

Today's Take-Aways

Epic Update

• A reminder that our contest to name our *Epic* project closes at 4 p.m. Monday, October 7th. To date, a total of 363 votes have been cast for the three finalists – *Project Horizon*, *Project Rise* and *Project Hero*.

The winning name which will be linked to *Epic* communications and activities will be announced Thursday, October 10th!

<https://www.surveymonkey.com/r/Epicprojectnamecontest>

Trillium Gift of Life Network (TGLN)

• A special thank you to the following staff who made notifications to Ontario Health (TGLN) in September. A total of five notifications were received, with one moving forward to donate ocular tissue for research and education. Thank you to Kailyn Barr (Medical) for notifying Ontario Health (TGLN) as part of high-quality end-of-life care and allowing this patient to honour their decision to donate.

While the other four notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed: Rebecca Brum (ED), Kassandra Zarzecny (ICU), Robbie McLaughlin (ICU), and Meshwa Patel (ED).

Departmental Updates

Ambulatory Clinics

• In September, the Ambulatory Clinics team said farewell to our Unit Clerk Barbara Menoso, who moved to Trenton. She surprised us all with a delicious meal featuring the traditional dishes from the Philippines. Thanks for giving us a taste of your home country Barbara, your positive energy will be missed!

Group photo, from left to right:

Danielle Malone, Dr. Offiah, Jenny Huang, Ann Kenyon, Greg Tate, Michele Smith, Lise Vaillancourt, Colleen Gribbon, Barbara Menoso, Julia Reddy, Sandy Mask and Bella Gervais.



Today's Take-Aways Continued

Diagnostic Imaging

- We have received additional funding hours from the Ministry in order to reduce our MRI and CT wait times. As a result, we have expanded our MRI hours to include weekends and our CT hours to include evening appointments Monday through Thursday.

Human Resources

- Welcome to the team! Please extend all new staff a very warm welcome.

September 2024: Paula Adshade (Clinical Administration), Hannah Bogacki (Surgical), Natalie Chartrand (Environmental Services), Rianna Clarke (Surgical), Matthew Copeland (Food Services), Samantha Duarte (ED), Sana Fazlollahi (Rehab), Alyssa Heidt (ED), Samantha Knowles-Teather (Medical), Amanda Landry (Rehab), Taylor McMullin (Mental Health Services), Jayme Reckzin (Diagnostic Imaging), Nicole Recoskie (Medical), Cherie Shepherd (Medical Affairs) and Courtney Smith (Human Resources)

- As you may recall, our French Language Services (FLS) Committee has been working hard to achieve a partial designation for the X-ray service in Diagnostic Imaging under Ontario's *French Language Services Act* (1986). While quite a few steps still need to be completed in order to make this official, we anticipate having the designation approved by next summer.

In the meantime, and to further support our commitment to French language services, we have introduced buttons and stickers for our bilingual staff to wear which will let our patients and visitors know that they are French speaking, enhancing our inclusivity and patient care.

If you speak French in a manner that is sufficient to communicate with patients and provide them with an appropriate level of service, please stop by the Human Resources department (C233) to pick up either a sticker or a button with a magnetic clasp.

- Please note that all outstanding Manulife claims must be submitted to Manulife by October 31st. Claims to Manulife will not be accepted after this date.

It should be noted that there was a system error with the Manulife site and some members were unable to submit claims online. They have created a workaround if you need to submit a claim. If the benefit you are trying to submit does not show up on the drop-down list, you should use Service not Listed, and for other Health Claims, and for Paramedical claims use Provider Not Listed. Alternatively, you can also mail in the claims.

If you have any questions, please reach out to Angela Lemke, Payroll & Benefits Administrator at x 6501, or by email at angela.lemke@prh.email.

- We are pleased to be able to accommodate up to 15 Grade 9 students as part of "Take Our Kids To Work Day" on November 6th. Should you be interested in having your child attend participate between 9 a.m. and 3:15 p.m., please email the following information to Andrea Heuving at anheuving@prh.email:

Student Name, Parent Name, Parent Department

Is the parent scheduled to work? Y/N

Does the student have any food allergies?

Emergency contact information (name and phone number)

Please note that students will be considered on a first come first serve basis. Lunch and snacks will also be provided for the day. The day will consist of managers from PRH providing both in class discussion and unit tours.



