records

Collinda Elliot - IPAC

Nicholas Crozier - Rehab

Sabine Mersmann - Administration

Shawn Silver - Rehab

Megan Tallon - Diagnostic Imaging

Jeremy Paplinski - Administration

Annie Jahn - Environmental Services

Tressa Crevier - Emergency



Congratulations to our current leaders and don't forget to submit your step count for August 24th through September 6th by 11:59 p.m. on September 8th.

There's still time to join the challenge, so lace up and start stepping!

Our top stepper will receive a brand new pair of running shoes (valued up to \$150), and everyone who participates will be entered into a draw to win a Yeti water bottle.

Today's Take-Aways Continued

Departmental Updates

Clinical Education

- Introducing the Delirium Bundle:

PRH is prioritizing delirium prevention and management this year as a quality improvement driver.

Recognized as a significant contributor to hospital harm in Ontario, delirium poses serious risks, including heightened patient complications, functional decline, increased mortality, and extended hospital stays (Ontario Health, 2025).

In response, we are dedicated to implementing quality improvement initiatives that align with best practices in patient care. To achieve this, we are adopting a bundle approach, which consolidates evidence-based interventions to enhance and standardize care for delirium.

But first, what is a bundle?

Bundles of care group evidence-based interventions to streamline and standardize care for a targeted healthcare issue. Bundles are effective at preventing healthcare-associated conditions and infections and improving patient outcomes.

At PRH, we are committed to this high-impact approach, which will be supported by a robust education campaign and collaborative huddle discussions focusing on different aspects to foster staff engagement and adherence to the bundle recommendations.

Updates to the delirium policy, delirium patient handout, and pre-printed order sets are underway - stay tuned!

But first, what is a bundle?

Evidence-based

Bundles are built upon research findings and best practices, ensuring they are effective in improving patient outcomes.

Structured Approach

They provide a systematic framework for delivering care, reducing variability and promoting consistency.

