

Today's Take-Aways

Infection Prevention and Control

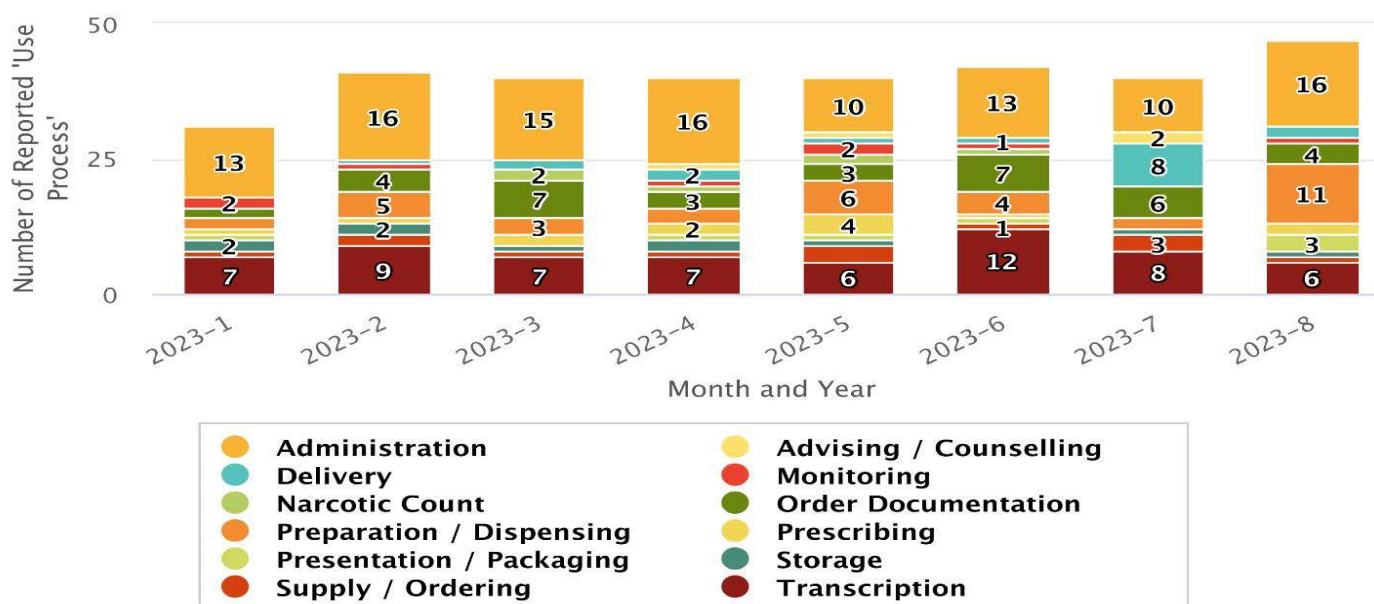
- Within our region, many hospitals have reported an increase in staff and patient cases of COVID-19 as well as COVID-19 outbreaks. This is resulting in many hospitals reinstating universal masking requirements. At this time, our staff and patient cases remain stable at PRH. The Infection Control and Occupational Health teams will continue to monitor this situation closely and changes to masking requirements will be made as indicated. As always, if you are feeling unwell, remember to self-screen prior to arrival at work.

Occupational Health and Safety

- Following the contact tracing done in connection with the recent Group A Streptococcus cases, a number of staff were identified as potentially exposed. IPAC and Occ Health would like to remind staff that posted precaution signs for patients list the proper PPE to wear. If you are missing any of the PPE listed, you are not only exposing yourself, but potentially exposing co-workers and family members. Please ensure that these precaution signs are read and adhered to.

Patient Safety

- In the month of August, we have seen an increase in the number of medication related RIMS reports. The majority of these have been medication administration errors (ie missed doses of medications, or wrong dose given) and dispensing errors (delays, or missing a medication). In addition, transcription errors frequently account for many of the medication errors that occur, and it is important to complete night checks as another line of defense to keep patients safe.



Today's Take-Aways Continued

Thank you to those who took the time to report into RIMS. This data is shared with the Medication Management Committee as they continually look for ways to improve patient safety regarding medications.

