

# Community Connection



## Annual Report To The Community 2022-2023



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### CEO Acknowledges Importance Of Accreditation And Offers Insight Into Future Plans



**Sabine Mersmann**

During my last update, our health care team was preparing for the April 3rd to 6th visit by a four-member survey team from Accreditation Canada, a not-for-profit organization that sets quality and safety standards in healthcare, and accredits health organizations in Canada and around the world.

I am now very pleased to share the outcome, that Pembroke Regional Hospital was accredited, having met 98.7% or 1,811 out of 1,834 of the total number of standards against which we were measured. This is actually the highest number of standards we have ever met throughout our Accreditation journey and that is all thanks to the work of everyone within our organization and with our partners.

As part of the survey team's final debrief, they shared with us some of their overall impressions of Pembroke Regional Hospital and our health

care team:

- Caring and committed staff and physicians
- Finds ways to be fiscally responsibility
- Provides strong community support
- Promotes a positive culture
- Offers patient-centered care
- Communicates in multiple ways
- Has adapted to innovative models of care

The fact that they saw this from an objective perspective is testament to the fact that we are all doing our part to stay strong despite the challenges we face, and that, ultimately, we are working together, supporting each other and doing the best for patients and families during their health care journey. In addition to the accolades, we were provided with some great feedback on areas we can improve and our teams will be taking this away to action.

Much of our accreditation preparation revolved around quality improvement and we will keep that momentum going. In fact, we have attributed a

good deal of our pandemic recovery to the quality improvement work that had to take place – much of which had been paused at the height of the pandemic.

Improvements at the hospital are also forging ahead in terms of construction and upgrades to our physical facilities. With this in mind, I wanted to provide a bit of an overview on some of the major projects taking place:

#### Cancer Care Project

With the recent opening of our inpatient Pharmacy's new sterile and chemotherapy rooms, that marks the completion of Phase One of the Cancer Care Project. Additional work on the fifth floor of Tower A will result in additional storage and office space for that department.

Phase Two of this project will begin this fall on the 1st floor of Tower D involving the upgrade of the Medical Day Care / Systemic Therapy unit where patients receive their chemotherapy treatment.

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### Construction Work Nears Half-Way Mark In Surgical Redevelopment Project

With one year's worth of work now complete, the Pembroke Regional Hospital is marking the half-way point of its Surgical Redevelopment Project with commencement of a new phase that will see the temporary move of its inpatient Surgical program to another area of the hospital.

Over the past year, work on this project which primarily affects the third floor of Tower A has included demolition of the old operating rooms and the building's original chapel in order to make way for the new Surgical Day Care wing and an area that will house a new endoscopy suite, multi-procedural room and the hospital's medical device scope reprocessing area.

According to Beth Brownlee, Vice-President of Clinical and Support Services, the project has now moved into a new phase which required the relocation of the Surgical inpatient wing so that upgrades to that area can take place.

"Effective June 8th, our inpatient Surgical program was moved to the second floor of Tower A where it will remain for approximately one year," Ms. Brownlee said.

"From a patient perspective, very little will change," she said. "They

will still have the same health care team, the same equipment, the same layout and the same quality patient experience. It will just take place on a different floor."

Ms. Brownlee noted that, in order to make it easier for those visiting Surgical patients, wayfinding signs in the building have been temporarily updated and next of kin are being clearly informed about the location of their loved ones when they are brought in for their procedures.

PRH President and CEO Sabine Mersmann said that while the hospital recognizes the impact construction has on the patient environment in terms of noise and changes like this, the end result will be well worth it.

"For our patients, completion of this project next summer will mean a refreshed and upgraded inpatient environment with four additional private rooms, new washrooms, air conditioning upgrades and more. We thank everyone for their patience as we work towards this result," Mrs. Mersmann said.



**Beth Brownlee**

### More Masking Mandates Are Lifted At PRH

To align with regional partners, the Pembroke Regional Hospital has lifted more mask mandates in most areas of the hospital.

As of June 19th, masks are only mandatory for visitors and patients:

- In the Emergency Department
- In the Emergency Department waiting room
- When visiting a patient in their room or in a common area on a clinical unit
- When someone coming for an outpatient appointment is unwell
- If a patient is asked to wear a mask by their health care provider
- Patients and visitors can expect staff to wear a mask for all patient encounters.
- In other areas of the hospital, staff will wear a mask at their discretion based on an assessment of risk

In all other areas of the hospital, masking is recommended, but is not required and masks will remain easily accessible at all hospital entrances and on all clinical units for anyone who needs or wants one.