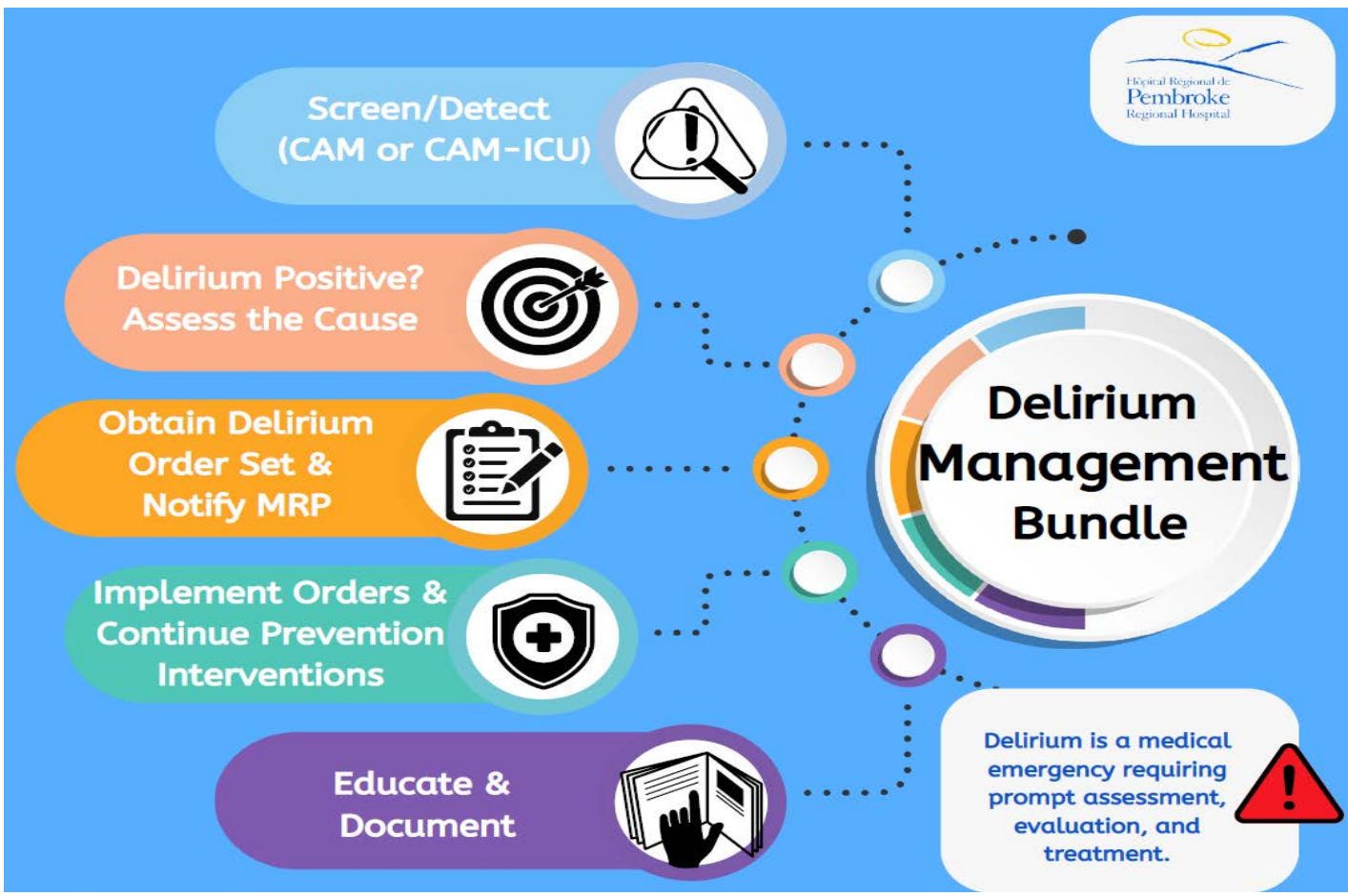
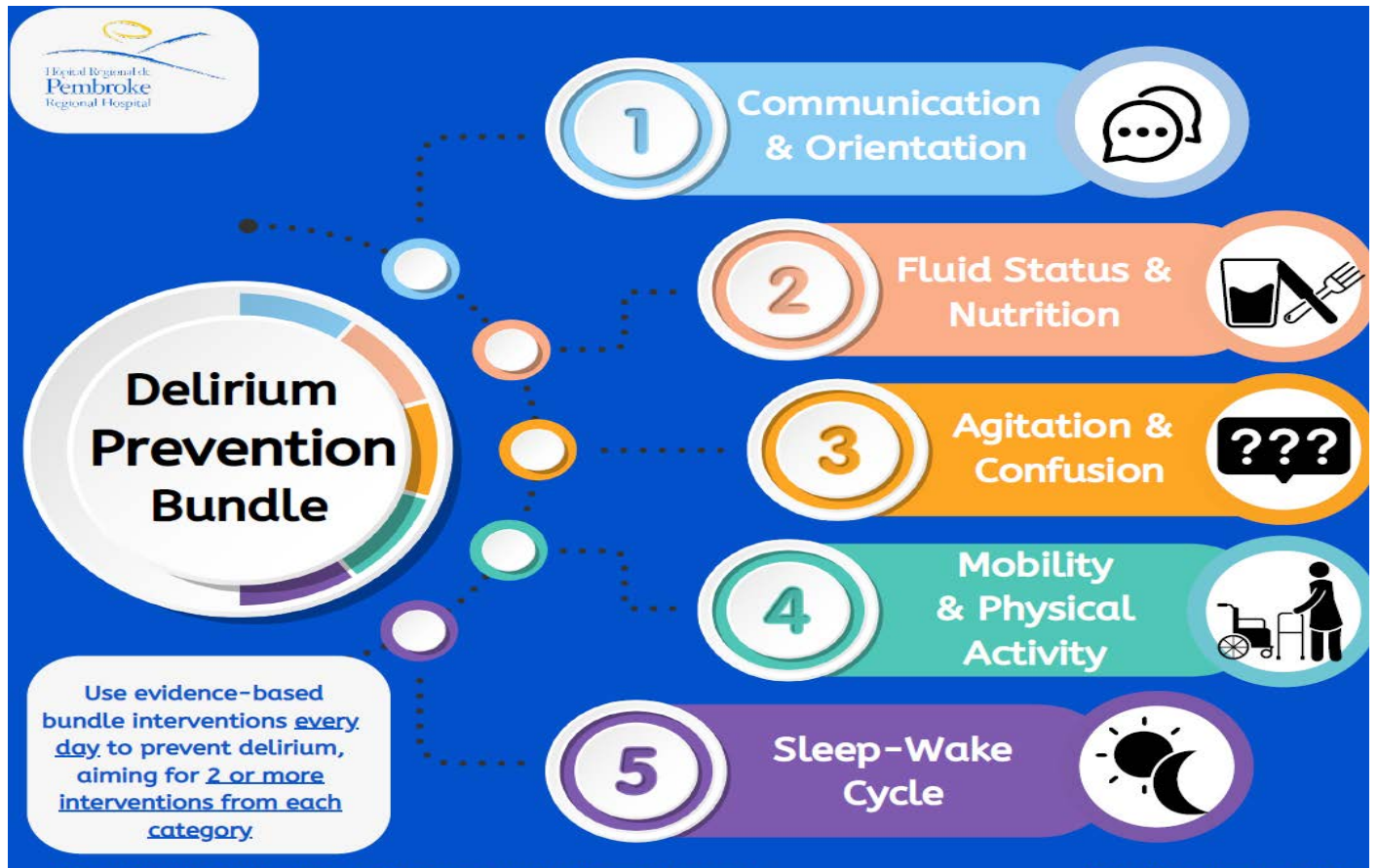
Targeted Interventions