Emergency Preparedness

- A mock Code Silver exercise will take place on the Obstetrics unit on Tuesday, August 29th at 2 p.m. This exercise will not be announced overhead and will instead be a unit level tabletop exercise which will include participation from frontline staff. The exercise will consist of the unit team getting together to discuss the policy and what steps they can take if they were to encounter a person with a weapon on their unit.

We encourage everyone to take the time to review the Code Silver policy. Emergency preparedness plays an important role in keeping the workplace safe. If you have any questions about Code Silver, please reach out to your manager for support.

Departmental Updates

Emergency Department

- Improved Door to ECG Process - The ED is trialing a new process for patients who come to the hospital with chest pain. In an effort to reach the provincial target of 10 minutes for door to ECG, patients who identify chest pain on arrival will have an ECG completed by a designated RPN and reviewed by a physician prior to triage. In the event that there are critical findings, treatment will begin immediately; otherwise, the patient will return to the waiting room for triage and be cared for according to our current processes.

Intensive Care Unit

- Bedside Shift Report - To further improve patient care, the ICU is endeavoring to implement routine Bedside Shift Report this fall. Bedside shift reporting follows patient safety best practices for shift changes; it occurs when the nurses going off and coming on duty meet at the patient's bedside to talk about individualized care plans and perform a safety check. This gives the patient and family an opportunity to meet the nurse taking over care, ask questions, and share important information.

Maintenance

- Please be advised that loud noise can be expected between the hours of 0830 to 1030 and 1530 to 1730 Monday to Friday as the work with the Day Surgery Project begins in the Tower A 3rd floor south wing. The noise may resonate throughout the building and will be most notable on the 1st, 2nd and 4th floor south wings.

Hearing protection is available for those staff and patients who require it. This is available at the Nursing Stations or contact Occupational Health. Your understanding is appreciated. As previously noted, with each step in the project, we are getting closer to completion.

- Please note that the AMH deck will be closed all day tomorrow (Friday, August 25th) for safety reasons. The contractor for the Surgical Project will be installing window frames on the 3rd floor over the courtyard. We appreciate your understanding and regret the inconvenience.

- Please note that there will be a localized water shutdown in Tower A on Monday, August 28th from 10 a.m. to 12 noon. The areas affected will be the Kitchenette (Nutrition Room) and Staff Washroom (A238) on the 2nd floor, the Kitchenette (A443) on the 4th floor, and the Washrooms and Housekeeping Room (A536 & A537) on the 5th floor, all located in the south wings.

This is required for demolition around the water lines on the 3rd floor.

We appreciate your understanding and regret any inconveniences.

Today's Take-Aways Continued

Mental Health Services of Renfrew County

• Our client group requiring Long Acting Injections (LAI) for the management of Schizophrenia has been steadily growing in number, often because these clients have been left without family doctors to provide the service. The growing number of clients in need of this service has, in turn, placed pressure on our team to administer them.

To alleviate some of this pressure and strain on our resources, our team has now partnered with Doug Butchart from Janssen Pharmaceuticals and some local pharmacies in order to expand the pharmacy role in administering these injections for local clients. Such a partnership has been successful in other locations.

To facilitate this, three pharmacists from Rexall Pembroke (across from the Pembroke Legion) are receiving education and training. It is hoped that, in a gradual rollout, the pharmacists will be able to offer walk-in injections free-of-charge so long as the clients obtain their regular oral and injectable medications at that location.

Should this be successful, it is hoped that the service could be rolled out to other pharmacies in more rural parts of the county in order to improve access.

This partnership will result in care closer to home for some clients as well as reduced travel time and costs. It will also make use of the pharmacists' full scope of practice, and enable our team members to focus on other areas of client needs.

CELEBRATIONS

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

Here's a couple of *Patient Safety* and *Quality of Care* Celebrations from June! For more recent ones in these categories, be sure to check out the Celebration board in the cafeteria!

• Celebrating **Trista and Jessica** and their willingness to help with another staff member's patient when she was having lots of things going wrong. Trista assisted with washing three of their patients while Jessica helped with transfers.

• Celebrating **the MDR team** for perfect RESI testing! Way to go!