To assist patients and visitors on site, signage will clearly indicate where masking is mandatory.

"This marks another step in our pandemic recovery journey, while continuing to protect the health and safety of our patients," said PRH President and CEO Sabine Mersmann.

"While we will continue to monitor and adjust our policies based on the circumstances and in line with public health recommendations, it's nice to see that practices which became standard during the pandemic are now coming to an end," Mrs. Mersmann said.

As a reminder, everyone is asked to stay home if they are experiencing symptoms of illness, unless they need to receive care.



## CEO Offers Insight Into Future Plans For PRH...Continued From Front

This phase is scheduled to be completed next spring with the end result being increased capacity to accommodate 10 chairs, two exam rooms, a large meeting space and a waiting room.

### Surgical Redevelopment Project

Almost a full year into this project and we are happy to report that we have come a long way!

While pandemic-related supply chain issues have caused some delays in the delivery of vital equipment for this project, the hospital and our contractor, Hein Construction, have reworked the phasing in order to try and ensure that we are still on track for a late spring/summer 2024 completion date.

### Tower C Ground Floor Renovations

Scheduled for completion next summer, the revitalization of the Tower C main entrance will completely change traffic flow into our buildings by creating a new "main" entrance. As part of this project, Mulvihill Drug Mart will be relocated to the current lobby area and the Auxiliary's Sunshine Gift Shop will relocate to the present location of the pharmacy. The PRH Foundation office will also be moving to space at the new main entrance.

### New Electronic Medical Record

In our last newsletter you will have read that we are working towards implementation of a new electronic medical record (EMR) system. Many have asked if we will be adopting the EPIC system that features MyChart and I can share that EPIC is the only EMR vendor we are pursuing at this time. Full implementation of this new EMR will take upwards of two-and-a-half years and will represent a significant financial investment. Many

decisions and steps will have to be taken before this is finalized.

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

As you can see, both with regards to these and other projects, and the overview in this newsletter of some of the technological advancements that are coming to fruition, the Pembroke Regional Hospital is making significant financial investments that will benefit our patients and their families for years to come.

In fact, as we not only stabilize our workforce through a variety of innovative means, some of which we have described in this publication, we also recognize the benefits that these investments will have on the recruitment and retention of health care professionals.

Speaking of the future, this fall, the hospital will embark on the development of a new five year strategic plan. The process will be extensive with broad community consultation that will touch on such topics as value for patients and families, the engagement of stakeholders and the provision of connected and coordinated health care.

With such rapid changes occurring in health care and, as we learned with COVID, the speed with which our system can be impacted, having a clear, practical plan for the years ahead will enable our teams to develop annual operating goals while recognizing the importance flexibility plays in those plans in order to be able to react to the unprecedented.

We look forward to having you all on board as this journey continues.

## Pembroke Regional Hospital Fast Facts - 2022/2023

Total # of Staff <b>928</b>	Nurses (RNs/RPNs) <b>348</b>	Admitted patients <b>5,663</b>	Births <b>678</b>
Active/Associate Physicians and Midwives <b>95</b>	Allied Health Professionals <b>108</b>	Emergency Department visits <b>29,952</b>	Surgical procedures (Day Surgery) <b>5,367</b>
Support Staff <b>442</b>	Volunteers <b>180</b>	Ambulatory Clinic visits <b>32,001</b>	Surgical procedures (Inpatient) <b>1,208</b>
Trainees throughout our organization <b>300+</b>		Community Mental Health visits <b>54,698</b>	Diagnostic test <b>76,639</b> Lab tests <b>546,691</b>
		(Includes both virtual and in-person visits)	(Includes <b>14,618</b> MRIs and <b>12,617</b> CTs)

## Mental Health Services Of Renfrew County And Other Regional Service Providers Team Up With Pleo To Offer Mobile Support Group

A group that supports parents and caregivers of youth who struggle with addictions and mental health is reaching out to Renfrew County families in a new way.

As part of a pilot project which launched in April, Parents Lifeline of Eastern Ontario (Pleo) has teamed up with health care providers in Renfrew County to offer a Mobile Support Group which meets the third Tuesday of each month from 6:30-8 p.m.

To date, sessions have been held in Eganville, Petawawa, and Cobden in partnership with the Pembroke Regional Hospital, the Petawawa Centennial Health Centre, and ConnectWell respectively.