Bundles focus on specific areas of care, such as managing delirium.

Improved Outcomes

By implementing all elements of a bundle, healthcare providers aim to reduce complications, shorten hospital stays, and improve patient recovery.

Today's Take-Aways Continued



Today's Take-Aways Continued

Human Resources

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

Courtney MacLeod (Mental Health Services), Amber McCaffrey (Acute Mental Health), Emily MacPhail (Obstetrics), Chanelle Pilon (Pharmacy), Cole Lacroix-Lyon (Emergency)

- Employee Self Service Update - After three successful months of using the new Employee Self Service Module, which is fully integrated into S&A, we will be disabling the legacy link previously located in Staff Resources.

This change will take effect tomorrow (September 5th), and is part of our ongoing efforts to streamline and improve your user experience.


If you haven't already, please ensure you're accessing Self Service directly within S&A.

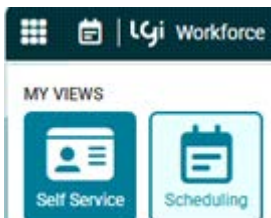
To support this transition, we're sharing a Quick Start guide below.

Quick Start

Once logged in to the application, the default page is the Dashboard of the Self Service view.

Changing View

To change the application View, click on the bento menu () in the top left corner of the application.



Self Service

To update your personal contact information, click on your initials at the top right corner of your screen and select **My profile**.

Select the dollar sign to view your Pay Statements, Benefit Banks and Tax Slips 

If you have any questions, please reach out to: Tanya Parker, Manager, Staffing and Scheduling (613) 732-2811 extension 7101 / tanya.parker@prh.ca

Information Technology

- Please note that due to a large number of threat actors attempting to access accounts remotely, The Ottawa Hospital (TOH) has reduced the Multi-Factor Authentication (MFA) interval for offsite/external access to Microsoft 365 from 60 days to 12 hours for internet-based access. This change is designed to significantly narrow the window of vulnerability and strengthen our overall security posture.



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

I'm very pleased to share that we have received word from the Trillium Gift of Life Network (TGLN) that, for the period of 2024 to 2025, we have received two awards recognizing our hospital's ongoing support of organ and tissue donation.

During this time frame, members of our health care team made 127 notifications to Ontario Health (TGLN) resulting in seven tissue donors which ultimately enhanced the lives of many.

First, for the seventh time, we have received the Hospital Achievement Award – Provincial Routine Notification Rate for achieving a 100% routine notification rate in 2024/25. The routine notification rate is the percentage at which hospitals notify Ontario Health (TGLN) when a patient has died and there may be the potential for organ and/or tissue donation.

We will also be receiving an Award of Excellence for meeting or exceeding the provincial target for routine notification as set by Ontario Health (TGLN) for four or more consecutive years.

Both of these awards are reflective of the great work you are doing. Once we have the awards in hand, we will be making arrangements to celebrate those involved and take some pictures. Congratulations to all!

Securing The ED

I'm also pleased to share that the doors adjacent to triage which lead into the back of the Emergency Department are now equipped with a controlled locking mechanism (swipe card access) - similar to those that we have on Acute Mental Health and in Surgical Day Care.

This change will enhance patient privacy and confidentiality, strengthen safety and security, and help reduce unnecessary traffic and noise, ultimately contributing to a calmer, more therapeutic environment for patients and staff alike.

