

Today's Take-Aways

Senior Leadership Team

• We would like to extend a warm welcome to Melanie Henderson, our new Vice-President of Clinical and Support Services who joined our team January 9th! Melanie has worked at The Ottawa Hospital for more than 20 years in various capacities, most recently as the Director of Transitional Care, Geriatric Medicine, Rehabilitation and Allied Health Professionals. Please join us in welcoming her to the organization.



**Melanie
Henderson**

Regional Updates

• We are anticipating receipt of two regional recommendations that will support policies we already have in place; one around the management of symptomatic staff who test negative for COVID-19 and the other concerning patients who have been exposed to COVID-positive staff. Neither of these regional recommendations are expected to impact our current practice.

Infection Prevention and Control

- Thanks to everyone who assisted in managing the three COVID-19 outbreaks that we had on Christmas Day. Thanks to everyone's support, we were able to declare these "over" in a timely manner.
- As a matter of interest, in December alone, PRH had 15 admitted patients infected with the Influenza A virus and one case of hospital-acquired RSV.



Occupational Health and Safety

• With another COVID variant, XBB.1.5 otherwise known as the "Kraken" heading this way, everyone is encouraged to make sure they are up to date with their vaccinations. To see if you are eligible for your next booster and to find a vaccination location, please visit the Renfrew County and District Health Unit web page <https://www.rcdhu.com/novel-coronavirus-covid-19-vaccine-rollout/>

Departmental Updates

Information Technology

• The process of migrating everyone over to Office 365 has begun! This will give us more security and the ability to access email and the latest version of Office applications securely from anywhere.

Maintenance

• Please note that Wade General Contracting will be on site removing concrete curbs from Tower A, 3rd floor which will require the use of a jackhammer and could be quite noisy. Work began January 11th and will be performed from 7- 9 a.m. and 3-5:30 p.m. over a three week period. Anyone requiring ear protection is requested to contact Occ Health. Thank you in advance for your understanding.

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

LET'S
CELEBRATE
YOU

From the Accreditation team,



- We would like to send a big Thank-you to **Alycia Fraser** for the valuable work she does to support Accreditation! Being able to know the real time status of our Policy Readiness, her attention to detail and promptness on projects is greatly appreciated.
- Kudos to the **Surgical Services, Diagnostic Imaging, and Acute Mental Health** teams who participated in their first Mock Tracers this week. Thank you for being incredibly receptive to us being on your units and taking the time to speak with us.
- Thanks, **Marc Rheume** for guiding us through Surgical Services!
- To all of the **managers** who have regular status departmental action plan updates, we appreciate the work you are doing to bring our departments up to meet Global Standards of Accreditation.
- We wanted to recognize the work completed by the **Safety Culture ROP Category group** lead by Sabine in completing 100% of their total action items!
- Appreciation goes out to the **Maintenance Team**, for coordinating and moving the Accreditation Education Board!
- Big gratitude for all that have supported the creation of the Key Information Article development thus far: **Andrew Keck, Garry Engler, Sheldon Higginson, Laurie Menard, Kim Haley, Caroline Froment, Erin Van Allen, Mila Schryer, Amber Boire, Sarah Selle, Tina Davidson, Hope Weisenberg, Kirsten Johnson, Jennifer Nittynen, Kyle Rowley, Grace Weisenberg, Carolyn Levesque**
- Congratulations to the **Reprocessing Team, Emergency Department, Obstetrics and Rehabilitation teams** for completing more than 50% of your departmental action items!



Accreditation Education Board

SCAVENGER HUNT

STOP AND TAKE THE CHALLENGE

Come find the 'floating' education resource center for ALL THINGS accreditation. **Q-Tips included!**

Test your knowledge to see who rises to the top.



LOCATION RIDDLE: *Our staff gather for a common snack, its a place to recharge and rest our backs.*

TYING IT ALL TOGETHER

ACCREDITATION 2023



ACCREDITATION CANADA STANDARDS- QMENTUM PROGRAM

GUIDELINE OF EXCELLENCE & COMMITMENT TO BEST PRACTICES

Global standards drive PRH to put mechanisms in place to ensure our policies, procedures and processes lead to safe and effective care for our patients.

