



Today's Take-Aways

Epic Update

- The official launch of our *Epic* implementation period will take place October 10th and kick off with an information session and demonstration hosted by The Ottawa Hospital for many of our project leads and hospital leaders. Details from this meeting will be shared as part of our *Epic* communications.

- A huge thanks to the 23 staff and physicians who submitted a total of 39 project name and logo ideas for our *Epic* project. Our *Epic* Driver team is in the process of short-listing the submissions and we will soon share with you all the top three selections that you will be asked to vote on.

Lunch with the CEO

- Thanks to the five staff who joined Sabine for lunch on September 18th.

Discussion points at this session included the following:

- The staffing complement in Rehab and the Emergency Department.
- Ways in which RNs and RPNs have opportunities to enhance and upgrade their skillsets.
- Ways in which the hospital can support staff in coping with stressful situations and working in a stressful environment.
- A suggestion to host more fun food days in the cafeteria – partnering with departments to come up with a “favourite foods” menu.
- Ways in which our IT team is making great strides towards the implementation of *Epic*. This includes work that has been done to update hardware throughout the organization and recognizing that some of our policies and guidelines around cyber security are already significantly better than those at other health care facilities. It was noted that the team is super excited about *Epic*.

If you would like to be part of an upcoming lunch session in order to share your ideas and feedback, please your name forward by email to carolyn.levesque@prh.email.

Visual Improvements at PRH

- You may notice that some painting work has already begun in targeted areas throughout the buildings. With a long list of areas that need a paint refresh, we are also in the process of hiring a firm to take this on.

- As we continue to look closely at the aesthetic our hospital reflects, we are encouraging departments to take a minimalist approach when redecorating etc. in order to declutter and provide a calming space for our patients and visitors.

- In order to assist with program-based communication for patients and visitors while eliminating excess signage, we are exploring the idea of installing digital screens on our units.

Today's Take-Aways Continued

Departmental Updates

Human Resources

- Please be aware that HR has been working through deactivating historic ID badges that have not been utilized recently and are not tied to an active employee. If you encounter any issues with your badge, please contact Rachel Pecoskie, HR Assistant, at rachel.pecoskie@prh.email or extension 6504 for support. Thank you for your attention to this matter.

Infection Prevention and Control

- We have seen a big increase in the transmission of respiratory illnesses including COVID-19 in the latter part of the summer which is not usual for this time of the year. This included our large outbreak on the Medical unit. We would like to recognize the teams involved in our outbreak for their work to contain it and be able to call it off in a minimal amount of time.

- Staff and physicians and patients can expect to see some early roll out in our fall vaccination campaigns targeting influenza, COVID-19 and RSV.

Medical Affairs

- PRH will be hosting site visits in October for two separate Intensivists who are looking to explore our ICU program for potential full time commitment in 2025.

- A new Internist will be joining the Internal Medicine team in October starting on a locum basis with potential part-time commitment in the coming months.

- Medical Affairs will be attending the annual University of Ottawa Family Medicine Job Fair on October 25th. This exciting event will bring together a number of communities, health care organizations and medical professionals. The recruiters will have the chance to interact with first and second year residents who are planning their future practices. All Family Medicine residents will be excused from service commitments for this event and attendance is mandatory.

Mental Health Services of Renfrew County

- We are pleased to share that we have formed a one-year partnership with Renfrew County Housing which runs April 1st to March 31st through which some of our staff including Case Worker Lisa Schuler, Carolyn Gendron and Home Support Worker Marcy Stewart will support the County in their management of hoarding issues. This is being done through education in order to enable their staff to recognize the difference between squalor and hoarding situations, know when to refer for hoarding, recognize when there are underlying mental health issues, learn how to partner with our services in order to address hoarding amongst their tenants. Mid-term evaluation of this initiative has revealed positive outcomes.

- As part of a pilot project to better support clients over the age of 62, a Geriatric Case Worker has been introduced for clients in the Pembroke area. Currently, 25% of active clients involved in case management are within this age bracket.

Recognizing that those approaching the age of 65 are in a different phase of life from a financial, social and health perspective, the dedicated Case Worker will have an ability to respond effectively and efficiently to these particular sets of needs and allow for an in-depth knowledge of key partners within the circle of care.