On July 18th, Pleo will partner with North Renfrew Family Services for a session at the Deep River Public Library and then additional dates are scheduled for the remainder of the year in Barry's Bay, Renfrew, Golden Lake, Pembroke and Arnprior. Additional information and locations for each month can be found by visiting pleo.on.ca.

Pleo Peer Parent Supporter Bonnie Schryer said the support group offers a safe, confidential place for parents and caregivers to talk and connect with others who are facing similar struggles while sharing what has worked for them that could offer an unexplored avenue for others.

"This is really a place for families to find support when they feel that they have exhausted all options and, by partnering with local health care services, we are also providing them with a liaison to other resources in their own community," Ms. Schryer said.

She noted that the struggles families are facing today take many forms, adding that mental health doesn't just mean mental illness and that addictions aren't only drug related and instead could include addictions to alcohol, school refusal, gaming, or pornography just to name a few.

"The bottom line is that when a child is not well there is a common feeling of fear that overwhelms a family as they try to figure out next steps and navigate what this means. Having a place to go for help where there is no stigma and where families can speak with others who have lived experience helps to take the weight off," Ms. Schryer said.

In addition to the Mobile Support Groups being trialed, Ms. Schryer said Pleo offers a range of other services, all free of charge to parents and caregivers in need.

This includes the Parents' Helpline (613-321-3211 or 1-855-775-7005), the Pleo website (pleo.on.ca), Family Peer Support and One-On-One Mobile Services.

Last year, Pleo and the Pembroke Regional Hospital also partnered to offer one-on-one services with parents and caregivers of youth admitted on

the Acute Mental Health unit which, among other things, has helped connect families with a peer supporter who can assist in setting realistic goals for care and recovery.

"Caring for patients also means supporting their families," said Mireille Delorme, Director for Mental Health Services of Renfrew County. "By collaborating with Pleo, we are supporting families with self-help and self-care, boundary setting, service navigation and education. Connecting with families who are also supporting loved ones living with mental illness reduces the feeling of isolation and validates one's experience in unique ways."

She added that the introduction of Pleo on the unit significantly improved families' access to care.

Assuming there is enough uptake of the support group opportunities in Renfrew County, Pleo plans to continue scheduling these with community partners beyond 2023.

"What has really re-emerged is the importance of having the parents and caregivers directly involved and engaged in the recovery plan which is why it's important that we involve them every step of the way," Ms. Schryer said.

**Pleo and Partners Mobile Support Group**

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

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



**Upcoming sessions**

- 01 July 18, 2023 - Deep River**  
Deep River Public Library (55 Ridge Road)  
Partner: North Renfrew Family Services
- 02 August 15, 2023 - Barry's Bay**  
St. Francis Memorial Hospital (7 St. Francis Memorial Dr.)  
Partner: Madawaska Valley Family Health Team
- 03 September 19, 2023 - Renfrew**  
Addiction Treatment Service (510 Raglan St N, lower level)  
Partner: Addiction Treatment Service (ATS)
- 04 October 17, 2023 - Golden Lake**  
Pikwakanagan Health Centre (1643 Mishomis Inamoi)  
Partner: Algonquins of Pikwakanagan First Nation

Visit [pleo.on.ca](http://pleo.on.ca) for more information

## Chief Of Staff Reflects On Success Of Physician Recruitment Efforts



**Dr. Tom Hurley**

Over the past year, our professional staff consisting of 189 physicians, dentists, midwives, nurse practitioners and physician assistants have come together to support the hospital in its work and endeavours, while providing the best possible health care to all those who need it.

### Recruitment

As you've heard time and time again, we continue to face challenges when it comes to the recruitment of all health professionals, so a good deal of effort has been spent supporting this for both specialists and primary care physicians within the community. One of our most notable areas of need is Mental Health Services where our current team consists of only one full time and two part-time psychiatrists who are working hard to meet the region's needs.

For the past several years, our region has benefitted from the expertise of recruiter Debbie Robinson to bring new family doctors to our area. In support of her efforts, myself and other members of the professional staff regularly assist with community site visits, recruitment tours and other ways of communicating with those who may consider relocating to our area, as we all recognize the impact that additional primary care in our communities has on health and wellness.

For many potential recruits, it's the work-life balance they want to hear about first-hand from those already practicing, and we all have no difficulty sharing our experiences of not only interesting and varied professional work, but a collegial work environment, beautiful surroundings, and a welcoming community.