• I would like to celebrate **Ayla Dery, Melanie Scott and Mark Dumouchel** for stepping up and assisting me in cleaning up a formalin (tissuffix) spill in the Charlie Room. It seemed that every time they brought me an item, I was sending them off to get me some other item. *Sheldon Higginson*

• Recently, some members of the Mennonite community inquired if there was some place where they could "park" their horses and get water for them. I'd like to recognize **Colleen Ferneyhough, Steven Wright and Cheryl Summers** who toured the grounds with me to find a suitable spot. *Sheldon Higginson*

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

Labour Day - September 4

Rosh Hashanah - September 15-17

Environmental Services and Housekeeper
Appreciation Week - September 10-16

National IT Professionals' Day - September 19

Grandparents Day - September 10

National Day for Truth and Reconciliation /
Orange Shirt Day - September 30

Connecting with the CEO - In Case You Missed It

August 11, 2023

In September I will be introducing a new monthly event that I hope will provide us with a great opportunity to connect and engage, both personally and professionally.

The monthly Lunch with the CEO program will provide an opportunity for eight staff to join me for an onsite, informal meal where there will be a chance to ask questions, share work experience, bring forward improvement ideas, discuss how PRH can do better and learn a few things about each other.

The program will be supported by our Management team by ensuring that participants have the time to take part.

The selection process for this program will be two-pronged. First, we are hoping that many of you will put your name forward as an expression of interest in being part of this communication activity. Those interested can submit their names to .

We will also look to invite those staff who have been celebrated within the organization, at least to start. We do hope that we will have more staff than openings each month, therefore eight names will be drawn and invitations will be sent out by email a week before each event.

While participation is by no means mandatory, I truly hope that many of you will have an interest in this or be open to accepting the invitation when it comes your way.

All of you, through your individual roles, make a difference at PRH and are a valuable part of our health care team. This is one of the ways I am able to say thank you for the work that you are doing while also hearing from you about ways to improve the care and service we provide each and every day.

I look forward to this opportunity and to getting to know many of you in a more personal way.

Sabine

August 18, 2023

In last week's edition of The Pulse newsletter, you might have noticed a celebration around our cancer surgery wait times recognizing the great work of our OR team, OR booking clerks, POAC, staff, physicians, physician admin staff, and our Decision Support team.

I wanted to take a few minutes to provide a bit more detail on this and what it means for our patients.

Regionally, over 8,500 people are newly diagnosed with cancer every year. Reducing the impact that cancer has on our population is one of the missions and visions that unites us together as health care professionals, researchers, and leaders.

We do so, collectively and continuously by improving the care we provide and advancing new therapies as part of a refreshed Regional Cancer Program strategy, while keeping the patient and their loved ones at the centre of our compassionate approach.

Over the past year alone, there have been countless quality improvement initiatives linked to this strategy in the Champlain region - from cancer screening programs and diagnosis to novel treatments and supportive care, our teams are improving the way we care for those affected by cancer.



Connecting with the CEO - In Case You Missed It (Continued)

At PRH, in addition to a wide variety of cancer-related services that are provided, over 150 patients annually receive elective cancer surgery treatment in our operating rooms, while many other oncology procedures are performed on an outpatient basis.

In order to improve the service our patients receive, cancer surgery wait times are monitored internally, regionally and provincially. This data is measured against benchmarks and timelines that are set to represent the best possible outcome for our patients.

It is our responsibility to work collaboratively to meet those timelines.

For this specific celebration, we recognized a 17.7% improvement in our "Wait Time 2 (From the time the decision is made to treat until the patient receives their surgery in the OR)" for the first quarter of this year (April to June 2023). This meant that 93% of our cancer surgery patients had their surgery within the target timelines which could range from 14 to 84 days depending on the assigned priority level. The provincial target is 90%.

Ensuring that all patients, not only those scheduled for cancer surgery, receive their appointments in a timely fashion has always been a priority not only for our hospital, but for our region.

Unfortunately the pandemic caused major disruptions and delays in being able to meet these timelines and only now, thanks to the work being done across the Champlain region and by our own team, we are working diligently to meet targets.

It should be noted that for cancer surgery we also monitor "Wait Time 1" data which represents the amount of time it takes for a patient to have their first consultation with a physician. Depending on the assigned priority level, patients wait between 10 and 35 days for this to take place.

All of these data points, and those in other areas of the hospital are extremely important and helpful to track as they help guide decision-making and planning to improve access to care for surgical and other patients.

