

Community Connection

Pembroke Regional Hospital Winter 2015 Edition



Leading, Learning,
Caring For You

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Website www.pembrokeregionalhospital.ca / Facebook www.facebook.com/pembrokeregionalhospital

Healthcare Team Celebrates After Receiving Accreditation With Commendation

The healthcare team at the Pembroke Regional Hospital is proud to announce it has been awarded "Accreditation with Commendation" by Accreditation Canada after surpassing the fundamental requirements of the Qmentum accreditation program.

Hospital President and CEO Pierre Noel attributed the success to the hard work and commitment of many people – staff, physicians, board members, and volunteers.

"I am very proud of our team! This evaluation against national standards further motivates us to continue to strive toward our vision of delivering the safest and highest quality of care to every person, every encounter, every day."

Accreditation Canada is an independent, not-for-profit organization that sets standards for quality and safety in healthcare and accredits health organizations in Canada and around the world.

As part of the Qmentum accreditation program, the Pembroke Regional Hospital underwent a rigorous evaluation process. Following a comprehensive self-assessment, external peer surveyors conducted a four day on-site survey in September during which they assessed the leadership, governance, clinical programs and services at PRH against Accreditation Canada requirements for quality and safety.

These requirements include national standards of excellence; required organizational practices to ensure best practices and reduce potential harm; and questionnaires to assess the work environment, patient safety culture, governance functioning and client experience.

The hospital's involvement in the program yielded exceptional results. Of the 1,854 applicable standards, PRH met or surpassed 1,819 of them or 98.1%, and of the 29 required organizational practices, PRH fully met 28 of these and partially met the last one dealing with antimicrobial stewardship.



Pierre Noel

Acknowledging that these results are the best the Hospital has ever received as part of an accreditation process, Mr. Noel said the team from Accreditation Canada observed and gathered information about the quality and safety of care throughout all departments and patient care units as part of the survey, and interviewed many of the hospital's leaders on various practices.

"Accreditation surveys, such as this one, provide us with an opportunity to not only showcase our strengths but to also uncover new ways in which to improve the quality of care we provide," Mr. Noel said.

Last year, of the 381 surveys that occurred across a variety of health and services organizations, 25% were Accredited with Commendation.

As part of its on-site debriefing, the surveyors referred to the Pembroke Regional Hospital as a "gem of a hospital" and expressed their gratitude for the hospitality of the healthcare team.

Some of the identified strengths of the organization included the hospital's quality improvement processes, the use of Lean methodologies to improve efficiency and de-clutter the organization, patient flow and the significant reduction in wait times, staff training, the overall cleanliness of the facility, infection control practices, the recruitment and retention of human resources, the hospital's Board and Senior Leadership Team and its financial status.

As part of the final Accreditation report, it was noted that, "The PRH has a history of excellent financial performance over the years, and in spite of the funding constraints it has kept programs whole and in some cases, has grown to support care needs or brought new services closer in partnership with others."

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PRH Honours 2014 Retirees



On February 20th, the Pembroke Regional Hospital hosted a luncheon for 13 staff members who retired in 2014. Recognized with a certificate, a gift from the Hospital and a token of appreciation from the Staff Association, this past year's group of retirees collectively contributed 327 years of service to the Hospital.

Top row, from left, Karen McEwen, Danielle Thomas and Judy Maika.

Bottom row, from left, Pamela Gaudette, Holly Woermke and Michelle Gauthier.

Missing from photo: Brenda Siebarth, Rosemary Jamieson, Maureen Johnson, Susan Blakeney, Jamie Schizkoske, Nancy Gauthier and Suzanne Brannan.

Pembroke Regional Hospital Launches Official Facebook Page

The Pembroke Regional Hospital is excited to announce it has expanded its online presence with the launch of an official Facebook page.

"As part of our broader communications plan, we are always looking for new ways to interact with our patients, our visitors, the general public and our community partners," said Hospital President and CEO Pierre Noel.

"Over the past several years, social media has become a communications tool which more and more hospitals and healthcare facilities have embraced to inform and engage their stakeholders. After taking a look at what others were doing throughout the province and within the Champlain Local Health Integration Network, we felt Facebook was a great starting point for our hospital," Mr. Noel said.

Public Affairs and Communications Coordinator Carolyn Levesque said that development of the hospital's Facebook page which can be found at <http://www.facebook.com/pembrokeregionalhospital>, along with a supporting Social Media Commenting policy and Terms of Use will help expand the hospital's communications toolkit and allow public interaction to be more efficient, effective and timely.