Today's Take-Aways Continued

Information Technology

- As part of an effort to improve portable phone communications at PRH, the IT team has been working on an extensive list of service enhancements. This includes:
 - Completion of a comprehensive coverage analysis in order to identify areas where there are gaps in service. Additional Wi-Fi access points have been installed where those gaps were identified.
 - After detecting areas of significant interference, a new Wi-Fi channel was put in place to minimize interference and improve connectivity for the newer portable phones.
 - The newer portable phones have been configured to automatically select the optimal Wi-Fi channel when entering different parts of the facility and to connect seamlessly to other Wi-Fi points so that calls don't drop as one moves through the hospital.
 - More updates are forthcoming to allow for even better roaming between access points.
 - We are also taking steps to ensure faster and more reliable network performance.

Maintenance

- Following a number of site visits to other hospitals, the Visual Building Improvement Audit Committee has decided to trial electronic wayfinding outside of the Mural Café. To achieve this, a projector has been installed in the ceiling at the corridor intersection which projects a message onto the floor. This environmentally friendly signage does not take up any wall space and doesn't rely on floor markings which tend to peel off and can be difficult to clean. In keeping with a more minimalistic approach to signage, we are looking for feedback from staff, patients and visitors to see if this method might be helpful going forward.



Medical

- We are excited to share that Gala Drolet, a Medical RPN and Adrienne Smith, an RN on Medical are the first nurses to have taken the LEAP course. LEAP stands for Learning Essential Approaches to Palliative Care and is offered by Pallium Canada. As we see more palliative patients admitted to our hospital, LEAP is an interprofessional course that focuses on the essential competencies to provide a palliative care approach. LEAP™ Core is taught by local experts who are experienced palliative care clinicians and educators. Going forward, we hope to see more nurses taking this specialized palliative care training.

Mental Health Services of Renfrew County

- On Friday September 27th, MHSRC held their "Systems Meeting" at the Shady Nook Recreation Centre. The Systems Meeting is an annual event where MHSRC and AMH staff gathered together to reconnect, learn about internal and regional projects, reacquaint ourselves with the work being done by organizations throughout our community, and to align with the various initiatives of the Pembroke Regional Hospital.

This year, guest speakers from The Grind Pembroke (Morgan), Renfrew County District Health Unit (Melanie and Erin), and End of the Leash Inc. (Tina) presented to the group, highlighting the incredible work of these organizations in Renfrew County. We even had a few furry friends join the festivities as well!

This year's Systems Meeting planning committee consisted of Amber Hammel, Evan Harris, Lani Graham, Maarit Ikavalko, Emily Thaw, Emily Fardy, Monika Remisiewicz, Nathan Lavigne, Jeremy Paplinskie, Lisa Raglan, Erin Ready, and Ian Payne.

Thank you to all of those who helped contribute to such a successful day!

A few photos from the day can be found on the next page.

Today's Take-Aways Continued



- Introducing The Young Adult (YAG) Group presented by ROP (Recovery Outreach Program). The Young Adult Group is an initiative that provides individuals with socialization, life skills, and the chance to connect to their community.

The YAG meets four times a month – twice in Pembroke and twice in Renfrew. Those eligible are clients who are affiliated with MHSRC and are involved with case management or crisis who are between the ages of 25 and 40.

Program referrals can be made to social recreation by a case manager or crisis worker. It is important to indicate that the referral is for The Young Adult Group.

If you have any further questions, please reach out to Brianna Boisclair

Occ Health

- October 6th is the start of Fire Prevention Week. This year, the theme is Smoke alarms: Make them work for you! Now is the opportunity to make sure your smoke alarms are still functional. Even if they are working, is it time to replace them? Most alarms have an expiry date on them and this is easy to forget about on hard-wired alarms or alarms with 10 year batteries. Don't just push the test button. Get up to the alarm (safely), vacuum it off inside and out and check the label for the expiry date.

- Because we manage many illnesses based on symptoms/symptom improvement, it is important to call Occ Health at 8200 at the start of any symptoms in order to discuss your situation. Everybody's situation is different and some may be able to work with their symptoms under work self isolation.

- We are now in the process of planning for this fall's vaccination clinics. To help with this, please be sure to complete the SurveyMonkey poll that was circulated through email earlier this week. Though details aren't yet finalized, we are hoping to launch our clinics in the second half around the middle of this month.

Connecting with the CEO - In Case You Missed It

September 20, 2024

Over the past several weeks, many of you have had a chance to play Epic Trivia at huddles! It's been so encouraging to hear how excited you are about bringing Epic to PRH and how committed you are to this new venture for our patients, community and our staff!

While we've heard many positive comments about the advantages of Epic - improved coordination of care, improved access for patients to their health information and 'no more fighting over charts at the nursing station', we have also heard your concerns about the challenges of technological change such as how much IT support we will have going forward in this adoption.