Operating Room (OR)

- Eight OR RNs participated in an upskill training course on September 14th and 15th through Algonquin College. The purpose of the training was to practice skill competency with the scrub role with gynaecology and general surgery surgeries. Providing this training allows the nurses to work at their scope of practice and will allow for further efficiencies within the OR program. Please join us in celebrating this wonderful learning opportunity for our staff. (See photos from this event on next page)



Connecting with the CEO - In Case You Missed It

September 6, 2024

You may have heard in the news that Mpox, formerly known as Monkeypox, is now a global public health emergency. This declaration so soon after a pandemic has many people worried.

However, the risk to people in Canada from Mpox remains low and the surge in cases currently remains isolated to several African countries. If nothing else, declaring Mpox a public health emergency helps ensure that governments around the world will monitor and respond to the threat by preventing, diagnosing and treating the infection.



What is Mpox?

Mpox is caused by a virus in the same family as smallpox which causes painful rashes. Those who have it can also experience fever, enlarged lymph nodes, muscle aches, headaches, and respiratory symptoms.

While an individual's risk of contracting Mpox varies, most transmission is a result of close physical, skin to skin contact. Experts advise avoiding close physical contact with someone who has lesions resembling Mpox, not sharing their utensils, clothing or bedsheets and maintaining good hygiene like regular hand washing.

Our IPAC team has been working in collaboration with the Renfrew County and District Health Unit to provide targeted education and plan for proper management of suspect Mpox cases in order to protect the safety of our patients, staff and visitors.

New HR App for our Staff in Test Phase

Testing of the S&A (Scheduling & Analytics) mobile app on select units at PRH is progressing well and is scheduled for completion later this month. Your feedback on the App has been very helpful and has been provided to the vendor. Based on this, they have made some upcoming enhancements to the mobile app.

While you will still have the option of selecting Auto Call as your preferred method of communication, this new application will provide a more efficient way of accessing schedules and interacting with shift offers, replacing text message notifications.

Stay tuned for more details from our HR team as they go around to huddles to gather more information from you and feedback. They will also provide more details on the rollout schedule.

Guardian Angels Among Us

I would like to close off this week's message by recognizing the amazing team we have at PRH. I don't know about you, but I've noticed an increasing number of staff and physicians being recognized through our Foundation's Guardian Angel program, primarily by our patients and their families.

In fact, since the start of this year, there have been a total of 41 Guardian Angel nominations, 11 of which recognized our professional staff.

While we are grateful for the fundraising component that accompanies each nomination, the fact that people have taken the time to provide a narrative about the care that was received and what it meant to them is a true testament to the fact that all of you, staff, physicians and volunteers are living our Vision "Together, we care" and our Values of compassion, collaboration, commitment and courage with each and every patient experience. I am so very proud of all of you for the work you do each and every day in providing excellent care to our patients and families. Thank you!!! Sabine

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

September 13, 2024

As many of you know, at any given time we host a great number of learners throughout our organization and we pride ourselves on being a college and university-affiliated teaching hospital.

I want to thank each and every one of you for welcoming these learners into our workplace, supporting them in their education and ensuring that they have a memorable and valuable experience with us.

These teaching opportunities represent one of the best recruitment strategies we have for securing future members of our health care team and, given that our affiliated schools continue to grow and expand their program offerings, we anticipate continued growth in the number of learners seeking placement opportunities.

Being able to provide excellent patient care while educating and supporting the training of future health care professionals is an important part of our mission and also keeps us at the forefront of medical knowledge and health-related research.

All learners are considered part of our health care team and are supervised by professional staff.

This year alone, we have hosted education placements for over 160 learners in a variety of disciplines, and we are excited to welcome an additional 60 this fall. Keep in mind, this number doesn't include high school placements or physicians in training.

In order to enhance their experience, a number of improvements have been made to our student program this year including:

- The introduction of standardized student orientation and education before students enter our facility. This enables students to become familiar with our policies and procedures before they start.*
- Ways to improve our staff's experience with students. All staff who volunteer are offered support and education when working with learners.*

We are also exploring the possibility of welcoming PSW students for "shadow days" to work within an acute care setting which would make us one of the first hospitals in the region to offer PSW acute care placements for learning. This is very exciting and we will keep you updated on the progress made.

An Update On Our Construction Projects

With summer soon coming to a close we are seeing some real momentum in terms of the progress being made on our hospital's construction projects and I wanted to give you a bit of an update on where we are at and what can be expected in the coming weeks.

Tower C Main Entrance

Despite some rain delays, the contractor is now in the process of installing ventilation ducts on the roof in preparation for the arrival of a new HVAC unit which is scheduled for delivery in early October. They are also installing ducts from the roof through the Board Room kitchenette and down to the new Mulvihill Drug Mart location which is why that area remains blocked off.