"Having an official Facebook page will also be beneficial for recruitment purposes and will allow us to quickly share photos, news and information from some of our community partners," Ms. Levesque said. Ms. Levesque added that PRH will also be upgrading its website in 2015.

facebook®



Pembroke Regional Hospital Foundation
 Fondation de l'Hôpital Régional de Pembroke

TAKE THE **20/15** KINDNESS CHALLENGE

705 Mackay Street
 Pembroke, ON K8A 1G8
 P. 613.732.2811, ext. 7408
 F. 613.732.6360
 www.prhfoundation.com
 foundation@pemreghos.org



The 20/15 Kindness Challenge for MRI

Acts of kindness are far-reaching and have the ability to influence positive change. We are inviting everyone to take up the **20/15 Kindness Challenge for MRI**. For every \$15 donation, you'll receive 20 characters to **Pay It Forward** and spread the kindness in a few words or dedication. Your message will be published in a location of your choosing, be it our Facebook page, our website, or a local paper!

Here are some examples:

Dave is my #1 pharmacist
I love my wife C. Palmer
Cara & Krista great BFFs
Happy 50th C. Jackson
Loving memory J Kirkham

A Message From Our Chair

As chair of the Pembroke Regional Hospital Foundation I want to thank everyone in our community for the tremendous support we are receiving in our quest to bring MRI home.



Our success so far is thanks to all of you who have contributed through your individual donations, In-Memoriam donations, Monthly Giving Club, Holiday Cards, Hospital Lottery as well as the Valentine's Vacation Raffle for MRI.

Your participation and attendance at Foundation events such as the annual Black & White Gala and Valentine's Dance, as well as many third party events such as: *Sunset Nursery's Image Matters Fashion Show, Tour de Bonnechere, Kim Armstrong Turkey Trot, Black Bears Hockey Tournament, Rocky Sands and Pebbles CD Release Concert, Match It & Drive MRI program, the many golf tournaments and MRI Denim Days, and the recent Shaken not Stirred martini night for MRI, have been instrumental in getting us closer to our goal and are a testament to your desire and support to bring MRI to our community.*



We have raised \$4,150,000 of the \$4,500,000 needed to bring MRI home ... leaving just \$350,000 left!

At this time I would like to ask all Valley Residents who receive this Community Connections to take the "20/15" challenge! If everyone who receives this newsletter donates \$15.00 to MRI, the MRI Campaign will be complete! For your \$15.00 donation you will receive 20 characters to pay it forward. That means you can name someone that you wish to honour and in 20 letters, send them a kind message or dedication that we will publish on our website or facebook, or the participating Newspapers.

This is your opportunity to make someone's day and **Bring Home our MRI!**

I have accepted the **20/15 Kindness Challenge for MRI** and this is my message to you:

Barbara Schoof
 Barbara Schoof
 Chairperson, PRHF

Thank You For Your Help!



It's Easy! Just Fill out the attached form,
 MAIL IT or DROP IT OFF: 705 Mackay Street
 FAX IT: 613-732-6360 PHONE IT IN: 613-732-7408
 ONLINE AT: www.prhfoundation.com
 Please keep your message to 20 characters or less. We will only publish positive appropriate content.

TWO POWERFUL REASONS WHY YOU SHOULD TAKE THE CHALLENGE!
 Take a few moments and make Someone Smile...
 Do it for MRI! Your kind words and generous donation will make someone happy and help county residents gain access to MRI services here at home.

Order by Mail, Fax, or Phone:
 Complete the donation form and send it with your cheque, money order, VISA, AMEX or MasterCard number.

Make cheque or money order payable to **PEMBROKE REGIONAL HOSPITAL FOUNDATION**

Please, no post-dated cheques. Donations of \$20+ will receive a charitable receipt.

Mail to:
 Pembroke Regional Hospital Foundation
 705 Mackay Street
 Pembroke, ON K8A 1G8

20/15 KINDNESS CHALLENGE FOR MRI

MR. MRS. MS. MISS OTHER _____ NAME: _____

ADDRESS: _____ CITY: _____ PROVINCE: _____ POSTAL CODE: _____

PHONE: _____ EMAIL: _____

MY MESSAGE OF KINDNESS: _____

MY MESSAGE OF KINDNESS: _____

MY MESSAGE OF KINDNESS: _____

MY MESSAGE OF KINDNESS: _____

MY POSTING CHOICE: FACEBOOK EGANVILLE LEADER PEMBROKE OBSERVER PRH WEBSITE COMMUNITY CONNECTIONS NEWSLETTER

PLEASE CHOOSE ONE ONLY!