In addition, thanks to these efforts and the work of our hospital's recruiting committee, PRH has succeeded in hiring a number of specialist physicians who have joined us on a full time basis including:

- New internists Dr. Pierre Zakko and

Dr. Weiwei Beckerleg

- Otolaryngologist Dr. Nadarajah Sanjevaan
- Urologists, Dr. Zulfiqar Butt and Dr. Kristina Garrels (part-time)
- Emergency physicians Dr. Svetlana Cakarevic and Dr. Alison Wookey
- And Hospitalist Dr. Keri Ladd

In the coming months, the hospital also hopes to hire one more urologist and another internist.

I can also share that our Medical Affairs team is in regular communication with 11 physicians who we hope will choose PRH when the time is right. These individuals represent specialties in internal medicine, intensive care, urology, paediatrics, and family medicine (hospitalist). More specifically:

- As we continue to recruit for our Intensive Care Unit (ICU), a number of Intensivists have shown interest and will be seen throughout the summer completing trial periods.
- A Urologist interested in establishing a full time practice at PRH recently came for a site and community recruitment visit.
- Recruitment efforts continue with a Neurologist and Internal Medicine Specialist from Dublin Ireland who plans to relocate to our area this summer and begin supporting the Internal Medicine Department on a full time basis this fall.

And we are very pleased to share that, after a year of ongoing recruitment efforts, our ICU will be welcoming Dr. Hakeem Al Hashim, an Intensivist from Oman who has arrived at PRH for a three-month trial. Dr. Al Hashim completed his Internal Medicine and ICU training in Toronto before heading back to Oman where he has since been working at the Sultan Qaboos University Hospital where he assisted in the development of their ICU program.

As noted, the community, together with the hospital, have also worked closely to recruit primary care providers. While those who provide comprehensive care are in short supply across the province, some have expressed interest in our

community.

A special thank you to Dr. Richard Johnson and his Family Medicine Teaching Unit team for bringing additional Medical Residents to the area. This has proven to be one of the county's most successful recruiting strategies to date.

### Thanks To Our Long-Standing Physicians

As new professional staff members arrive, some of the hospital's long-standing physicians, many of whom have dedicated the majority of their professional lives to the Pembroke Regional Hospital, have left full time practice and we have appropriately honoured them for their years of service.

These include Otolaryngologist Dr. Jeff Jones (33 years), Psychiatrist Dr. Michael Ferri (26 years), Emergency Department / Family physician Dr. Daniel Plante (28 years) and Family Physician Dr. Judith Plante (29 years). Far from retiring however, these physicians and others continue to provide service in other ways. Dr. Judith Plante transitioned from family practice to become the President of the College of Physicians and Surgeons of Ontario, and Dr. Scott Murray moved away from a full time urology practice to support palliative care needs within our community.

### Emergency Department Wait Times

Before concluding, I wanted to share that our hospital's leadership team is looking forward to working with our new Emergency Department physician lead, Dr. Anna Cakarevic on opportunities to improve the patient experience throughout their Emergency Department visit.

While we continue to serve the most ill patients quickly, such as those who require admission or critical care, we recognize that those patients with less urgent problems are still experiencing significant waits.

Thankfully, the county's Virtual Triage and Assessment Center (VTAC) has helped our region's unattached patients avoid having to use the ED for care, but many conditions still require an in-person assessment, so improvement work in this area continues to be a priority.

## PRH Makes Advancements In Care Delivery And Invests In State-Of-The-Art Technology

### Critical Care Program

In 2022, our hospital launched the expansion of our Critical Care Program which has increased our capacity through additional beds in our Intensive Care Unit, and also ensures that most of our county's critically ill patients may be looked after here in a setting closer to home. Our team has participated in many professional development opportunities and we continue to focus our efforts to recruit Intensivists and nurses who specialize in this area of care.

### Rapid Access Internal Medicine Clinic

Clinical expansion at the hospital has not been limited to care for the critically ill. Another important addition has been the Rapid Access Internal Medicine Clinic. This referral-based program enables those from our Emergency Department to access a specialist in an outpatient clinic on an urgent basis, often within seven days of an Emergency Department visit, while also supporting our inpatients requiring post-discharge follow up.

Overall, this clinic has reduced the number of required hospital admissions and has allowed many patients to access a specialist locally. As our Internal Medicine team expands over the next year, we anticipate that the scope, frequency and number of clinics will increase.

### Same-Day Surgery In Orthopaedics

We have also made huge progress in our

orthopaedics program with the introduction of same-day surgery and discharge for elective knee and hip surgery patients.

With an increasing demand for hip and knee replacements, transitioning to Day Surgery for eligible candidates is helping to ensure that patients receive the operations they need in a timely and safe manner.