Next week drywall installation will begin which will give us a better feel for how the finished area will look.

Medical Day Care / Chemotherapy Tower D

The demolition work of Phase 1 is now complete which is allowing Frecon construction to start framing the walls of our renovated and expanded space so that the mechanical trades can start roughing in electrical and plumbing.

This section of work will take a few weeks but is on schedule.

Surgical Project Tower A

And lastly, all things are falling into place to allow for completion of our renewed Surgical space by the end of October.

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

This includes install of the finishing touches in all patient rooms and the installation of the new Olympus arm in the Ophthalmology procedure room.

Over the next few weeks, there will be a flurry of activity as we see the installation of the nurse call system, application of the final coats of paint, the removal of temporary walls, the installation of new ceiling, the patching of terrazzo flooring in the corridor as well as the testing, inspection and commissioning of gas, mechanical and electrical systems.

All of this is leading up to our grand opening celebration which will likely take place in early November, so lots of excitement and celebrations to come.

Sabine



Tower A:

- Cancer Care Project: The humidifiers and replacement controllers were installed.
- Surgical Day Care Project:
 - Both south and west wings are nearing completion.
 - Contractors are starting to test and commission equipment.
 - The door operators were installed.
 - The infection control barriers were removed.
 - The suspended ceiling was installed in the west corridor and is scheduled for installation in the rotunda the week of September 16th.
 - The Olympus boom was installed in the Ophthalmology room.
 - Work is ongoing on flooring repairs and door hardware.
- The flooring was replaced in the A421 staff room.
- Renovations were completed in A501/A502 Pharmacy.
- New domestic water pressure booster pumps were installed on September 12th.
- A new storage room was added in the Lab and the manager's office was relocated.

Tower C:

- Main Entrance Project: The electrical and plumbing rough in were completed for Mulvihill Drug Mart. The HVAC ducting is being installed on the roof and in the C142.1 Kitchenette.
- Planning has begun for the Reverse Osmosis equipment upgrade project in the Dialysis Unit.

Tower D:

- Medical Day Care Project: Work is ongoing for the second phase where the demolition and flooring removal have been completed.
- HVAC ducts are being installed along with partition walls.



Connected Vital Signs September 24th, 2024

- 1 On Medical, Surgical, AMH, Rehab, and LDRP postpartum Vitals, Weights, and Glucose results will be documented electronically
- 2 Super uses will be available 24/7 for the first week to support staff
- 3 This is a important stepping stone in our road to EPIC
- 4 Vitals will be found in the Electronic Health Record (EHR) these will be documented in real time and be accessible in one location

Online E-learning is available and standard works is available in Policy and Procedure to give you step by step instruction

Vitals machines on Medical, Surgical, AMH, Rehab, and LDRP will be updated September 23rd to be ready for go live day September 24th

Super User support will be available at EXT 8307

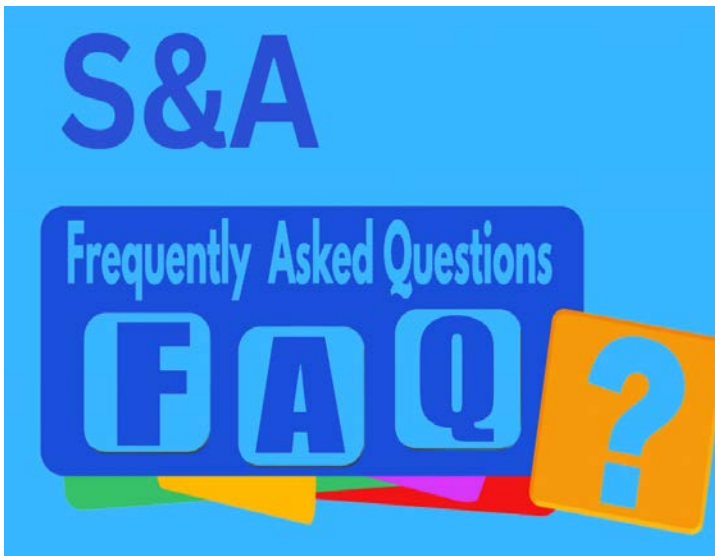


PRH STAFF ASSOCIATION
CHRISTMAS DINNER AND DANCE
GERMANIA HALL

SAVE THE DATE

SATURDAY, DECEMBER 7, 2024





Q: I received a shift offer, but it expired before I could bid. What do I do?