TOTAL DONATION AMOUNT: _____ CASH MONEY ORDER CHEQUE CREDIT: VISA MASTERCARD AMERICAN EXPRESS

CARD NUMBER: _____ EXPIRY DATE: ____/____/____ CARDHOLDER'S NAME: _____ CARDHOLDER'S SIGNATURE: _____

FOR OFFICE USE ONLY

PROCESSING DATE: _____

POSTED: _____

Healthcare Team Celebrates...Continued

In reference to partnerships with other healthcare agencies and based on feedback from community partners, it was noted that, "Quality of care, awareness of the catchment communities' needs, and always being a willing partner were expressed by all participants. In addition, there is always a positive desire from the PRH leaders and teams to participate, take action and collaborate, and proactively implement best practices to address gaps in community care delivery."

Survey reports and interviews demonstrate that patient satisfaction is good and staff members express overall satisfaction in working at PRH.

"We saw a great deal of engagement and enthusiasm among staff throughout this process as well as a willingness to share their experiences with the surveyors," said Karen Roosen, Vascular Health Coordinator who assisted with the Accreditation process, adding that staff really viewed this as a quality improvement exercise which led to great team collaboration and an excellent outcome.

There was a strong core team of staff who assisted in the Accreditation process including a team of late career nurses and many others who worked behind-the-scenes to ensure the hospital really had an opportunity to shine, Mrs. Roosen said.

"And thanks to their efforts and the contributions by many other members of our healthcare team and community partners, we truly did."



New Sleep Clinic Will Address Growing Demand For Service

MedSleep, one of Canada's leading providers of comprehensive diagnosis and integrated treatment for sleep disorders, announced today that it will be opening its new sleep medicine facility at the Pembroke Regional Hospital this spring.

To help meet an increasing demand for such services in this part of Renfrew County, the sleep clinic which will house a three-bed sleep lab will open in May at the Ottawa Valley Health and Wellness Centre.

Sabine Mersmann, Vice-President of Patient Services – Seniors and Community Care at PRH said MedSleep will be the only sleep medicine clinic between Renfrew and North Bay and will require physician referral for all consultations and diagnostics.



Sabine Mersmann

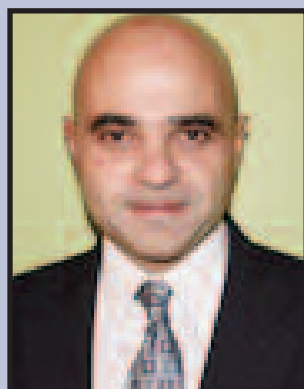
"Being able to offer sleep lab services to those in our region with sleep disorders has long been a goal of our hospital, so we are very happy to be able to provide this service to those in this part of our region," Ms. Mersmann said, adding that sleep disorders can contribute to a variety of chronic conditions, illnesses, and complications.

Some of the most common sleep disorders include obstructive sleep apnea, insomnia, and restless leg syndrome.

Each year, it is estimated that 200,000 car accidents are sleep related. If left untreated, a sleep disorder such as obstructive sleep apnea can contribute to fatigue and daytime sleepiness, hypertension, adverse cardiac events, stroke, diabetes, obesity, depression and increased post-operative complications.

Sleep medicine is a specialty devoted to the management of medical conditions which impact sleep and daytime wakefulness.

"We are very excited to be bringing our comprehensive and integrated sleep disorder treatment to the North Renfrew County community. We know it will make a real and positive impact on the health and safety of the community," said MedSleep's Chief Operating Officer Kostas Tsambourlianos.



Kostas Tsambourlianos

"MedSleep's approach is driven by the principles of quality, patient-focused care and accessibility. We pride ourselves on being one of the pioneers in sleep medicine utilizing the latest in technology and promoting education in the areas of sleep that will promote a healthy lifestyle," Mr. Tsambourlianos said.

Some of the services which will be offered include clinical assessment, treatment and follow-up by a sleep medicine physician, as well as diagnostic sleep testing. MedSleep will be run as an ambulatory clinic during the day with overnight sleep studies.

Pembroke Regional Hospital President and CEO Pierre Noel said that sleep studies are important, particularly when it comes to patients with sleep disorders who must undergo lengthy surgeries such as those for orthopaedics.