I appreciate this concern and want to assure you that we will not only have the support of our own IT team whose members will be learning as much as they can about Epic and how to support staff and physicians, but we will also have the support of the IT team from TOH (The Ottawa Hospital) who are well versed in Epic and will be there to guide us through adoption and the learning curves that come with that.

In fact, part of the fees that we will be paying to implement Epic pay for TOH's IT support.

And we know, from others who have gone before us, that the IT support piece works.

In fact, an Epic analyst from Hawkesbury General Hospital shared that the TOH "Fusion" team is an important pillar needed for HGH to work well in Epic. "The team is often available to meet our unexpected requests and the working groups function well. Over time, we have acquired permission to be more independent and the trust relationship is well maintained. Although requests must go through the Service Now portal, analysts are available for Teams meetings to move requests forward."

All I can say is, trust the process and know that a large part of the success of this transformation will be the availability of timely tech support for all.

Go See Gemba Walks

I recently had the opportunity to observe bedside rounding in our ICU as part of a Go See Gemba Walk and I was so incredibly proud and pleased by what I saw that I wanted to mention it here.

Since introducing Go See Gembas about a year ago, myself and the other members of our Senior Leadership Team have individually had the chance to conduct about 20 of these in various areas of the hospital.

Go See Gembas allow us to observe, first-hand, new processes that have been put in place. Unlike regular Gemba Walks, we don't ask questions, we are simply there to observe and learn and every one of us has returned from these eager to share with our colleagues the great things we have seen and the pride we felt in watching you all do your part.

I asked for some feedback from others on our team and both Melanie and Beth had this to say:

"Go See Gembas are such great opportunities to get a glimpse into the important work that our teams do every day. It's an opportunity to learn, observe and appreciate processes. I always look forward to the next one! From the meal preparation and delivery process, to Diagnostic Imaging procedures, to the handover to our after-hours hospital charge nurses and our important contribution to the MESA TEAM, one thing is evident: our values of compassion, collaboration, commitment and courage shine through!" Melanie

Connecting with the CEO - In Case You Missed It (Continued)

"I had the privilege of participating in Go See Gembas to observe medication delivery to patients using our new ADUs, Palliative Care Rounds and the OR surgical checklist. These gave me the opportunity to observe first-hand the amount of collaboration that occurs within our teams both internal and external to our organization. I observed important workflows and the incredible culture of safety and compassion shown by our team members. The teams were incredibly welcoming, patient and gave freely of their time to help me understand the vital work that they do." Beth

I look forward to seeing more of our health care in action and I hope all of you will see this a wonderful way to give me and the Senior Leadership Team greater insight into what you are doing for our patients and the patient experience. Keep up the great work!

Sabine

September 27, 2024

To start this week's message, I want to extend my thanks and gratitude to each of you who has had a role to play in our transition to Connected Vitals – not only through the incredible work that was required leading up to this week's go live, but also to our Super Users and all of you who have courageously embraced the change and got us through this first week!

I recognize that every technological change comes with its own set of challenges, but this transition represents a significant step in our journey to Epic, and one of the ways in which we can provide the highest quality of care to our patients.

With real-time data now at your fingertips, Connected Vitals will make it easier for you to provide timely and accurate patient assessments which, in turn, will allow for quicker decision-making and improved patient outcomes.

We will also be able to share critical information seamlessly across departments, ensuring everyone involved in a patient's care is on the same page. This means better collaboration, fewer errors, and ultimately, a more cohesive patient experience.

In the days and weeks ahead I encourage you to share feedback that may help improve the system and take advantage of the training and support resources that have been put in place to assist with these new tools.

Time to Cast Your Vote!

With just under two weeks until the launch of our implementation phase for Epic, I know many of you are excited about what's to come while others, I'm sure, have lots of questions.

I can assure you that communication around Epic – starting with the basics, will soon be ramping up which is why we want to get our project named in time for our launch kick-off on October 10th.

Having a unique name will help us focus our vision and goals for this project, while creating a sense of identity and ownership. By giving it a name, we'll be highlighting the positive changes Epic will bring to our hospital, our workflows, and, most importantly, our patients.

Moreover, a catchy and memorable name will help to make our initiative more relatable, while sparking conversations and helping everyone understand the importance of what we're doing.

Thanks to all of you who tapped into your creative sides and submitted names and/or logos. Our Epic Driver team narrowed down the choices to three which have now been circulated through a Survey-Monkey link. Cast your vote before October 7th and on October 10th we'll celebrate and announce the winner!

