

PEMBROKE REGIONAL HOSPITAL
President and CEO Report – March 2024

Board Education Session

This month's Education Session, provided by Brent McIntyre and Beth Brownlee, featured a comprehensive overview of the work that has been done to date within our Patient Care Teams driver.

Staff Engagement Survey

A total of 513 staff and physicians responded to our satisfaction survey at the beginning of March which is a 58% response rate. We are now in the process of analyzing the results and verifying some of the information we received with individual departments. The overall results show a slight improvement in overall quality and safety positive answers, from 64% in 2023 to 67% in 2024. Overall investment and improvement had a similar increase from 60% to 64%. Teamwork had a slight decrease from 81% to 79%, while overall engagement stayed the same at 69%. The largest improvement was in overall communication and feedback which went from 56% in 2023 to 64% in terms of positive responses in 2024. A more detailed review will be provided at our next Board meeting along with strategies to address the opportunities mentioned in the survey.

EDI (Equity, Diversity and Inclusion) Committee Launches Video and Website Content

When our hospital's EDI Committee was formed, part of our communications plan involved the development of a video series that would document our hospital's EDI journey. Committee members also felt it would be important to create EDI content for the PRH website which speaks to the work being done.

Both are now complete and we are excited to share these with you through the link below which will take you to our EDI page and the embedded EDI video. <https://www.pemreghos.org/edi>

I want to acknowledge the work to date of this enthusiastic group of staff who have come together, each with their own diverse backgrounds and roles within our organization, to look at what we are doing in all aspects of EDI and find ways to do better.

PRH Partners with Others to Help the Homeless and Other Vulnerable Populations

In keeping with our mission, we are always eager to collaborate with community partners in Renfrew County on ways to address unmet needs and support the vulnerable. Given our expertise in providing exceptional care to patients experiencing mental health and addiction crises, we have been asked to partner in an important initiative with the County of Renfrew Paramedic Service to further address those needs in the community.

The concept is to augment existing services with the addition of mobile teams which will include a Community Paramedic and a Crisis Worker with harm reduction expertise and social services navigation skills from our Community Mental Health Program. The mobile teams will focus on day-to-day targeted engagement with vulnerable community members coupled with an inherent surge capacity to respond to crisis needs with trauma-informed care. The mobile team will work closely with partner organisations, local resources and mental health services to support vulnerable community members.

Construction Update

Tower C Main Entrance Renovation Project – During the week of March 11th we saw construction tarps go up on the ground floor of Tower C in preparation for the work which will create a new main entrance to our hospital and facilitate the co-location of Mulvihill Drug Mart, the Sunshine Gift Shop and our Foundation office. New signage has been posted in order to help guide our patients to the Tower C elevator and, when possible, we have volunteers on hand to assist with wayfinding and navigation.

The total timeline from start to finish for this project is anticipated to be about 12 months so we will be keeping our team and the public updated as things progress!

Cancer Care Project (Phase 2, Tower D Renovations) – Our newest construction team moved into Tower D, 1st floor the week of March 18th to start the renovations in our Chemotherapy and Medical Day Care unit.

Initially the Tower D construction will focus on preparing a "temporary" chemotherapy treatment space for our patients to ensure that we do not disrupt their treatment schedule and can continue to provide our high-quality service while the renovations to the permanent space are underway.

The expanded unit will feature three additional treatment chairs, two patient washrooms, an infection control isolation room, a private examination room, a multi-use area where patients can obtain ice, water and light snacks, and a centralized nursing station.

This phase of the project will also include the creation of an education space for patients and their families as well as a meeting room and comfortable waiting area for families who want to accompany their loved ones.

The open-concept design will allow for future growth and provide an enhanced opportunity for relationships between patients and families to occur.

PRH Honours Retirees and Staff Who Achieved Long Service Milestones

On April 25th we will celebrate the retirement of 18 staff who retired in 2023 and collectively contributed 406 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 are also celebrating the long service milestones of 127 staff and 14 physicians who achieved long service milestones ranging from five to 45 years of service at PRH.

The 37 employees and five physicians who achieved long service milestones of ranging from 20 to 45 years of service have also been invited to the April 25th 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 hospital's reward and recognition program we have also recognized 51 full and part-time staff who achieved a full year of perfect attendance in 2023. 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.

Effective this year we are discontinuing the Attendance awards and ultimately eliminating any perceived pressure to maintain perfect attendance so that staff are empowered to prioritize their health without hesitation.

Actions Taken by the Board at its March 27, 2024 Board Meeting

Approved the following appointments/reappointments:

- Sixty-three new physicians for Term privileges
- One new midwife for Term privileges
- One physician for Courtesy privileges
- Fifty-two physicians for Active privileges
- Nine physicians for Associate privileges
- Thirty-five new physicians for Courtesy privileges
- One new physician for Locum privileges
- Three physicians for Term privileges
- Three physicians for Active privileges
- Nine nurse practitioners for Courtesy privileges
- One midwife for Active privileges
- Two midwives for Term privileges
- Five dentists for Dental privileges

Approved the 2024/25 Quality Improvement Plan

Approved the revised policy "Board of Directors Committees"

Approved an initial capital application of \$4,405,000 for 2024-25

Approved a 3% inflation adjustment for non-union staff (other than Senior Leadership) effective April 1, 2024

Approved the CEO and Board Chair to sign any declarations of compliance for 2023/24

Approved the 2024-2029 Strategic Plan

Approved that the 2023-24 Hospital Services Accountability Agreement (HSAA) and 2023-24 Multi Sector Services Accountability Agreement (MSAA) be extended to March 31, 2025