LEAN MANAGEMENT SYSTEM

CONSISTENT METHODOLOGY TO IMPLEMENTING CHANGE

The system is focused on improvement priorities to ultimately provide optimal patient care service delivery of the highest quality and safety in the most efficient way.

QUALITY IMPROVMENT PLAN

ORGANIZATIONAL COMMITMENT TO IDENTIFY KEY PRIORITIES FOR CHANGE

Annual plan to align quality related commitments with system and provincial priorities and vision through focused targets and actions of continuous improvement.

Accreditation Update

ACCREDITATION | April 3 to 6, 2023

Patient Safety Culture Survey &
Staff Engagement Survey Action Plans

YOUR FEEDBACK TURNED INTO OUR FOCUS!

**NEW AND
EXCITING
PROGRESS:**

6/14

TOTAL
ACTION ITEMS
COMPLETED



What's the **update** and **how** are we doing it?!

1. A working group has been established to review the availability of wheelchairs. The group completed an equipment audit, a 5S exercise and an order has been completed to purchase more wheelchairs.

2. A Patient Safety Celebration Board is going to be put up in the cafeteria

Why, what's the goal/objective(s)?!

To ensure the availability of equipment required to safely transport and care for patients.

To cultivate a culture for patient safety incident reporting that celebrates our involvement in patient safety improvements and promotes our culture of safety by encouraging recognition

All information related to our Accreditation and Education is found on the Accreditation Hub!



ACCREDITATION HUB IS LIVE!

ONLINE-VIRTUAL HUDDLE BINDER

Central space for all information related to Accreditation to be hosted. The HUB will be located within the Staff Resources Section of the PRH Website. Less paper with increased accessibility!

[www.https://www.pemreghos.org/accreditationhub](https://www.pemreghos.org/accreditationhub)



Weekly WINNER!
Jennifer Meere

MOCK TRACERS ARE COMING!!!



WHAT?



Tracer is the assessment method used by Accreditation Canada

Surveyors use tracers to evaluate key areas known to have a significant impact on the quality and safety of care and services

Tracers follow the organizational path of a patient or an administrative process



WHY?

To familiarize PRH staff and physicians with the tracer method and the language of accreditation questions in advance of the survey; Tracer teams will conduct **MOCK SURVEYS**



1. Ask Questions



2. Review Records



3. Make Observations



WHO?



Two PRH Leaders will serve as the "Tracer Team" during the mock tracers.



WHERE?

Tracer Teams will meet with Managers and our frontline teams in their area!



HOW?

Before: Manager books mock tracer & Tracer Teams are assigned

During: 20-30mins meet with area manager
60mins meet with staff and physicians in area
Tracer teams make environmental observations

After: Tracer team gives verbal feedback to area manager & completes feedback report to be shared with the whole team

MORE INFORMATION CONTACT
DANIELLE.RAE@PRH.EMAIL
KIRSTEN.JOHNSON@PRH.EMAIL



ACCREDITATION | April 3 to 6, 2023



Guardian Angels



Lindsay Couture

Thank you for your prompt response and excellent assessment of a patient who had fallen. Your quick response led to excellent care being provided by the Rehab team.



Tressa Crevier

Having a person like this represent the hospital calms the anxiety of people who are sick and confused and waiting while sometimes in pain. The investment in that position is very well worth it and Tressa, I believe, is a golden example. Thank you Tressa – you are making a difference.



Manuela Sarrazin

She was my nurse when I delivered my son in May 2022 and made me feel very comfortable and safe at a time where I felt vulnerable and scared. Having her as my nurse was a great experience and I hope other mothers get to experience how wonderful she is. She was made to help bring babies into this world!



Dr. Corrigan

The Rehab team is happy to recognize Dr. Linde Corrigan for all her hard work as our care of the elderly specialist. She is kind, compassionate, and is willing to share her expertise with us so that we can better care for our patients. Thanks, Dr. Corrigan, for all that you do. You are appreciated.