National Day for Truth and Reconciliation

Lastly, I wanted to personally invite you to join our Indigenous guests who will share some of their culture with us in the Chapel between 9 and 10 a.m. Monday morning as part of our recognition of the National Day for Truth and Reconciliation.

Connecting with the CEO - In Case You Missed It (Continued)

As healthcare professionals, we know that healing goes beyond physical well-being; it encompasses emotional, cultural, and historical aspects. This day is a powerful reminder for us to reflect on the history and experiences of Indigenous peoples in our country. It's about acknowledging the past, recognizing the injustices faced by these communities, and committing to a path of understanding and healing.

Taking time to recognize this day is essential for fostering an inclusive environment—not just within our hospital but in our broader community. It helps us build stronger relationships with Indigenous patients and their families, ensuring we provide culturally safe care that respects their traditions and experiences.

I encourage each of you to take a moment on this day to reflect on what it means to you personally and professionally. Whether it's through participation, conversation or self-education, every little step counts.

Sabine

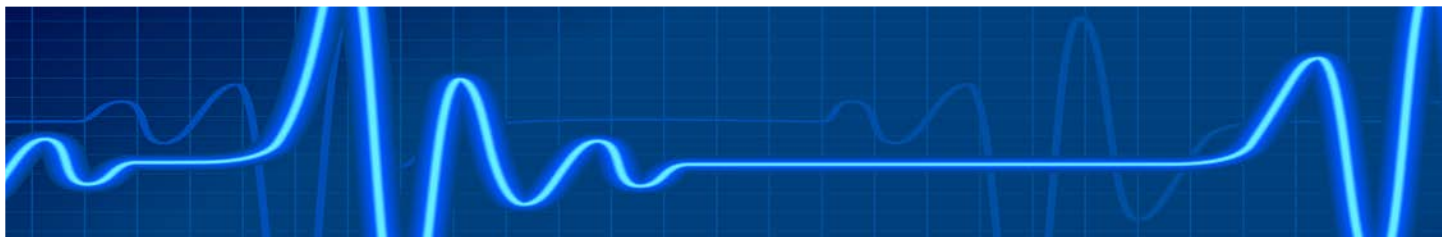
LEAN IN

On October 2nd, members of the Senior Leadership Team conducted their monthly Gemba Walk at our Warehouse on Cecelia Street. There, they were joined by representatives of Materials Management, Medical Records and Information Technology who shared details about the extensive work that has been done to overhaul and improve the storage and management of hard copy patient records which are required to be kept for 11 years in the case of adults, and 29 years for paediatric patients.

Aided by six summer students this year, a great number of records were prepped for destruction while the remainder were reorganized to enhance efficiency when searching for particular patient records. In addition, a floor plan was created that makes it easier to identify the location of all records and decrease the time it takes to find one.

SLT members saw hundreds of boxes of patient records awaiting destruction including a large number containing primarily paediatric records from the former Civic Hospital which will be due for destruction in January, 2027.

The group discussed some of the challenges of having to store hard copy patient records, as well as how this process will be impacted going forward once we have Epic in place.



Emergency Preparedness

On Sept 26th, the ED team took part in a group discussion on our Code of the Month, Code Purple. For those who are unaware, Code Purple refers to a hostage situation.

Unlike many of our codes where staff respond to help, Code Purple focuses on getting yourself to a safe location, and if possible, helping patients get to safety. However, your own safety takes priority.

This is also a code in which local police take over Command Centre once they enter the building. We then take our direction from the OPP's Incident Commander, which may include actions like sheltering in place, or evacuating patients.

Thank you to those that took part in this discussion. If you haven't reviewed the Code Purple policy yet, please take the time to review.



As part of our recognition events on September 30th, we welcomed Elijah Pemmican and Tasheena Sarazin who provided detailed context for the National Day for Truth and Reconciliation and shared with us the challenges that Indigenous people face today as a result of the Residential School experiences of the past.

They also shared with us teachings about the use of tobacco in healing emotional trauma and performed several Indigenous songs to cap off the event.

This powerful presentation moved all in attendance and it is hoped that we might be able to have these guests return so that they might share their teachings with others.

Upcoming Recognition and Celebration Dates

October

Occupational Therapy Month / Breast Cancer Awareness Month

Rosh Hashanah - October 2-4

Healthcare Supply Chain Week / Healthcare Food Service Workers' Wee - October 6-12

Yom Kippur - October 12

Thanksgiving - October 14

Feast of St. Marguerite D'Youville - October 16

Workplace Bullying Awareness Week / Sterile Processing (MDR) Week / Infection Prevention Week
October 13-19

Spiritual Care Week / Respiratory Therapy Week - October 20-26

Canadian Intensive Care Week / Health Information Professionals' Week - October 21-26

Célébration de la Journée franco-ontarienne !