A: Call Staffing at extension 6155. If the shift is still available, it may be assigned to you.

Q: I received a shift offer but I can only work a portion of the shift. What do I do?

A: Call Staffing at extension 6155 and advise them of the hours you are available to work. If the shift is still available, we may issue additional automated shift offers.

Q: When do shift offers go out for the posted schedule?

A: Automated shift offers for all vacant shifts for the schedule period will be issued the Tuesday following the posting of the schedule. As a

reminder, if you have indicated unavailability, you will not receive shift offers. Please update your availability if you wish to receive automated shift offers for vacant shifts.

Gratitude

We sincerely thank the **Acute Mental Health staff** for participating in the testing of the new S&A mobile app. Your contribution is essential to ensure a successful launch of the app, and your feedback has influenced upcoming enhancements. *Staffing and Scheduling*

Emergency Preparedness

The *Code of the Month* for September is Code Purple. The purpose of a Code Purple is to control or avoid an incident where staff, patients, and or visitors are involved in a hostage situation. It differs from a Code White in that a Code White is called to summon assistance, a Code Purple is called to contain or isolate an area in order to keep staff, patients and visitors away from a potentially violent situation.

A Code Purple review is planned for September 26th in the Emergency Department.

Upcoming Recognition and Celebration Dates

September 30 - National Day for Truth and Reconciliation

October

Occupational Therapy Month / Breast Cancer Awareness Month

Rosh Hashanah October 2-4

Nuclear Medicine Week - October 6-12

Healthcare Supply Chain Week - October 6-12

Healthcare Food Service Workers' Week - October 6-12

Yom Kippur - October 12

Thanksgiving - October 14

Sterile Processing (MDR) Week - October 13-19

Health Information Professionals' Week - October 21-25

Canadian Intensive Care Week - October 21-26



To Honour The Residential School Survivors And Those Who Were Lost,
Please Consider Wearing The Colour Orange On Monday, Sept. 30th,
The National Day for Truth and Reconciliation

In addition to a selection of educational resources that we will be sharing in lead up to this day, and a moment of silence that will take place at 2 p.m. on September 30th, we are very pleased to welcome Tasheena Sarazin and Elijah Pemmican who will join us in the Chapel for an hour of traditional Indigenous music while also speaking to the meaning and significance of the songs they will perform.

Please join us for part or all of this special presentation:

9 a.m. to 10 a.m., Monday, September 30th in the PRH Chapel, 1st Floor, Tower A

TRUTH AND RECONCILIATION

September 30th is a time to honour and uphold survivors and intergenerational survivors of the Indian residential school system, and to commemorate those who didn't return home.

Elijah Pemmican is Ojibwe, Wolf Clan from Lac Seul First Nations, Treaty 3 region of Ontario. At a young age Elijah picked up singing and drum teachings, drum making, stick making, beadwork and fire keeping. He would come to use everything he learned, when he began his Shadow Creek journey with drum brothers Jared and Jordan at the Anishinawbe Mushkiki Centre in Thunder Bay Ontario. Shadow Creek youth drum brought many new friends, family and adventures. In 2014 Elijah was recruited by champion singing drum group Bear Creek and spent 10 years traveling across Turtle Island sharing his medicine. At 26 Elijah became the proud father of his son Adrian who brought new shape, inspiration, and direction to his life. Together they've faced hardship, barriers, and grief but strong roots always guided the healing back together. On his healing journey he met Tasheena Sarazin, another singer with an amazing voice and heart of gold. As an indigenous couple they've broken barriers in healing and are now actively working to create safe spaces for youth to learn and heal and revive. Together they also bring beautiful chemistry into the music world focusing on Powwow, RnB and HipHop.

Tasheena Sarazin is an Algonquin multi-disciplinary artist with roots from Pikwakanagan First Nation and Bear Island. She is an active and experienced powwow singer, dancer, crafter and performer. For over a decade Tasheena was a lead artist/collaborator with Aanmitaagzi; a professional multi-disciplinary arts company based on Nipissing First Nation. She filled gaps by sharing extensive knowledge of powwow singing and dancing and regalia making as well as the intergenerational art making knowledge that she carries from her mother.

Her voice first made its way into the lodge as a little girl, singing and helping her mentors with ceremony songs and grew to evolve in her fast life years, where she traveled across turtle Island singing backup with powwow groups that included; Whitetail Cree, Crazy Spirit, Lightning Drum and Ottawa River. In 2023 she released her first single "Freedom over Fear" and her first album "Beaver Soup", inspired and driven by her unwritten battles and growth.