### Automated Medication Dispensing Units

We are currently on track for full implementation of the new Automated Medication Dispensing Units and the new processes that will transform the way we deliver medications to our patients by next spring.

At a cost of \$2.2 million, these new units will help transform our medication delivery system to:

- Ensure that medications are readily available
- Improve medication safety
- And streamline medication inventory

Staff input and feedback throughout the planning and purchase process has been very valuable.

Other work taking place includes a review of bar coding technology to ensure that medication information can be captured for inventory and tracking purposes, and our Pharmacy team is looking at efficiencies in medication packaging.

## PRH Auxiliary Combines Fashion And Fundraising



**In the photo from left, PRH President and CEO Sabine Mersmann, Auxiliary Treasurer Helene Giroux, Mural Café Assistant Manager Pam Etmanskie, Auxiliary President Diana Gagne, Sunshine Gift Shop Manager Brenda Long and Auxiliary Secretary Harlene Buske**

The PRH Auxiliary's Sunshine Gift Shop hosted a successful *Unleash Your Spring Fashionista* fashion show April 28th at Our Lady of Lourdes Church Hall. With approximately 100 in attendance, all the latest fashions, footwear and accessories were on display at the event which also featured music by Peter Boczar and an assortment of refreshments, and light desserts.

Early in the evening, the Auxiliary presented a total of \$28,000 (\$16,300 Operating Fund and \$11,700 from Delta Bingo and Gaming) to the hospital representing another payment towards their \$500,000 commitment in support of the orthopaedics program and improvements to our inpatient Surgical unit. Forty thousand dollars remains to be paid off, an amount the Auxiliary hopes to donate to PRH by the end of this year.

## Quality Improvement Work At Pembroke Regional Hospital 2022/2023

Through our annual quality improvement plan and use of our Lean Management System, improvements are made every day that directly link to our strategic goals for the hospital. Our teams and departments have worked together to support these goals.

Here's just a sample of some of the goal-oriented initiatives from the past year.

### Patient and Family Experience

#### Acute Mental Health

- Created an information sharing board on the unit to educate patients and families about resources available in the community.
- Provided education to staff around the involvement of families in care planning.

#### Human Resources

- Implemented a digital process for the identification of French-speaking staff to better serve French speaking patients.

#### Materials Management

- Stored surplus beds that are flagged for donation are donated, where possible and appropriate, to patients and families needing a bed upon discharge.

#### Medical Unit

- Redesigned whiteboards in patient rooms to include more information so that patients and families are better informed about their condition and treatment.

- Created a French version of the *Bereavement Resource Package* for families.

#### Mental Health Services of Renfrew County

- Introduced *The Ontario Perception of Care Survey* to clients and families in the Recovery Outreach and Family Support programs. The feedback collected helps us to make client-centred improvements to our services.

#### Obstetrics

- Created a virtual tour video of the labour and delivery floor and uploaded this to the PRH website so that expectant mothers can view this ahead of time.



#### Vascular Health

- Created standard work for paediatric consultation referrals resulting in more timely and standardized follow-up.

#### Provider Experience

#### Emergency Department

- Installed a camera in Zone B to improve visibility and enhance patient and staff safety.

#### Inpatient Rehabilitation

- Created a standard form to help Health Care Aides make notes throughout the day and better manage their workflow.

#### Obstetrics

- Created a list of daily duties to share with staff from other departments who are helping out on the unit.

#### Systemic Therapy

- Updated our telemedicine system for an improved provider and patient experience.

### Value and Efficiency

#### Acute Mental Health

- Created a transfer envelope with a pre-populated checklist for patients being transferred to other facilities.

#### Environmental Services

- Relocated supplies that are needed every day to a more easily accessible storage area.

#### Intensive Care Unit

- Combined two different storage locations into one space to improve accessibility and reduce the time it takes to search for items.

#### Obstetrics

- Added a digital whiteboard to track and display outpatient procedures on the unit.

#### Information Technology

- Implemented a new voicemail message to indicate to staff that the department is aware of hospital-wide IT issues when they occur in order to reduce the number of voicemails received about the same issue.

### Best Possible Health Outcomes

#### Obstetrics

- Worked with Pharmacy to improve the identification of two medications which have very similar packaging in order to prevent errors.

#### Outpatient Rehabilitation

- Added distance markers in the Intensive Care Unit in order to better assess a patient's stability and mobility.

#### Vascular Health

- Re-implemented fall prevention surveys and identification bracelets in order to meet fall prevention guidelines.