As I'm sure many of you know, especially those who have been involved in a cancer care journey, improving the wait time for any cancer care surgery is just one of the tremendously important things that we can do for our patients.

I once again want to thank the whole team for ensuring exemplary care and access for our patients!

Sabine

Christmas PARTY



Save the Date - Friday, December 1st

This date has been reserved for the *Staff Association Christmas Dinner and Dance* at Germania Hall.

The event will consist of:

- Catering by Ullrich's
- Music by DJ Big Mike of VSM Entertainment
- Decor by Creative Perspectives

We are excited to finally see the return of our Christmas party! Hope you will join us!



LEAN IN

As part of their monthly Gemba Walk, members of Senior Leadership met with the Clinical Education team and some of the Clinical Externs on August 22nd to learn about their experience working at PRH over the past several months.

Funded through the Ministry of Health, the Clinical Extern program is an exciting opportunity for post-secondary students enrolled in certain health care fields to participate as a member of the hospital's health care team while supporting direct patient care and providing clinical unit support.

Since May, 20 Clinical Externs have worked in departments across the hospital - including Rehabilitation, Medical, the Emergency Department, Acute Mental Health and Surgical. The Externs range from first to fourth year RN, RPN and paramedic students and are enrolled in many post-secondary schools across Ontario. Six of the Clinical Externs will be continuing their externship (on a casual basis) until March 2024.

The Clinical Externs could not express enough how valuable the hands-on experience they have gained over the past several months has been. The externship enabled them to enhance their skills and learn many others, build therapeutic relationships with patients, gain a better knowledge of pharmaceuticals, observe procedures and medical conditions they have never seen before, and gain confidence in working in a hospital setting.

They credited the staff and physicians at PRH for graciously welcoming them to their units and for their willingness to teach, mentor and support them during their time here.

Members of the Senior Leadership Team extended a huge thank you to the externs, the staff and physicians and the Clinical Education team who worked so hard to make this a success.





Farmstead Cheesehouse is located at 2545 Greenwood Rd.

Their specialty is small batch artisan cheeses made on farms in Ontario and Quebec, locally roasted coffee done the way you like, and authentic Italian gelato produced on-site by a local girl who trained in Italy!



End Of Summer, Hospital-Wide Frosty Treat Day

Featuring A Small Cup (3 scoops) Of Farmstead Gelato

Wednesday, August 30, 1-4 p.m.

(The Lunch Box, Tower A, 2nd Floor)

While supplies last, you will have a choice of up to three flavours:

Sorbetto Dairy-Free Fruit Gelato - Lemon, Strawberry-Rhubarb

Milk-based Gelato - Salted Caramel, Chocolate Hazelnut, Apple Pie, Coconut

Please note that this is not a Staff Association event - no pre-orders are being taken. This staff appreciation event is compliments of the Pembroke Regional Hospital.

Please note that when picking up for others, the gelato will have to be stored in a freezer if it isn't being consumed right away.

For those staff working offsite that are unable to stop by, Managers are encouraged to make arrangements for the purchase of a similar treat and email carolyn.levesque@prh.email for reimbursement.

Frozen ice cream treats will be delivered to the units for night staff.

Pembroke Regional Hospital's

GOT TALENT



We want to showcase the people we have at PRH and the work you do through an informative series of video vignettes.

If you have an interest in being one of those we feature, please email your expression of interest to: carolyn.levesque@prh.email

Please include your name, your department, a brief outline of what you enjoy most about your work at PRH and why you would like to be featured.

CONSTRUCTION CORNER

Construction on the *Day Surgery Project* is moving along at a steady pace.

- The Medical Air shutdown which took place Aug. 15th went very well, and the hospital is now running on a new Medical Air pump system.
- In about three weeks we will be performing a campus wide Medical Vacuum shutdown which will last about eight hours in order to replace the aging vacuum pumps.
- As a result of delivery delays and manpower challenges, the scheduled completion date for Phase 2 of the Day Surgery Project has been changed to Nov. 1st.
- The terrazzo flooring will be completed in the west wing this week.
- Medical gas headwalls have all been installed and connected.
- Heating panels have been installed in the north wing.
- The abatement of the south wing is now complete, and demolition is in full swing creating a lot of noise for the next few months impacting the floors below.