Week #14— \$22,000 estimated Jackpot!

www.PRHcatchtheace.ca



Canadian Nuclear Laboratories | Laboratoires Nucléaires Canadiens

Presents



Coming to Beautiful Downtown Pembroke

Saturday, May 6th, 2023

REGISTER TODAY AND
SUPPORT LOCAL HEALTHCARE!

www.heroesrunforhealthcare.ca

613-732-2811 ext 7408

foundation@prh.email

Medical Volunteers Needed For The Ontario Winter Games

Starting February 2nd, Renfrew County will be hosting the 2023 Ontario Winter Games and they are currently seeking volunteers with a medical background to assist with the events.

Without medical coverage, the athletes will not be able to compete.

Medical Volunteers will be provided with a fully stocked medical bag, direction and the support needed.

You will not be working alone.

We are searching for doctors, nurses, physiotherapists, paramedics and first responders to volunteer!

Please visit our website at www.renfrewcounty2023.ca to register learn more about the different tasks that are available.



Now Available: PRH Clothing and Accessories



Spring/Fall Jackets (Women's and Men's styles) **\$70**

• Optional embroidery on the right sleeve \$5 extra

Fleece sweatshirt **\$35**

• Optional embroidery on the right sleeve \$5 extra

Glass etched ornament **\$20**

Travel mugs **\$25**

*T-shirts, yoga jackets
and baseball hats
coming in the spring!*

Winter hats **\$20**



CONSTRUCTION CORNER

Tower A:

- Commissioning is ongoing as part of the 5th floor *Cancer Care Project* for Pharmacy. Air balancing for each roof top unit and in between the units is being fine tuned. A steam leak was detected on one of the humidifiers and this is being repaired. The stainless steel trim along the walls above the terrazzo was installed.
- Regarding the *Surgical Day Care Project*, wall demolition work continues in the old chapel. The installation of electrical conduits, plumbing and ventilation ducts is in progress. The relocation of the plumbing stacks (boxed-in wall sections containing pipes) is ongoing. Work has started on the terrazzo floor repairs.
- The mechanical contractor started the plumbing upgrades in the 4th floor nursery.
- On the 5th floor, the bath tubs were removed in both the A537 Washroom and in the A536 Housekeeping Room to increase the useable floor space.
- A section of collapsed drain pipe in the floor was replaced in the lower loading dock which affected the women's washroom.
- A wall unit was installed in the new physician lounge.
- On the 2nd Medical West Wing, a new Arjo bed pan washer was installed.

Tower B:

- The heating controllers are being replaced throughout the building with access being difficult in some of the rooms.

Tower C:

- The 3rd floor east and west corridors, along with the waiting room are being painted.
- The sinks and cabinets were removed in C016 and C015.1 in the Geriatric Day Hospital area to increase useable space and to accommodate a plinth (treatment table/bed).

D'Youville Warehouse:

- Both weight scales were removed from the floor in the old laundry area and the trench for the washers was filled with stone and is ready for concrete.



Songs of the Season

A special thank you to Paul Newman and Jeremy Connor from IT who made rounds singing some carols for staff in the days before Christmas.



Special Donations For New Moms

A very special THANK YOU to the members of Our Lady of Sorrow CWL who, once again, created 22 layettes for new moms full of items that they need for their new babies.

CELEBRATIONS

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

- Celebrating **Dr. Zheng** for the exceptional work on December 25th. “The staff have been talking about you all week and praising your efforts on an extremely challenging evening. Your calm demeanor, clear direction and collaborative approach was much appreciated by everyone involved. Thank you for being such an integral part of our ED team and showing outstanding leadership!”