Our nursing staff, patient service attendants and security guards will monitor and support access for patients and visitors.

In order to assist with the transition to this new access method, signage will be posted.

Thank you for your continued support in creating a safer and more patient-centered ED.

New Vending Machine Will Offer Power Banks For Mobile Device Charging

In order to improve connectivity for our patients, visitors and staff, a new vending machine has been installed in our ED waiting that will offer rental power banks to charge mobile devices.

JOOS Power Bank Mobile Chargers will offer patients, visitors, and staff the option to rent a portable power bank, equipped with cables compatible with all devices. Due to the limited availability of power outlets at PRH, these portable power banks will help alleviate the concern and worry our patients and visitors may experience when they are in our facility for an extended period of time and have no way of charging their phones.

JOOS will be contributing a portion of the rental proceeds to PRH while ensuring those in our care have a way to connect with family and loved ones.

More details about the rentals will be shared through public communications once the machine has been installed and as an added bonus, staff will be able to trial these rentals free of charge until September 30th using a special code which will also be shared once the machine is in place.



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

On August 26th, I was pleased to welcome in Suzanne Madore, President and CEO of St. Francis Memorial Hospital and Renfrew Victoria Hospital who was on site Tuesday. I want to share that, as I toured her through our hospital, how impressed she was with our facility and the many services we provide. She also remarked on the friendliness of all the staff and physicians we met along the way.

We are currently exploring several opportunities for collaboration between the hospitals which is very exciting.

Lessons Learned From Last Week's Code Grey

As some of you may know, we experienced another Code Grey on August 20th.

Peter Payton met with our Senior Leadership Team August 27th to provide a debrief on the incident and a summary of improvements being made that will hopefully mitigate future occurrences.

It was explained that our hospital's computer network includes computers called network domain controllers which act as the brain between Windows server domains and local PC's. This allows users to log in and access applications on these servers.

Because we were running low on storage space on one of these domain controllers, our IT team took it offline to add more capacity. When attempting to reboot the controller, issues were encountered that affected access to many of the servers on the network including ADU's, computer address allocation (DHCP), remote login access, Citrix access etc. Thankfully, this was resolved the same day. In order to help prevent this from happening again, IT has now distributed these services over multiple domain controllers and multiple virtual logical overlay networks (Vlans).

Thanks to all of you for your patience during this and to our IT team for their efforts.

Accreditation 2027: Our Journey Ahead....

Looking ahead to spring 2027, we're excited to begin preparing for our upcoming accreditation survey. This will be a short-notice survey conducted by Accreditation Canada, meaning we'll receive just 10 days' notice before the assessment begins. This approach is designed to provide a real-time snapshot of our operations and culture, and it gives us a unique opportunity to demonstrate the exceptional work we do every day - exactly as it happens.

The survey will assess all standards across our organization. Preparation will include departmental reviews and self-assessments, giving us the chance to reflect, align, and elevate our practices. This is a valuable opportunity to reinforce our commitment to continuous quality improvement, ensuring that our systems and practices evolve alongside emerging standards and best practices.

This is not just about meeting standards - it's about identifying opportunities to improve, embracing new best practices, and continuing to deliver safe, high-quality care.

Our journey will be supported by Epic, which will be a powerful enabler in helping us demonstrate alignment with accreditation standards. As we prepare, we'll keep in mind what our documentation environment will look like in 2027, ensuring everything we do now sets us up for success.

There are exciting things ahead, and we're committed to sharing updates and engaging our teams as we move forward together toward Accreditation 2027.

The Value Of Our S&A Mobile App

As we continue to evolve and improve how we work together, I also want to take a moment to remind you about a simple but powerful tool that helps us stay agile and connected: our S&A (Scheduling & Analytics) mobile app and the S&A calendar.

These platforms are designed to make it easier for you to view and bid on unstaffed shifts - quickly, efficiently, and without needing to rely on phone calls from the Staffing Office or your manager. By using these tools, you're not only helping streamline operations, but also ensuring that staffing decisions are made fairly and transparently.

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

I encourage everyone to make the most of these resources. Your engagement with the app and calendar directly supports our commitment to operational excellence and empowers you to take control of your schedule.

Let's continue to lead with innovation and collaboration.