Chers membres du personnel,

En cette Journée franco-ontarienne, je tiens à prendre un moment pour reconnaître et célébrer la richesse et la diversité de notre communauté francophone. Cette journée est l'occasion de mettre en valeur l'importance de la langue française et de la culture francophone au sein de notre hôpital et dans notre région.

Au sein de l'Hôpital régional de Pembroke, nous avons la chance de travailler avec des collègues, des patients et des familles qui parlent français et qui enrichissent notre environnement de soins. Votre engagement à offrir des services de qualité dans les deux langues est essentiel pour garantir que chacun se sente accueilli et compris.

Pour ceux et celles qui s'identifient comme étant francophones et en mesure de maintenir une conversation en français, nous sommes fiers de vous offrir un bouton « Je parle français ».

Ensemble, nous pouvons continuer à promouvoir l'inclusion et le respect de la diversité linguistique et culturelle.

Merci pour votre dévouement et votre engagement envers nos patients et notre communauté.

Mélanie Henderson, Vice-présidente, Services cliniques et de soutien, partenariats et intégration



Celebrating Franco-Ontarian Day!

Dear staff members,

On this Franco-Ontarian Day, I want to take a moment to recognize and celebrate the richness and diversity of our Francophone community. This day is an opportunity to highlight the importance of the French language and French-speaking culture within our hospital and in our region.

At Pembroke Regional Hospital, we are fortunate to work with French-speaking colleagues, patients and families who enrich our care environment. Your commitment to providing quality services in both languages is essential to ensure that everyone feels welcomed and understood.

For those who identify as French speakers and able to maintain a conversation in French, we are proud to offer you a "I speak French" button.

Together, we can continue to promote inclusion and respect for linguistic and cultural diversity.

Thank you for your dedication and commitment to our patients and our community.

Mélanie Henderson, Vice President, Clinical and Support Services, Partnerships and Integration



FALL SALE!

Book online at GREATWOLF.COM
or call 1.800.605.9653

**September 27 - December 20
2024**

**Save up to 25%
on a 1 night stay**

**Save up to 30%
on a 2+ night stay**

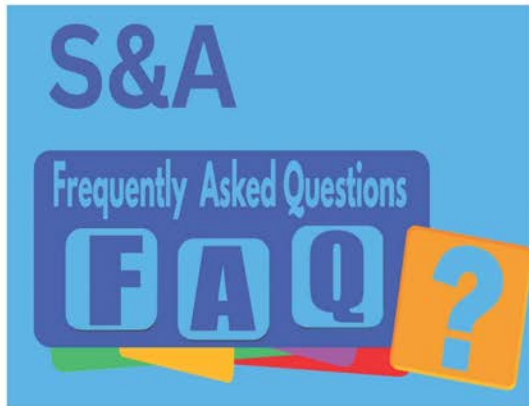
- Limited availability, blackout dates apply.
- Company ID must be presented upon check in to receive discounted rate.
- Limit 2 rooms per employee per night.
- Includes 2 days of waterpark play with a 1 night stay and complimentary parking.
- Rates are available for the dates outlined only and are based on availability at time of booking. Blackout dates apply.
- First night's room & tax due upon reservation.

Must Book By: October 27, 2024

**Book Using:
YOUR PPC CODE
PEMB1G8**

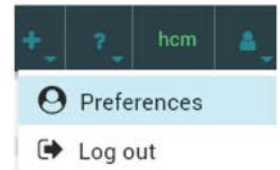


Offer valid only at Niagara Falls, Ontario location for the above dates only. Must be mentioned at time of reservation. Reservations must be made by outlined cut-off dates. Offer is subject to applicable taxes. Limited number of rooms available for each date and blackout dates apply. A minimum 2 night stay may be required for Saturday stays. Cannot be combined with any other discount or promotional offers. Offer based on 4 guests per room and may be terminated at any time without notice. Additional water park passes are \$75.00 per person. Must have one individual 21 years of age or older staying in each room. Offer is not transferable and is not redeemable for cash. Other restrictions may apply. Limited availability, blackout dates may be added at any time. Rate subject to change.



Q: How do I know the status of a shift that I bid on?

A: You can configure notifications through your preferences. Employee preferences are accessed by the User menu in the application header. If you are not receiving shift related notifications, please review, and update your preferences.



Q: How do I enter (or update) my Emergency Response Time?

A: Navigate to your Calendar page, select the *Actions Menu* and *Manage Emergency Response*.