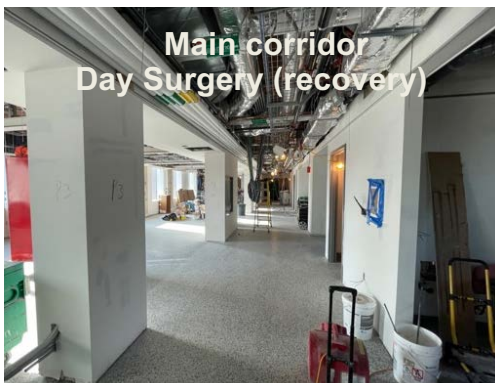
The Tower B roof replacement is moving along on track with the crush stone ballast being installed during the week of Aug. 21st.

- Next to be installed will be the new metal flashing and the reinstallation of the solar panels.

The 4th floor south wing Obstetrics renovations are moving along with completion anticipated in mid-September.

The 5th floor Tower A *Cancer Care Project* is experiencing some mechanical control issues, but all the bugs should be worked out soon.

The Tower C *Main Entrance Project* was tendered and came in over budget. The hospital, consultants and the contractor are working together to see where they can reduce the cost so that we can award the tender and proceed.



Main corridor
Day Surgery (recovery)



Demolition in progress on
3rd floor south wing



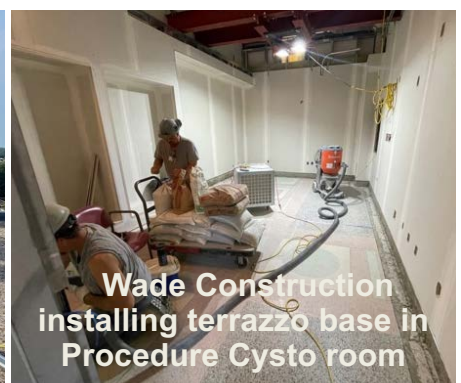
Contractor placing
gravel as part of the
Tower B roof replacement



New mechanical equipment
on the roof of the old chapel



The new isolation room
exhaust fan on the south
wing roof



Wade Construction
installing terrazzo base in
Procedure Cysto room



Sunday, September 10th, 2 p.m. at the Pembroke Golf Club

Register as a team of 2 or 4. Registration Deadline is Sept. 5th.

Cost: \$30 Per Staff Association Member, \$45 Per Non-Member

Cost includes 9 holes of golf, power cart rental and catered dinner (burger/salads).

For questions or to register, contact:

Carolyn Levesque

Ext. 6165 / carolyn.levesque@prh.email

Julia Reddy

Ext. 6530 / julia.reddy@prh.email

Club Rentals Available for \$10

Call (613) 732-1665 to reserve.



PRH Staff Association Treat Day

Featuring A Bag Of 1/2 Dozen Of McGregor's Corn



Distribution Time/Locations:

Wednesday, September 13th.

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

(The Lunch Box, Tower A, 2nd Floor)

PLEASE TAKE NOTE:

1. Everyone needs to pre-order, either as part of a group or individually.
2. Pre-orders must be submitted by email to pr@prh.email by 4 p.m. September 8th.
3. All pre-orders must be picked up during the distribution times on September 13th.
4. Please note that groups who pre-order are responsible for ensuring all staff on their lists:
 - are active Staff Association members and are IN THEIR DEPARTMENT
 - wish to receive this month's treat
 - receive their items after pickup





Guardian Angels



"I want to thank Dr. Clarissa Sugeng for her bedside manner on August 1 when I had my surgery. She was kind and she took my special medical needs very seriously. I could have had a traumatic experience but because of her I felt respected and totally calm. Thank you so much, Dr. Sugeng, you have no idea what an impact you had."



"I would like to thank the amazing staff at the PRH for their kindness and care during my most recent visit. Having to visit the hospital for emergency care can be quite terrifying but when you have staff who show understanding and offer reassurance, it can make all the difference in the world. To the nurses in Emergency (I can only remember Sam and Alex), I thank you for your empathy. To Dr. Nicholson (pictured left), I thank you for your understanding and patience with me. And to nurse Candace, on 4th floor, I thank you for making me smile after it all. You are all in the right field and making lasting impressions on your patients. I thank you all so much, from the bottom of my heart."