Welcome Project SEARCH Interns

Last week I had the pleasure of engaging with a Project SEARCH national representative who was here from Pittsburgh to visit our hospital and prepare our team to welcome five Project SEARCH interns who started yesterday.



Project SEARCH is a 10-month school to work transition program for students aged 18-21 with intellectual and developmental disabilities. The program enables them to find competitive employment by immersing them in the employment environment. We are thrilled to partner with the Renfrew County District School Board (RCDSB), Community Living Upper Ottawa Valley, and Petawawa Military Family Resource Centre (PMFRC) on this program. This initiative highlights our commitment to addressing unmet needs in our community, particularly by supporting a group that, despite their many talents and capabilities, often faces underemployment.

Please join me in giving a warm welcome to the interns and instructors of Project SEARCH and say "Hi" when you see them out and about over the next 10 months.

Project Horizon Updates

- Please note that Shelley from IT is in the process of collecting an inventory of all computers and printers that we have in each area of the hospital.

Once completed, the TOH *Epic* team will provide us with a "deficiency" list. We will review this list with each of the departments and decide what needs to be purchased and where to locate those purchased items. This exercise will likely take place October/November. Stay tuned

- If you have other questions, suggestions related to Project Horizon and our *Epic* implementation, we now have an email address you can use to direct these. projecthorizon@prh.ca

- In addition, for all of your *Epic* communications needs, we will soon be launching a Project Horizon closed Facebook group - set up like "The Loop". Once in place, we will advertise the group and encourage all of you to join for an *Epic*-specific news feed.



CELEBRATIONS

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

- Huge thanks to **Anna Rochon (3rd Medical)** for going full superhero nursing mode with some top-tier overnight problem-solving - this tired doc is seriously grateful! Thank you, *Dr Anne-Marie Savoie*

- I wanted to celebrate a recent Code Stroke that occurred on August 12th that arrived from Renfrew to PRH. **Tyler Burgess and Melanie Loveless were the Paramedics, with student, Victor Landry, accompanying.**

This patient arrived and had significant language deficits, while also having English as a second language. The stroke assessment was particularly challenging to navigate, while also trying to establish what the patient's baseline language and functional status was.

Tyler knew this client from the community paramedic program and was able to provide us with the patient's baseline functional status and could easily identify what symptoms were new, and that the patient was very independent at baseline.

Having this critical information was so very helpful in the Code Stroke process and bridged the gap between community and hospital. The continuity of care that occurred was so valuable, not only for us as a receiving facility, but also for the patient having a familiar face that could be his voice, when his speech was so significantly impacted by stroke.

Dr. Eason and Zach Villeneuve, RN, ran the Code Stroke and there was excellent communication and collaboration throughout.

Just wanted to highlight the wonderful teams we have working to ensure our community has timely access to stroke assessment and management. *Hope Proctor*

- Huge shout out to **Judy Sack (Materials Management)** for catching an error on a Cardinal purchase order - great job!

- Thank you to **Judy Sack (Materials Management)** for the ice coffees and to **Jason** for the ice and creamer for the coffees.

- I'd like to celebrate the **warehouse staff, particularly Judy and Jason**, for working in very warm, uncomfortable conditions over the last couple of weeks.

- I wanted to recognize and celebrate **Judy Sack (Materials Management)** for her protective approach in checking on any OR orders that come in at the end of the day. Her initiative in ensuring that nothing is urgently needed for the following day is greatly appreciated. This level of attentiveness is incredibly helpful and provides added support should anything arise in the evening that requires attention before the next day. Thank you Judy for your dedication and foresight - it truly makes a difference.

- A special shout out to **Ralph Hatem (HR)** for treating the Materials Management staff at the warehouse with McGuire's Donuts August 22nd. Much appreciated for making the trip over and providing us with this surprising treat. Thank you for the thoughtful gesture.

- Celebrating **Kathy from Cardiac Rehab** for her easily accessible and detailed stats for the program, prepared for OHI. Her hard work allowed easy access and easily understood statistics to present to the Allied Health team.

- Celebrating **Bailey and Andrea H. in HR** for all the work it took to get our summer student started so quickly. It was a last minute request and they both jumped in to get it done. This meant that he could start right away on some project work. It made a big difference. Thank you, *Beth*

- On July 17th thanks to **Kevin from Occ Health** for coming in on a Friday night and staying into the early hours of Saturday in the ED.