"Having this service available will be a good complimentary service to our upcoming orthopaedics program and we are very happy to have been able to bring MedSleep to the Pembroke area and offer this new service to those waiting for assessment in this part of the county," Mr. Noel said.



Referrals Are Now Being Accepted For New Regional Heart Function Clinic

A new regional outpatient program administered by the Pembroke Regional Hospital is now available for Renfrew County residents who have been identified with vascular health risk factors and may be at risk for heart failure.

Launched through a phased-in approach which began last summer, the Renfrew County Heart Function Clinic is now fully operational and accepting referrals through all emergency departments, hospitals, primary care providers or by the patients themselves by calling 1-855-293-7838.

The Heart Function Clinic is part of the Pembroke Regional Hospital's Vascular Health Program which includes pre-diabetes and diabetes, stroke prevention, cardiac rehab and heart function services.

"Similar to the Stroke Prevention and Diabetes Education Clinics, the Heart Function Clinic was developed to provide assessment, specialty consultation through a cardiologist, teaching and follow up for patients who often present in the hospital emergency departments with symptoms such as shortness of breath chest pain or other vascular health symptoms," said Karen Roosen, Vascular Health Coordinator at PRH.

"As with diabetes and stroke prevention, The Heart Function Clinic has a strong focus on self management and prevention thus teaching individuals how to treat the symptoms and change their lifestyle in order to prevent further complications or negative health outcomes," Mrs. Roosen said. To further augment a healthy lifestyle, participants also have access to recommended programs such as cardiac rehab or Heartwise exercise which were developed in partnership with the Ottawa Heart Institute.

"We absolutely know that exercise is beneficial for those who have been diagnosed with Heart Failure," said Jennifer Harris, Regional Manager for Prevention and Rehabilitation Outreach at the University of Ottawa Heart Institute. "Cardiac Rehab Programs are designed to provide individual exercise prescription as well as targeted self management tools for these patients, and are an ideal link to community based Heart Wise Exercise programs."

Dr. Ron Vexler, the cardiologist supporting the PRH Heart Function Clinic said that, "over the last five to 10 years, there have been some dramatic improvements in the treatment of patients whose hearts are weakened or failing. Foremost among these has been the emphasis on a coordinated approach utilizing specialized nursing care and close outpatient monitoring of such things as diet, activity, weight, and blood pressure. Heart Function Clinics are now utilized in many centres and have produced very gratifying results in terms of patient well-being and prognosis."

"We are very excited about the opportunity to establish a vascular health program which combines and simplifies access to education and prevention," Mrs. Roosen said.

The expected patient benefits from this program include coordinated and timely access to services, effective diagnostics, availability of specialty consultation in person or via telemedicine, individualized treatment and followup, emphasis on self management, exercise and healthy lifestyle, along with improved communication between patients and their healthcare providers during care transitions from hospital to the community.



Karen Roosen

Wellness Within Reach

Mental Health Services of Renfrew County

According to the Canadian Mental Health Association of Canada, 20% or one in every five Canadians will experience mental illness at some point in their life.

Mental Health Services of Renfrew County (MHSRC) is a regional community-based program administered by the Pembroke Regional Hospital with services offered throughout Renfrew County.

Our services include inpatient care at the Pembroke Regional Hospital, and a variety of community programs offered in-home, in the community, or at seven locations throughout the region: Arnprior, Renfrew (2 sites), Barry's Bay and Pembroke (3 sites).

Director Mireille Delorme says that, each year, more than 3,000 clients aged 16 and older are served through the program's acute and community mental health services which, amongst others, include Case Management, Support Counselling, Geriatric Mental Health Consultations, Court Diversion, the First Episode Psychosis Program, Family Information and Peer Support.

Anyone can also call the Champlain Region's 24-hour Crisis Line at 1-866-996-0991 to be connected with the Renfrew County Mobile Crisis Team which, at any one time, supports upwards of 50 people dealing with the culminating effects of mental health conditions and addictions.

Reaching out for help is often the first difficult step on the road to recovery. To assist in this, MHSRC has recently moved to a central calling system for all of Renfrew County. We can now be reached at (613) 732- 8770 or 1-800-991-7711.



North Renfrew County Health Link Will Improve Care For Patients With Complex Conditions



From left to right: Cal Martell, senior director of health system integration for the Champlain LHIN, Pembroke Regional Hospital Board Chair Kelly Hollihan, Ottawa South MPP John Fraser, Dr. Peter Galley, PRH Vice-President of Patient Services - Seniors and Community Care Sabine Mersmann, and Jeffery Weatherill, executive director of the West Champlain Family Health Team.