Q: How do update my contact information in S&A?

A: Log into *Employee Self Serve*, hover over "Personal", click on "Demographics", click on the appropriate item, then click "edit". When updating your phone number, please ensure that there are no dashes/spaces.



S&A Coming Soon!

LGI Scheduling Mobile App is a new application which allows you to view your work calendar, receive shift offers and respond to shift offers.

The mobile app can be downloaded on any mobile device at no charge.

Benefits of the App

- 24/7 Access: View your schedule and open shifts anytime/anywhere.
- Modern Technology: A user-friendly interface designed for mobile devices.
- Simplified Shift Management: Bid on available shifts with a few clicks.

Automated Callouts will remain available for employees who prefer not to use the mobile app for shift offers. Please stay tuned for more information in the coming days.



PRH STAFF ASSOCIATION
CHRISTMAS DINNER AND DANCE
GERMANIA HALL

SAVE THE DATE

SATURDAY, DECEMBER 7, 2024



PRH Auxiliary Fall Luncheon/Fashion Show - October 2, 2024

Local residents got a sneak peak at the latest fashions and accessories which are now available at the Sunshine Gift Shop during yesterday's fashion show and luncheon held at Our Lady of Lourdes Church Hall.

As part of the presentation, the Auxiliary presented PRH President and CEO Sabine Mersmann with a cheque in the amount of \$50,000 towards the purchase of Bone Density Test equipment valued at \$150,000. The \$50,000 was comprised of \$27,000 from Delta Bingo & Gaming Pembroke and \$23,000 from the Auxiliary's general account which represents funds raised through the gift shop, the Mural Cafe, TV rentals, and the ATM machine.

The Auxiliary also presented Sabine with a cheque in the amount of \$5,200 for the purchase of five new televisions for rooms in the renovated Surgical inpatient space. This included \$1,000 from Pembroke's chapter of La Fédération des femmes canadiennes françaises.



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

GUARDIAN ANGELS



Kateri Crozier, Rehab

“Thank you for all you do for your patients Kateri! “

Presented By

OK TIRE

Catch
the Ace



\$41,000.00



Lottery License RAF1411739

Presented By Hyundai Pembroke

AUTO LOTTO
CAR LOTTERY FOR HEALTHCARE

TAKE THE
CAR OR CASH!



TOTAL PRIZES
WORTH OVER
\$40,000

BUY YOUR TICKETS

Main Draw LL #RAF1423719 | 50/50 Draw LL #RAF1421876



Black & White
GALA



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Discharge Communication Driver Update

A priority this year for our hospital is improving discharge communication. To measure the success of our work, we have set the target that 80% of respondents will answer “completely” to “Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?”

In December of 2023, we launched the electronic version of the Patient Experience Survey. Rather than physical copies, patients are sent the survey via email, which is collected at registration. This has made data entry and analysis significantly easier, as all of the data is entered electronically and analyzed in Qualtrics software.

When the survey was launched electronically in December, we received 93 responses. However, due to some quality improvement initiatives to improve email collection, we have received 252 responses in August 2024.

This all leads to more data and more confidence in knowing our patients are feeling informed when they are discharged.

PRH Receives A Share Of Funds Raised Through RC RealEstate Board’s 20th Annual Charity Golf Tournament

Thanks to the invaluable support of participants and sponsors, this year’s tournament raised \$45,759.88 which has been shared amongst four charities.

The PRH Foundation received \$10,000 for the Chemotherapy and Medical day-care units so they can expand the Chemotherapy treatment services needed at the Pembroke Regional Hospital.

The remaining balance was shared with the following:

- Hospice Renfrew to provide full time nursing care as well as physical, emotional and spiritual comfort to terminally ill residents of Renfrew County and their families.
- Deep River & District Hospital Foundation to provide palliative care services to those suffering from incurable and/or life-limiting illnesses to enhance the final stages of life and giving families the support they need.
- St. Francis Valley Healthcare Foundation to provide palliative care services to improve the quality of living and dying to patients and their families.

The organization’s 20-year fundraising total is \$355,128.49!



Stroke Survivors & Caregivers Become a volunteer!



The After Stroke - Hospital Peer Connections program aims to inspire stroke survivors and their families to lead a meaningful life after a stroke. We are looking for volunteers who have had a stroke and are well into their recovery OR are caregivers of someone who has had a stroke. Volunteers will go into the hospital to visit with recent stroke survivors, providing peer support, hope and encouragement.