## Lean Re-implementation Results In A Significant Number Of Impactful Improvements

In June 2022, as part of our hospital's pandemic recovery journey, we made it a priority to revitalize our Lean Management System which, since 2013, had supported a culture of continuous quality improvement throughout our organization. Since doing this, our teams have identified, prioritized and implemented over 200 improvements that impact the goals of our hospital and improve the patient experience.

Here are just some of those that have improved patient care and the behind-the-scenes processes for our teams.

### Hospital-wide Wheelchair Roll-out



**Rehab Assistant Jordan Schoenfeldt and Registered Practical Nurse Kristie Warren**

Many of our frontline staff identified the need for additional wheelchairs in locations throughout the hospital, noting that the lack of wheelchairs was impacting patient care and efficiency while staff searched for them. A working group was formed to evaluate which type of wheelchairs are used most often, to determine the best way to label and track their location, and to find ways to improve the process for having them serviced. To date, 25 new wheelchairs have been purchased and deployed to the Emergency Department, Rehabilitation

Unit, the Medical floor, the Surgical program, the Acute Mental Health unit and the hospital's main entrances.

### Intensive Care Unit (ICU) Spring Cleaning

Staff identified a lack of efficiency in supply storage due to having multiple storage locations, a labelling process that wasn't standardized, and expiry of supplies that were in storage for too long. To improve this, the team worked together to reorganize, categorize, declutter and properly identify everything in a common storage room.

### Food Services

Staff identified that the cafeteria often runs out of hot meals on busy days, with no back-up to serve to hungry staff and visitors. In order to ensure that there is always sufficient food available, the cafeteria started stocking additional salads and carb-rich items like bagels and bread on a daily basis. They also began tracking busier days of the week so that they can ask the kitchen staff to prepare some extra hot meals.

### Acute Mental Health

After identifying the need for a standard process to ensure that all required patient information is collected and shared during a patient transfer to another facility, an inter-facility transfer package was created that includes important, easy to access information on the outside of the package envelope as well as a checklist for what is included in the package. This new process has resulted in improved communication with paramedics and the receiving facility and most importantly, improved continuity of care for the patient.

### Inpatient Rehab

Previously, patient beverages that contained medication were given to a patient in a plain cup. As a result, staff weren't able to accurately track whether or not the beverage was consumed in its entirety and often, following clean up of a patient's bedside, the medicated drinks were thrown out along with other cups. Now, an identifying sticker is added to those cups so that it is clear which

drinks include medication.

### Emergency Department

Previously, patients who required outpatient follow up after a visit to the ED were given no indication of wait times and, as a result, the department was getting calls from patients concerned they hadn't received an appointment.

This process was improved with the creation of an Outpatient Referral Information Sheet that is now given to patients requiring an outpatient referral. This new information sheet includes the phone numbers and approximate wait times for the outpatient service to which the patient has been referred. ED staff regularly connect with the services listed on the sheet in order to ensure they are communicating the most accurate wait times to patients.

### Medical Department

The Medical team is excited to share that it has re-implemented bedside rounding. Bedside rounding was standard practice pre-COVID and the team, patients and families have benefitted from its reimplementation.

Bedside rounding involves a patient's entire team; Nurse, Clinical Care Discharge Nurse, Occupational Therapist, Dietitian or Dietetic Aide, Spiritual Care, Physiotherapist, Rehabilitation Assistant, Social Worker, Resource Nurse, and Home and Community care Support Services - Champlain.

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## Lean Re-implementation Supports Improvement Work...Continued From Page 4

As the name implies, this rounding takes place right at the patient's bedside and the patient's family and doctor are encouraged to participate in order to promote open communication, engagement, planning and decision-making with all those involved in the care. Some of the topics covered at bedside rounding include mobility, interdisciplinary referrals and patient goals.

Since reimplementation of bedside rounds, the team has seen many positive outcomes for patients including: improved engagement resulting in better discharge planning, improved understanding of the patient's condition, earlier identification of discharge barriers, increased family involvement, and earlier identification of changes to a patient's clinical status.



Some of the team involved in bedside rounding include, from left, Becky Richardson-Sack (Dietitian Assistant), Dr. Mylene Gagné (Hospitalist), Jen Maitland (Occupational Therapist), Physiotherapy student Meagan Milton, Nancy Spilchen (Physiotherapist), Diane Leeder (Home and Community Care Coordinator) and Kelly Malley (Clinical Clinical Care Discharge Resource Nurse)

### Obstetrics

An outpatient clinic for newborns that had been standard practice prior to the pandemic has been relaunched.

