

PEMBROKE REGIONAL HOSPITAL President and CEO Report – March 2023

Education Session

The Board welcomed Dr. Richard Johnson of the Ottawa Valley Ontario Health Team (OVOHT) who provided an overview of the work completed in the OVOHT's first year, along with the goals and objectives for year two.

Accreditation 2023

Our team is excited to welcome the four-member surveyor team from Accreditation Canada April 3rd-6th for our onsite survey. The General Debrief following the survey is being scheduled for Thursday, April 6, 2023 from 10:00 a.m. – 11:00 a.m. and will be available either in-person or virtually.

Making Strides In Our Hospital's Plan To Go "Paperless"

Over the next few years, our hospital will be working towards implementation of a new electronic medical record system as part of a strategic initiative focused on Digital Transformation. We are currently working with The Ottawa Hospital on exploring us joining the "EPIC" family.

To date, work to go "paperless" has already been done including the transition from paper-based to digital physician reports which can be electronically transferred in a timely manner to family doctors. PRH also submits inpatient reports, surgical reports, diagnostic imaging and emergency department patient documentation to a provincial electronic medical record called Connecting Ontario and Ontario MD which provides care providers all over Ontario, real-time 24/7 access to digital health records including; dispensed medications, laboratory results, hospital visits, Home and Community Care Services, mental health care information, diagnostic imaging reports and images.

Most recently, as part of our organization-wide strategy to digitize processes, the Pembroke Regional Hospital has introduced a new electronic Lab order entry and information system which, together, have eliminated the use of paper for lab orders and results.

Our hospital has also been exploring opportunities to ensure that patients can have access to their digital results in a timely manner. In the coming months, this will include the adoption of the PocketHealth platform, a secure, online storage hub for medical imaging records such as X-Rays, Ultrasounds, CT scans and MRIs.

While PRH does not currently have the ability to provide a service like MyChart, the work we are doing will help lay the groundwork for offering this service in the future.

PRH Honours Retirees and Staff Who Achieved Long Service Milestones

On April 12th we will celebrate the retirement of 17 staff members who retired in 2022 and collectively contributed 389 years of service to the hospital. Each will be presented with a certificate and a monetary gift at a catered luncheon to be held at the Clarion Hotel in Pembroke.

We also celebrated the long service milestones of 122 staff and 22 physicians who achieved long service milestones ranging from five to 30 years of service at PRH.

The 20 employees and three physicians who achieved long service milestones of ranging from 20 to 30 years of service have also been invited to the April 12th luncheon where they will be presented with a token of appreciation from the hospital, along with a certificate and service pin. Those achieving milestones of five to 15 years of service have received a certificate and pin through their manager.

Attendance Awards

As part of our ongoing reward and recognition program we recently recognized 33 full and part-time staff who achieved a full year of perfect attendance in 2022. Full time staff received a voucher for a paid day off and a certificate honouring their achievement, while part-time staff received a certificate and a \$10 PRH gift card. Managers personally present award recipients with their awards at staff meetings and Lean huddles.

Spring Edition of Community Connection

The Spring 2022 edition of our public newsletter was recently posted to our website and shared on social media. Hard copies are circulating throughout the region via Canada Post. As always, I welcome any feedback on our public communication tools.

Actions Taken by the Board at its March 29, 2023 Board Meeting

Approved the 2023-24 Quality Improvement Plan (QIP)

Approved the Hospital submission for Partial Designation for French Language Services

Approved a net capital allocation of \$4,975,000 for 2023-24

Approved a 1% inflation adjustment for Non Union Staff (other than Senior Leadership), effective April 1, 2023