- Thanks to **Mark P. from EVS** who is always there to help when needed. *Kaitlyn*

CELEBRATIONS

- Congratulations to **Lauren Anderson from Surgical Day Care** on successfully completing her NCLEX.

- Welcoming **Ashley Duhn** to Obstetrics as our new manager as well as **Rebecca and Grace** to the Obstetrics team.

- Celebrating **OR, Surgical Day Care, POAC, clerks, porters, Perioperative Program** - CHEO wanted to extend their gratitude for our partnership and celebrated all the team on their hard work, initiative, kindness and collaboration.

- Celebrating **Becky from Medical** for her great assessment skills that helped catch a stroke on her patient on July 16th.

- Celebrating **Dr. Payne from Rehab** for spending the week of July 11th with the Rehab team. Our Rehab patients were fortunate to receive your wonderful, expert care. The Rehab team enjoyed collaborating with you on the care of our patients.

- On July 15th, my departments had multiple sick calls that I had to make calls for. **Kayla from Staffing** paused what she was doing to offer to help me get them done quickly. *Boston*

- **Thalia from Staffing/Scheduling** is amazing. Always helpful and committed to doing her job to the best of her ability. She is pleasant and I love hearing her voice if I call because I know that I will get resolution to whatever issue I am facing.

- Thank you **Bailey and the staff of AMH** for providing us with informative and interactive training sessions. Your expertise and engaging approach made the material easy to understand and apply. We appreciate the time and effort you put into making the training both effective and enjoyable. The medical unit thanks you for your support!

- Please send a huge THANK YOU to **Jennie Mainville**, who came in to help at 3 am till 6 am. The only RT, Alyssa, needed to go out with an intubated patient, plus there was a baby on CPAP and another intubated patient in ICU. Also thanks to Katherine for travelling with the patient and Sarah Barber for coming to ED for assistance. Thanks *Connie Chippure*

- A big thank you to the dedicated staff who are rolling out education on the safe use of restraints.

Your leadership and commitment to learning are making a real difference in enhancing both patient and staff safety across our hospital.

By empowering our teams with the right knowledge and practices we are fostering a safer and more compassionate care environment.



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LEAN **IN**

On August 27th, as part of the Senior Leadership Team's monthly Gemba Walk, a visit was made to the multi-function room on the ground floor of Tower D in Ambulatory Clinics, where the clinics team has been making improvements to support patients who may feel unwell or prone to fainting during or following a procedure.

As part of our commitment to continuous quality improvement, this initiative was developed after identifying a need for safer post-procedure supports and processes.

As background, it was shared that the multi-function room is regularly booked for use by a number of family physicians and specialists for a variety of minimally-invasive procedures.

Anecdotally, it was revealed many patients arrived with limited awareness and/or understanding of the procedure taking place, thinking instead that they were coming for a consultation. This may lead to increased anxiety and feeling unwell once the scope of the appointment is understood, especially if they are predisposed to that type of reaction.

In addition to working with the physician and specialist offices on ways they can better communicate what the patients should anticipate at their appointments, nurses and physicians seeing patients in the multi-function room now have a vital signs machine stationed in the room, as well as easy access to cold cloths, a fan for increased air circulation, snacks and beverages, and a reclining recovery chair with a call bell for those patients who need to stay for some extra time in post-procedure.

Signage has also been posted in all patient areas to encourage those who may feel unwell to stay seated and to tell their nurse or doctor about their condition, reinforcing the verbal instructions that are given to this effect. The reclining chair can be brought right into the multi-function room and the patient can be transferred into the chair and wheeled into the waiting space where they are encouraged to stay until they feel well enough to leave.

The team is also seeking patient feedback on whether or not this signage and verbal messaging is helpful and if there are other ways to ensure that patients not only disclose their predisposition to fainting during procedures but also to not feel uneasy about speaking up if they become unwell.

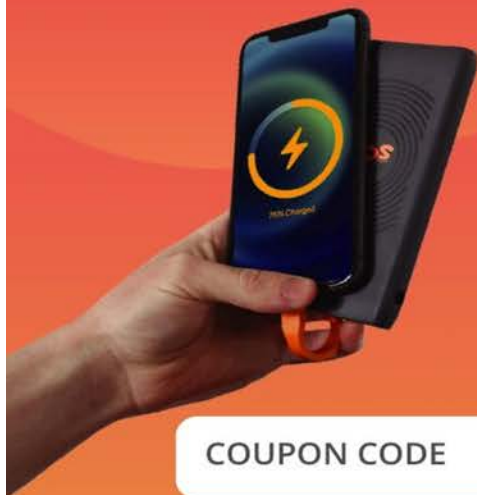
And lastly, team members now ensure that their co-workers know if someone isn't well after an appointment, and staff orientation to the multi-function room includes a checklist of items that might be required.