During the last several years, all babies coming to the Obstetrics unit for an outpatient assessment were required to wait there until all results were received and reviewed in order to determine if any additional follow up or readmission was required. This resulted in a long wait for families and babies, and if readmission was needed, families would have to go home to retrieve some belongings.

To improve the patient experience, the team created a new process that allows most families and babies to go home while they await results. Results are given by phone and families are advised of any next steps.

### Surgical

The Surgical program recently made improvements to their Discharge Teaching Sheets that are sent home with patients after surgery.

With physician feedback and input, the team updated the General Surgery and Gynaecological teaching sheets to include the most up-to-date and best practice post-surgery care.

In order to ensure the new teaching sheets are improving the patient experience, the team tracks their distribution and connects with patients 24 hours post-surgery to ensure they have all the information they require and see if they have any questions.

Teaching sheets for other procedures are also being updated and uploaded to the hospital's website ([www.pembrokeregionalhospital.ca](http://www.pembrokeregionalhospital.ca)) for electronic access.

## Consider Joining Our Patient And Family Advisory Council

Patient advisors give us feedback and ideas to help us improve the quality and safety of the care we provide. Your skills and experience might make this the right fit for you!

To apply, or learn more, please call (613) 732-2811, extension 6161 or email [laurie.tomasini@prh.email](mailto:laurie.tomasini@prh.email)



## Improving The Care And Services We Provide By Partnering With Others

There is tremendous value in working with others – not only does this allow us to maximize the expertise and resources we have available, but it also enables a group of providers to identify patient needs and determine the best way to meet those in a coordinated fashion.

Working with partners clearly enables us to move forward and do more for our patients than we could otherwise do on our own.

**AccessMHA.ca** - Mental Health Services of Renfrew County have partnered with AccessMHA to provide two staff who assist with online intake for mental health and substance use inquiries and ensure that individuals are supported and referred to the appropriate services in a timely manner. AccessMHA connects individuals with free mental health and/or substance use/addiction support, services, and care.

**Advanced Care Paramedics in the Emergency Department** - Last year, our Emergency Department partnered with the County of Renfrew Paramedic Service and welcomed a number of Advanced Care Paramedics to the ED team. Given the health human resource challenges in that department, this initiative has not only helped to provide valuable support to our patients and staff but it has also provided the paramedics with an opportunity to use their skillset and expertise in a different setting.

**Central Cuba Cultural Exchange Tour 2023** - Our Materials Management team was able to respond to a request for surplus, unused supplies, providing the delegation with five large suitcases full of items to help those in need.

Our Materials Management team has also supported **The Grind**, offering a variety of surplus kitchen items and a few office-style furnishings for their new location in downtown Pembroke.

**Champlain Health Supply Services (CHSS)** - Our Materials Management department continues to partner with and support hospitals within our region in order to ensure everyone has the supplies they need. During the pandemic, it was not uncommon to work collaboratively with a local hospital to transport supplies to and from locations where the need was greatest. Where challenges continue to exist, we continue to partner with one another to support day-to-day operations.

**Education** - PRH currently has 40 active affiliation agreements with Ontario universities and colleges as well as a few from other provinces. This includes an active agreement with

Algonquin College for both the Practical Nursing Program and the BScN Collaborative Program with Ottawa University, a partnership with Nipissing University in the RPN to RN bridging program, and a Memorandum of Understanding with the Department of National Defense for placements in the Military Clinical Readiness Program. Year-round we have over 300 trainees on site.

**Mental Health First Aid Training** - Caregivers are an integral part of a person's mental health journey and it's important that they have the knowledge and preparation to respond to a loved one in crisis. In partnership with our Family Support Worker, Parent's Lifeline of Eastern Ontario (Pleo) and the Renfrew County and District Health Unit (RCDHU), 11 caregivers in Renfrew County were offered this training free of charge in May. Mental Health First Aid is offered to those with an emerging mental health problem or someone experiencing a mental health crisis until appropriate treatment is found or a situation is resolved.

**Ottawa Valley Ontario Health Team (OHT)** - Pembroke Regional Hospital is proud to be a key partner of the OVOHT. Ontario Health Teams are a new way of organizing and delivering care that is more connected to patients, families, and caregivers in their local communities. Under OHTs, hospitals, physicians, homecare, social service providers and community health work as one coordinated and integrated team - no matter where they provide care. Patients will be able to more easily access and navigate the health care system and be supported as they transition from one health care provider or setting to another.