Would you like to:

- Share your story of stroke recovery
- Inspire others to live their best life after stroke
- Provide hope and encouragement to people who have just had a stroke

Scan the QR code, or visit our website:
<http://www.marchofdimes.ca/volunteer>



For more information contact
Michelle Foster, Coordinator, Volunteer Engagement
T: 705-627-7831 | E: mfoster@marchofdimes.ca



Announcing A PRH Hospital-Wide Staff Appreciation Thanksgiving Pie Day

Featuring A Fall-Flavoured Pie Slice And A Beverage

In The Lunch Box

Between 11 a.m. and 1 p.m.

Friday, October 11th,

Gluten Free Option will also be Available While Supplies Last.



PLEASE NOTE

- For those teams who work offsite and are unable to stop by and pick up treats for the team, Managers are encouraged to make arrangements for the purchase of a similar treat and email carolyn.levesque@prh.email for reimbursement.
- Pie slices will be delivered to units/departments for evening and night staff.

October 6th to 12th is Healthcare Supply Chain Recognition Week.

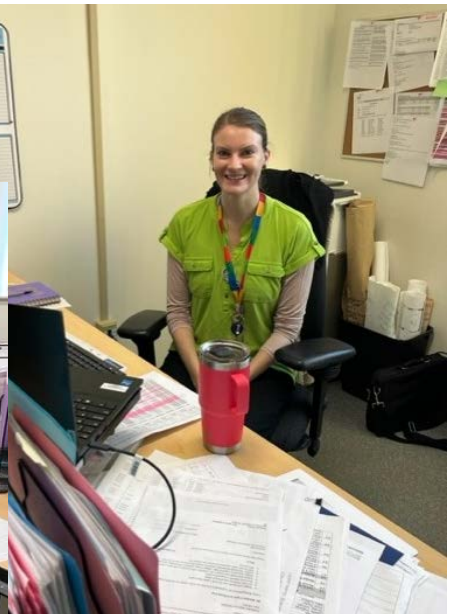
A big shout out to the Materials Management Team for their ongoing dedication and behind-the-scenes hard work at replenishing, delivering and ordering much needed supplies for the organization.

With ongoing supply chain ordering challenges since Covid, there is extra work happening by the team for sourcing and ordering our medical surgical supplies and equipment.

Thank you for all that you do to support the operational needs of the hospital. Mat Man staff can be seen out and about the hospital as well at our warehouse, offsite.

HEALTH CARE SUPPLY CHAIN HEROES

NATIONAL HEALTH CARE SUPPLY CHAIN WEEK



CELEBRATIONS

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

- We celebrated **Michelle Giles and the Maintenance Department team** for purchasing the fall Mums for the Chapel. They look beautiful! Thank you, Laurie Tomasini
- Celebrating **Melanie Prescott, Julie Benoit and Cassidy Leach** for their expert support of an unexpected phone situation where a client's safety was at risk. You implemented your NVCI and ASIST skills to keep the client on the phone until appropriate follow-up could be provided. Great response under pressure. Erica & Jeremy
- We would like to celebrate the **RPNs in Ambulatory Clinics - Michelle Ingram, Andrea Mielke, Sandra Bretzloff-Hammell and Kaitlyn Vaillancourt** for their amazing teamwork in September as we struggled with some staff shortages. They came together to make sure that patients received the care they needed. A big thank you to **Sandy Mask and Lisa Gravel (Telemedicine)** for lending a helping hand. Finally, welcome to **Sabrina Norlock from Surgical** who is joining our team for the next few months. Julia Reddy and Greg Tate
- Carolyn Levesque celebrated **Sarah Mellish** for her help with some Word document issues. She said Sarah was so kind and knew how to fix things and she really appreciated the assistance and how much time it saved her. Thank you!! Sabine
- I would like to celebrate **Danielle Malone** for her incredible work within the Stroke Prevention Clinic. Danielle recently received a wonderful compliment from a patient, acknowledging her for the support and kindness she shared while helping the patient to navigate his medical diagnosis and journey. Keep up the great work Danielle! Kirsten Johnson

Wellness Day for the Healthcare Community

FREE ONLINE ZOOM EVENT

Tuesday November 19, 2024

9:00 am – 3:45 pm

Tower D Boardroom, Room D227

Zoom Link:

<https://us06web.zoom.us/j/86458043818>

All welcome to attend as drop in sessions!



Wellness Day Schedule (Eastern Standard Time)



9:00 am – 12:00 p.m. *An Introduction to Mindful Eating: Rewriting Your Relationship with Food*

12:00 p.m. – 1:00 p.m. *Lunch Break*

1:00 p.m. – 2:30 p.m. *Caring for Self in Troubled Times*

2:45 p.m. – 3:45 p.m. *You Are Not Your Thoughts: Mindfulness Practices for Self-Care*

DID YOU KNOW?