"I would like to thank Vinita Dhir, who is training with Dr. Haney. She showed great kindness and interest in my recovery after my surgery. She was proud of her work and did a great job. All the best in future studies!"

www.PRHcatchtheace.ca

Catch the Ace
PROGRESSIVE LOTTERY

YOU COULD WIN!
\$446,000.00

Estimated Jackpot if the Ace of Spades is caught on Aug 30th 2023!!!
Deadline 11:59pm on Aug 29th

Lottery License R4F91280843

Tickets are on sale near the Mural Café
Monday - 9:30 a.m. to 2 p.m.
Tuesday - 9:30 a.m. to 2 p.m.

- Cash only

Tickets are available at the Foundation office:
Monday - Friday 9 a.m. to 4 p.m.

- Cash and Debit
- Please note that the Foundation office closes at 3 p.m. on Tuesdays

Focus Group for Persons with Lived Experience and Caregivers



If you live in the Champlain region and have experienced a stroke in the past 3 years, or been a caregiver to a person living with stroke, **we want to hear your story.**



Visit:
strokevoice.com

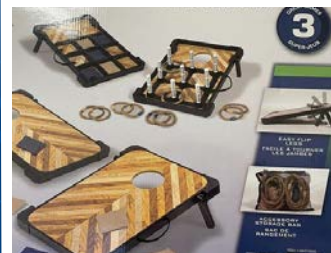


Or call:
613-798-5555
ext 16219

Take a Break! Have Some Fun!

Looking for something fun to do on your break or lunch? There are now a variety of games available in the bike rack corridor for staff to borrow and use in the cafeteria, on the deck or on the grass just beyond the deck.

Just be sure to return everything when you are done so others can enjoy them.



New Spring Line: PRH Clothing and Accessories



Yoga Jackets (Women's and Men's styles) **\$60**
• Optional embroidery on the right sleeve \$5 extra

T-Shirts (Women's and Men's styles) **\$30**
• Optional embroidery on the right sleeve \$5 extra

Ball cap \$38

** Tax and PRH embroidered logo included in price. Spring/Fall jackets and fleece sweatshirts are still available to order as well.*

Please note that all PRH items are sold at cost. As a result, no additional discounts will be applied.



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 is an online platform 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!

Why you should join LifeWorks

- 1 Get support 24/7, 365 days a year with a confidential employee assistance program (EAP) whether you are expecting a baby, isn't getting along with a neighbour, or feeling overwhelmed at work.
- 2 Get help to bring out your best with hundreds of wellbeing articles, podcasts, tools, videos and more.
- 3 Access self-guided journeys to improve communication, mindfulness, sleep and more with CareNow programs.

Ready to get started? Visit app.lifeworks.com or download the LifeWorks app today in the [Apple Store](#) or [Google Play](#) for convenient access to wellbeing support!

Website: login.lifeworks.com

How to Login

Haven't tried LifeWorks yet? In the platform, click on "Login".

Your username is **pembroke** and the password is **EAP**

Call: 1-844-671-3327

AUGUST SALE



**TAKE 50% OFF
THE REGULAR
PRICE OF ALL
MERCHANDISE**

(NO FURTHER DISCOUNTS
APPLIED)

PRH SUNSHINE GIFT SHOP

JULY 29 UNTIL AUGUST 29TH



If you are looking for staff discounts on summer attractions etc. be sure to check out the *Staff Discounts* section on the *Staff Resources* section of the PRH website:

www.pembrokeregionalhospital.ca

If you are looking for a discount for the Calypso Waterpark this summer, send an email to pr@prh.email to receive a discount code that allows you to buy up to six day passes at a group rate.

We also have discounts for Park 'N Fly, Canada's Wonderland and more!

Tour de **BONNECHERE**



Sunday

August 27, 2023

Four Scenic Routes from Wild to Mild

100 km Monarch of the Mountains ~

65 km Bonnechere Beauty ~

50 km Gravel Grinder ~

20 km Cave Coaster ~

OR Create your own virtual route

Celebrate after with
Live Entertainment
BBQ ~ T-shirts ~
Door Prizes

Money raised will support mental health initiatives throughout
Renfrew County, the Eganville Food Bank as well as
the vital work of other partner community agencies.



For more information and to register online
visit: tourdebonnechere.blogspot.com/