Kaley Lapierre RN, MScN

- “I would like to celebrate our **Unit Clerks** at PRH for all the work they do from constant multi-tasking / transcribing orders / stocking medical supplies / utilizing the bedboard / entering diets / ordering office supplies / ordering tests such as DI requisitions, ECGs, Labs, etc. I have a new found RESPECT for how seamless they make it look when merely passing by their desks! They truly are a vital hub of each unit. Keep up the fantastic job you do!” *Karen Boire*

- “I want to recognize the incredible work undertaken by **Madison, Emily and Alisha** in the role of Clinical Care Resource Nurse. This job is very challenging. I applaud their effort in balancing compassion and caring with social and fiscal responsibility related to bed flow management. Well done team!” *Michael Peters*

- Many thanks to **Tyler Graveline** on helping with document distribution and arrangements for Professional Staff Association meetings! He goes above and beyond! *Dr. Margarita Lianeri*

- Many thanks to **Brian Plimke** for his help with an agitated patient at the end of his shift. He helped move the patient to the right area by saying the right things and approaching the patient with compassion but also clear rules. *Dr. Margarita Lianeri*

- A big thank you to those helping to look after a patient that came out of ICU to the ward and unfortunately became more unwell and died. The family expressed their appreciation for the staff looking after the patient on 3rd Medical with a generous treat box. *Dr. Margarita Lianeri*



- “On November 28th, **Dr. Andreas Wielgosz** retired from his cardiology practice, and as lead physician of the PRH Heart Function Clinic. Dr Wielgosz graduated medicine from McMaster University in 1974 and has been practicing at PRH in the latter part of his career. He took on the Heart Function Clinic in September 2018 after Dr. Vexler’s retirement. The clinic and his cardiology practice is now looked after by Dr. Pierre Zakko (Internal Medicine). During retirement, Dr. Wielgosz hopes to spend more time fishing and having fun with his two-and-a-half year old twin grandsons. He continues to teach at the University of Ottawa.”

- I want to recognize the excellent collaboration between **Kelly Malley and Kelly Leach** in meeting the care needs of a palliative patient. Well done! *Michael Peters*

- **Colleen, Anne-Marie, Annette, Michelle and Heather** were celebrated January 11th for completing the Evolution of Thinking course. Thank you for making the time and effort to attend the sessions and give us some feedback on the value of this education. Thank you for utilizing the tools and principles and continuing the journey of embedding the strategies into daily communications. *Sabine Mersmann*

CELEBRATIONS

- Celebrating **Jeremy Connor from IT** for his help today with my tech challenges and resolving long-standing issues in a matter of minutes! Much appreciated! *Kaley Lapierre*

- Congratulations to **Karie Bissonette** for becoming a qualified PICC nurse! Great work!
Medical Day Care Staff

- A special thank you to the following people who helped make our goal of providing 230 Christmas meals across Renfrew County possible: **Julie & Steve and the staff of No Frills Pembroke, the donations of three people who wish to remain anonymous, David Minns of Desjardins Insurance, Murray Rutz and the staff of Wholesale Club, and the staff of Northern Credit Union Pembroke.**

These groups of generous people made our Christmas Dinner a great success: **the ladies of our Assertive Community Treatment Team (ACTT) of Renfrew County, the Recovery Outreach Program teams of Pembroke and Arnprior/Renfrew, and to Lisa, my new co-worker,** for excellent team work and support. *Helen McLeod, SHARE Coordinator – Mental Health Services RC*

LEAN IN

The OR team recently had an opportunity to connect with the Senior Leadership Team (SLT) during SLT's monthly Gemba walk to celebrate the implementation of same-day discharge for joint surgeries (when a patient safely leaves the hospital to recover at home the same day as the surgery).

Since August 25th, same-day discharge knee replacements have been performed. All patients who qualify for same-day discharge have been discharged by 4 p.m. that same day with only two patients needing to stay overnight due to pre-existing conditions.

The feedback from patients has been overwhelmingly positive. Patients are eager to leave hospital and be in the comfort of their own homes. A priority for the OR team was to ensure that patients were well-informed about what to expect the day of surgery and also feel supported once they left the hospital. Each patient receives significant information at the pre-op clinic prior to surgery and can also access immediate support after discharge by calling the Surgical department who will contact the Orthopaedic Surgeon on-call if needed. Each patient also receives a check-in phone call the next day.

With the success of the same-day discharge for knee surgeries, the OR team is now looking to expand to same-day discharge for those requiring hip replacements.