**Post-Stroke Community Paramedic Program** - Facilitated by paramedics with special training, this program provides patients who have experienced a stroke and been discharged from inpatient or outpatient hospital care with follow up assessments and post-stroke management.

**Safe Prescribing of Opioids in the Emergency Department** - Patients who are not

under the care of a family physician yet require opioids for pain control have limited access to prescriptions. In order to ensure safe prescribing and treatment to help patients reach their pain management goals, community pharmacists, addictions treatment services, public health, Mental Health Services of Renfrew County's Crisis Team, Pathways, and community withdrawal services joined together to develop a care pathway.

**Supportive Housing** - Mental Health Services of Renfrew County has partnered with Carefor Health and Community Services to offer two supportive housing programs at Carefor Mackay. The Community Homes for Opportunity and SIL Mackay programs offer a total of 20 supported living opportunities for clients who are experiencing or have experienced a severe mental illness and require 24/7 support in order to live as independently as possible.

**The Virtual Critical Care Program** - The Virtual Critical Care Program is a partnership with The Ottawa Hospital that offers access to specialist consultation in critical care. Physicians and nurses throughout PRH can access urgent, unscheduled input from critical care physicians, nurses, and respiratory therapists for patients under our care. This partnership helps patients stay in the region while being provided with exceptional care through increased collaboration, and access to resources.

**Vocational Support Program** - Gaining and maintaining employment may present a challenge for the person living with a serious and persistent mental illness, yet it is a vital component for recovery and wellbeing. To support clients in their employment goals, Mental Health Services of Renfrew County has partnered with local businesses including The Pembroke Farmer's Market, The Grind and the Thrift Mission Store to offer meaningful opportunities to clients who wish to enter the workforce and gain invaluable skills. In the near future, this program will be expanding to the Renfrew and Arnprior communities.



Wow! What a year it has been for all of us!

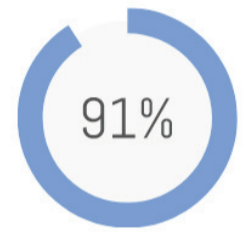


**Board Chair Message**

First off, may I start by saying a HUGE "THANK YOU" to everyone who was front line/back line/side line ...everyone in our health care community...who stepped up, pivoted and worked together to make a difference for the good of all our families. Thank you for all that you do. You do it in your own special, quiet way, and I admire your dedication to the well-being of others.

Thank you to everyone in our community who found a way to donate both time and money to our local Hospital Foundation. I am humbled by how our region gives back. I rest easy knowing that my family and yours are in good hands at the Pembroke Regional Hospital.

I thank you, sincerely, for helping us keep health care closer to home.







**\$134,000**



154 Angels



**\$47,000**



**Foundation Team Message**

We wanted to first thank all of our donors who have made donations over the past few years, as the Foundation and our Volunteer Team work hard towards the completion of our *Cancer Care Campaign*. Your contributions are making a difference! This campaign, which is near and dear to us all, started in early 2020 at the start of what we now look back on as a once-in-a-lifetime world crisis! The pandemic not only kept our families apart, and took us away from gatherings, but it also changed the way many of us think about how much our hospital needs our support. YOU provided that support during one of the most difficult times in your life so that we can provide the hospital with the funds they need to take care of our loved ones during their cancer journey. We have now doubled the amount of Chemotherapy medications produced right here at PRH and soon, we will be completing renovations to the treatment area so that we can provide more patients with life-saving care while keeping cancer CARE close to home!

Thank you so much! Roger Martin, Executive Director, Pembroke Regional Hospital Foundation



October 14th



Oct 5-Dec 14th



Ongoing



March 1-31st

### YES, I WANT TO SUPPORT THE *Cancer Care Campaign*



Please complete this donation form and return it with an enclosed payment, if applicable, to **Pembroke Regional Hospital Foundation at 705 Mackay St, Pembroke, ON, K8A 1G8**  
A tax receipt will be issued for gifts of \$10 or more. Charitable Registration No. 870047610RR0001

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\$500     \$250     \$100     \$50     \$20    prefer to give \$ \_\_\_\_\_

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 Cheque (payable to Pembroke Regional Hospital Foundation)

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**By selecting "Recurring Monthly Donation," you can make a gift that keeps on giving and help us purchase our highest priority needs, as we need them! For additional information please call 613-732-2811 ext. 7408 or email: [foundation@prh.email](mailto:foundation@prh.email). To make an online donation visit [www.PRHFoundation.com](http://www.PRHFoundation.com).**