Ontario is working together with local health care teams in North Renfrew County to provide better, personalized care for seniors and patients with complex medical conditions.

A new initiative in the Champlain Local Health Integration Network (LHIN) is focused on the five per cent of patients with the highest needs, often with multiple, complex conditions, and who account for two-thirds of Ontario's health care dollars.

The North Renfrew County Health Link provides patients with better care through individual care plans and coordinated support from a tightly knit team of providers that could include doctors, nurses, specialists, hospitals, home care, long-term care and community agencies. They work together to develop solutions that address each patient's specific needs.

"These new initiatives will make it easier for seniors and patients with complex conditions to get the care they need. Health providers in North Renfrew County are working together to improve patient outcomes for those who need care the most," said Ottawa South MPP John Fraser.

At a recent funding announcement, Mr. Fraser said the Champlain LHIN has received a \$60,000 start up fund for the North Renfrew County Health Link.

Pembroke Regional Hospital Board Chair Kelly Hollihan said the business plan for this initiative was drafted with input from 30 agencies. The hospital will be the lead agency to coordinate care and provide best practice.

"This is about creating a patient experience that we can get the most value out of for our population," Ms. Hollihan said.

PRH Asks For The Public's Help In Preventing The Spread Of Germs This Flu Season

The flu is a serious illness that is caused by a virus. People who contract the flu experience a variety of symptoms which can vary from person to person and may include fever, muscle aches, cough, stuffy nose, sore throat and extreme fatigue. For some people, it can lead to pneumonia which is a more serious illness.

Anyone can get the flu and if you have it, you can infect others a day before your own symptoms even appear. You can also be contagious for up to seven days after you get sick. In most adults, the flu lasts two to 10 days, although it can last longer in the elderly, children and people with chronic illness. Already this flu season, 88 people in Ontario have died and flu activity can continue as late as May.

One of the most effective ways to prevent yourself from getting sick and



from spreading germs to others is simple hand hygiene. At PRH, everyone is asked to clean their hands upon arrival by using the hand sanitizer provided at all entrances.

"What many people don't realize is that droplets propelled by a sneeze or cough can carry viruses like Influenza," said Kristie Tousignant, Coordinator of Clinical Education and Infection Control at PRH. "These viruses can live up to a few hours on any given surface so can easily be picked up and spread to others on hands."

The second part to this is prevention of those droplets from getting away from an already ill person. At PRH, all patients who have a cough are asked to wear a mask. These masks can be found at the entrances to the Emergency Department and Lorrain Clinics (Tower C).

PRH Board Meetings

Regular meetings of the Hospital's Board of Directors are held in the 1st floor Board Room, Tower C, at 7 p.m. the last Wednesday of each month, except for July, August and December.

Members of the public are welcome to attend.

Versions Françaises Disponibles

Veillez communiquer avec Carolyn Levesque au (613) 732-3675, poste 6165, ou au pr@pemreghos.org.

Guest Speakers Available

Learn more about your hospital, its programs and services, or other health-related topics of interest.

Guest speakers and presentations are available. Please contact: Public Affairs and Communications by phone: (613) 732-3675, ext. 6165 or email: pr@pemreghos.org



Are You Interested In Volunteering? Consider Joining The PRH Auxiliary

The PRH Auxiliary welcomes anyone who wishes to volunteer with their activities.

Volunteering is a great way to socialize and meet new people.

The Auxiliary has pledged \$1 million to the MRI Campaign. All of our profits from the various activities we host go directly towards this worthwhile endeavour.

Volunteers can work a few hours a month or more if they wish.

No experience is necessary. Training and mentoring is ongoing for our volunteers.

The PRH Auxiliary needs volunteers to help in the Mural Cafe and the Sunshine Gift Shop, at Bingo and with the HELPP tickets.

Shifts in the Cafe are Monday to Friday, 8 a.m. to noon and noon to 4 p.m. (2 per shift).

Shifts in the Gift Shop are 10 a.m. to 1 p.m., 1 p.m. to 4 p.m., and 7 p.m. to 8:30 p.m.

Bingo shifts are 2 or 4 hours on Tuesday afternoons.

HELPP ticket shifts are Monday to Friday, 10 a.m. to 12:30 p.m. and 12:30 p.m. to 3 p.m.

Anyone wishing to volunteer is asked to call 613-732-3675, ext. 6169.