Emergency Preparedness

For January the Code of the Month is Code Red. Please take the time to familiarize yourself with the emergency preparedness station on your unit and read the Code Red policy in preparation for an exercise later this month.

Please direct any concerns and/or questions about emergency codes and your role to your immediate supervisor.

You will find the first part of the new 2023 Code of the Month schedule below. This calendar is also available on the Intranet, located under the Education section.

2023 Code of the Month Schedule			
January	February	March	April
Code Red	Code White	Code Brown	Code Grey
May	June	July	August
Code Yellow/Amber	Code Orange - Disaster	Code Black	Code Silver



THE URBAN GOURMET CO.
OLIVE OILS & AGED BALSAMICS



January's PRH Staff Association Treat Day

Featuring A 60ml Bottle Of Olive Oil From
The Urban Gourmet Co.

In One Of Three Random Flavours:
Garlic Infused. Pesto. Tuscan Herb

Thursday, January 26th,

11-1 p.m.

(Room A128 Next To PRH Foundation)

PLEASE NOTE:

1. Everyone needs to pre-order, either as part of a group or individually. If pre-ordering individually, please note that your order will not be placed for collection with your department. It is assumed that the individual will pick it up or assign a designate to do so.
2. All pre-orders must be submitted by email to pr@prh.email by 4 p.m. January 23rd.
3. All pre-orders must be picked up during the distribution period on January 26th.
4. Please note that groups who arrange pre-orders 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



A Spotlight On...The Geriatric Day Hospital

Did you know that, as more of our community's seniors are remaining at home throughout their later years, their family physicians are able to refer those with more complex health conditions to our regional Geriatric Day Hospital for specialized assessment and treatment.

Our experienced team works with patients and their families to help provide aspects of care such as physiotherapy, occupational therapy, social work, nursing and geriatric medicine (Care of the Elderly physician; Pembroke site, and Geriatrician; Renfrew site) which may be required to address common geriatric issues and which require a broader scope of expertise than a family practice setting can usually provide.

Starting difficult conversations about future planning is another common reason for referral. While maximizing each senior's safety and functional independence in their own home is the team's ultimate goal, sometimes recommendations are provided for alternative, more supportive living settings, especially when the current support is limited and the level of risk is assessed to be too high.

The Geriatric Day Hospital team also ensures that the relationship between patients and their family physicians are maintained, especially when referral requests involve formal cognitive assessments, diagnosis of cognitive disorders, and/or decision-making around cognitive fitness to drive.

Some of the other reasons patients are referred to the Geriatric Day Hospital include what is known as the "Geriatric 5Ms":

- Multi-complexity (multiple chronic conditions, advanced illness, complicated psychosocial needs)
- Mind (cognition, mood)
- Mobility (balance, strength, function, fall prevention)
- Medications (polypharmacy, adverse medication effects, de-prescribing)
- What Matters Most (patient's own meaningful goals and preferences)

Throughout their admission, patients and their families have the opportunity to develop positive and trusting relationships with the team.

At the time of his discharge from the Geriatric Day Hospital in 2021, one patient shared, "Until I came here, I didn't care whether I lived or died. I thought no one cared. But you guys did. And now I do care."

For more information about our Geriatric Day Hospital or if you are a family physician looking to obtain a referral form, please call the Renfrew County Geriatric Day Hospital at (613) 732-2811 Ext. 7110.

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

January

Lunar (Chinese) New Year Jan. 22

Bell Let's Talk Day (Mental Health) Jan. 25

February

Black History Month

Recreation Therapy Month

World Cancer Day Feb. 4

World Day of the Sick Feb. 11

Cardiac Rehab Week Feb. 12-18

Valentine's Day Feb. 14

Family Day (Statutory Holiday) Feb. 20

Pink Shirt Day (Anti-bullying) Feb. 22

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co-operators



Your donation matters

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

Upcoming blood donation events

Germania Club Pembroke
15 Bennett St. Pembroke

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

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



K0201

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



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

Why you should join LifeWorks

- 1 Get support 24/7, 365 days a year with a confidential employee assistance program (EAP) whether you're 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 www.workhealthlife.com for convenient access to wellbeing support!

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