Free Coupon

PEMBROKE REGIONAL HOSPITAL STAFF ONLY



GRAB A POWER BANK!

COUPON CODE PRHstartup

-  3hrs free
-  Use up to 2 times per day
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HOW TO USE?

Step 1: Download the Joos App.



Step 2: Scan the QR code with the Joos app. Your coupon will be added to your Joos wallet. When renting a power bank, apply the coupon at the 'Confirm Rental' page.

Step 3: Grab a power bank!

Step 4: Press the silver 'Return' button on the Joos station to return your power bank.

Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Presented By

OK TIRE

Catch
the Ace



PROGRESSIVE LOTTERY

Week 12

\$74,000.00

Estimated Jackpot if the Ace of Spades is caught



**Dr. Brent Deveau,
PFMTU**

"You saved my dad's
life, thank you."



**Kevin Heideman, Occupational
Health**

"He has been a caring person: cared
about me getting back to work when
no one else did. My angel supported
me every step of the way."



Emma Lindsay, Rehab Physio

"Emma thank you so much for advocating for me to go to in-patient
physiotherapy rehab. Without that and your amazing efforts one on one with
me, I wouldn't be progressing to the point I have now. I so very much
appreciate all you have done for me! A job well done and keep up the good
work. You truly are my guardian angel."



**Livia Andrews,
Acute Mental Health**

"I'm so proud of the
hard work, kindness
and compassion you
show to your rehab
and AMH patients.
You are going to be
an amazing nurse."



**Brooke Parks,
Outpatient Rehab**

"Thank you for keeping us
afloat this summer, and
going above and beyond to
help the clinic run smoothly.
Your always positive
presence in the clinic will be
missed! Good luck back at
school!"



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

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

CABINE DE REPOS - REST CABIN



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



THE WELLNESS COMMITTEE PRESENTS
YOGA & MEDITATION

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BRING YOUR OWN MAT



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DATE: SEPTEMBER 10,
2025
4:30 PM
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GUIDED MEDITATION
DATE: SEPTEMBER 22,
2025
3:00 PM
OUTPATIENT GYM



Sign Up Today!

Scan QR Code or Email - Humanresources@prh.email

Upcoming Recognition and Celebration Dates

September

Grandparents Day - September 7
World Suicide Prevention Day - September 10
Air Ambulance Week - September 9-15
Environmental Services and Housekeeper Appreciation Week - September 14-20
National IT Professionals' Day - September 16
National Rehabilitation Day - September 20
Rosh Hashanah - September 22 to 24
Franco-Ontarian Day - September 25
National Day for Truth and Reconciliation / Orange Shirt Day - September 30

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

STEPPING INTO FALL

July 28 to September 22



Bi-Weekly Leaderboards, Friendly Competition, and New Running Shoes For Our Top Stepper

How to Join:

- Sign up by emailing humanresources@prh.ca
- Tracking starts July 28, 2025
- Use your preferred step tracker
- More information will be provided after you sign up

Let's Step Up Our Wellness Together!

Don't forget to submit your next step tally on September 8th for the period of August 24th to September 6th.

It's still not too late to register!

The challenge runs until September 22.

Full details will be provided once you sign up.

To sign up, please email humanresources@prh.ca with your:

- First and last name
- Department
- Method of tracking your steps (e.g., phone app, smartwatch, pedometer)

All participants will be entered into a draw to win a secondary prize!

The highest stepper will receive a new pair of running shoes (up to a max. value of \$150).

If you require an accommodation to participate or you would like help locating a method of tracking steps, please reach out to coursmith@prh.ca.

Let's step into fall together!

PRH Sunshine Gift Shop

2025 FALL FASHION SHOW AND LUNCHEON

DOORS OPEN 11:15

Lunch Served at 12 PM

Show begins at 1:00

SEPTEMBER

24

Wednesday

Our Lady of Lourdes Church

Tickets are \$25 at the PRH Gift Shop (only 100 Available)

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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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