October 7-11 is Canadian Malnutrition Awareness Week

Did you know that up to 1 in 2 adult patients admitted to hospital are malnourished, and that malnourished patients stay admitted approximately three days longer than those who aren't?

At the start of September, the Clinical Nutrition team, comprised of Holly Landry, Registered Dietitian and Becky Richardson, Dietitian Assistant, launched a pilot project to screen for malnutrition in our general patient population. For each newly admitted patient on 3rd Medical and Rehab, a team member asks the patient two simple questions:

1. Have you lost weight in the past six months without trying to lose this weight?
2. Have you been eating less than usual for more than one week (over 7 days)?

If the patient answers "yes" to either question, they are deemed at risk for malnutrition and get an automatic referral to the dietitian. This has resulted in an increase in referrals and, in turn, assessment by an RD sooner in their hospital stay without needing a physician referral. In addition, we have been asking about food allergies and preferences, which contributes to a better patient experience. A full report of the outcome of this pilot project will be available in the new year.

Malnutrition Care for All

Addressing malnutrition across healthcare settings

Malnutrition starts in the community



Up to 1 in 2 adult patients

admitted to hospital is malnourished



Up to 1 in 3 pediatric patients

admitted to a tertiary hospital is malnourished



Malnutrition is costly

Average 3 days longer

hospital stay in malnourished patients

\$1500 - \$2000

hospital cost per patient



\$2 billion/year

is the estimated cost of malnutrition



Poor food intake is a reality



1 in 3 older adults

has difficulty meeting their nutritional needs



1 in 4 pediatric patients

meets less than 50% of their energy needs



30% of adults

eat less than half their food in hospital



Weight loss occurs in hospital & after discharge

Greater than 5% weight loss

is associated with a longer length of stay in hospital

1 in 4 adults

reports weight loss within 30 days after hospital discharge

1 in 5 pediatric patients

loses more than 5% of their body weight in hospital

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If you insure your home with us, you have access to our free Legal Assistance Helpline. The helpline allows you to speak with a lawyer on almost any legal topic, with no impact to your policy. And, best of all, there's no limit on the number of times you can use this resource!

Here are some common questions – and answers – about the Legal Assistance Helpline:



What is it?
A confidential service providing legal advice for Co-operators policyholders.



What types of legal guidance can I get?
We provide legal guidance on family law, wills and estates as well as contract disputes and resolutions.



Who can use it?
All Co-operators home policyholders.



When can you use it?
Call any time if it's an emergency. Otherwise, access the helpline 7 days a week from 8 a.m. to midnight, local time.



How much does it cost?
It's free. Use the helpline as often as you like.



Will calling affect my policy or increase my premium?
No. We offer this service to support our policyholders!

Our legal assistance helpline is a partnership with ARAG Legal Solutions Inc., and aims to strengthen our ongoing commitment to building resilient communities across Canada.

We're here to help whenever you need us. To access the helpline, call 1-855-953-1431.

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PRH Staff Association Treat Day Featuring A 4.5 Inch Pot of Seasonal Mums

REVISED DISTRIBUTION DATE:
Friday, October 4th, 11:30 am to 1 pm
In the Cafeteria, 2nd Floor, Tower A

Please note that everyone - groups and individuals, needs to pre-order for this event.

Pre-Order Deadline - Wednesday, Oct. 2nd, 4pm

All Pre-Orders Must Be Submitted Through Forms

<https://forms.office.com/r/vewdwCN2Kt>

To Assist With The Pre-Order Process, Please Note The Following:

1. Those ordering individually must make arrangements to pick up their item.
2. Be sure to include correct/current first and last names on the pre-order form.
3. When placing a group order, please:
 - Ensure your list is up to date
 - Confirm that everyone on your list wants this month's item
 - Ensure that each group member is an active Staff Association member



Reimbursement up to \$300

French Language Training Reimbursement Program

I work in a health care organization that is **designated** or **identified** to provide French language services in Ontario

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I want to improve my French language skills

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Take a French course online or in person at an approved institution and receive up to \$300 reimbursement per course.



For more information:

Please consult the tab "Our programs" at www.accueilfrancophone.com

Program Coordinator

program@accueilfrancophone.com | 1 888 382-6452


L'Accueil francophone
de Thunder Bay

The French Language Training Reimbursement Program is funded by the French Language Services Office of the Ontario Ministry of Health and the Ministry of Long-Term Care.

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