It was in this experience she met her partner and they're now working on album #3. She pushes boundaries through storytelling to create safe space tackling subject matters surrounding intergenerational trauma and resilience.

Fun On The Green At The Staff Association Golf Tournament

Thanks to all who helped make this September 15th event at Island Brae Golf Course a success, including our 63 enthusiastic golfers!



Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

GUARDIAN ANGELS



Jackie Powers. Nurse 3rd Medical

"During the final hours of our father's life, nurse Jackie helped us immensely and for that you have our immense gratitude."

Liam Corrigan, Physiotherapist, Outpatient Rehab

"The Rehab team would like to recognize Liam Corrigan, physiotherapist extraordinaire. We have appreciated having you on our team so much. You are a wonderful Physiotherapist, and we all wish you the best on your next adventure." From the Rehab Team



Week 6
Estimated Jackpot of
\$31,000.00

Presented By
OK TIRE

RETURNING OCT 3RD

Presented By
Hyundai Pembroke

AUTO LOTTO

CAR LOTTERY FOR HEALTHCARE



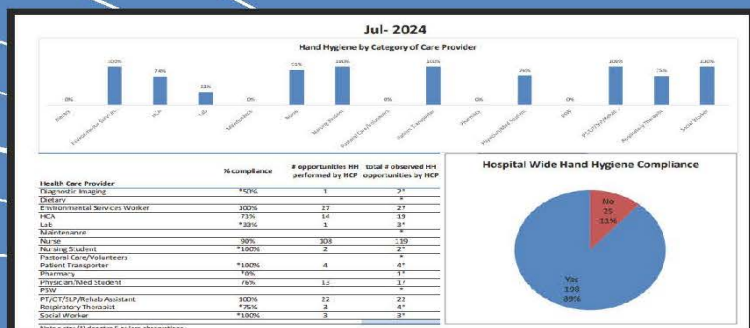
Black & White
GALA

ONLINE AUCTION Launches September 30th

Hand Hygiene Update

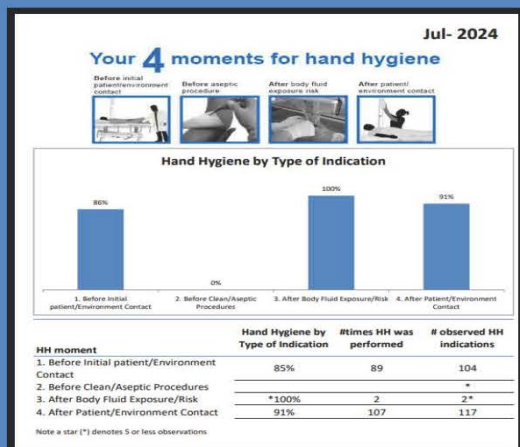
This month, the IPAC team is celebrating the Medical Department who achieved the highest departmental compliance at 91% for moment one! Great job Medical Team!

CHECK IT OUT NEW HAND HYGIENE DATA!



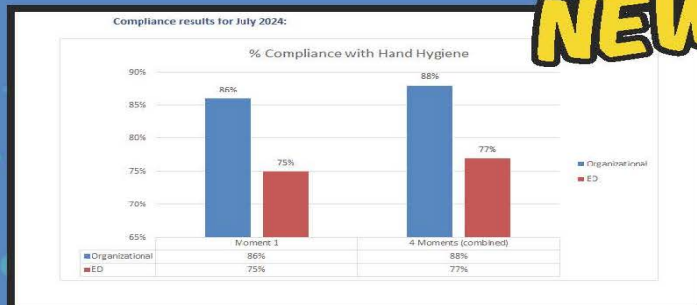
SHOWS % HH BY HEALTHCARE PROVIDER

We break down audit results by HCP. How is your discipline doing? Are the results reflective of your efforts?



SHOWS % HH COMPLETED AT EACH MOMENT ACROSS THE ORGANIZATION

There is an emphasis on Moments 1 & 4. These are Health Quality Ontario Patient Safety Indicators and are publicly reported



NEW!

SHOWS HH AT YOUR UNIT VS. THE ORGANIZATIONAL AVERAGE

To give even more insight we have implemented unit-specific results. How does your unit stack up? Is there room for improvement?

SEE EACH OF THESE GRAPHS AT YOUR UNIT'S HEALTH & SAFETY BOARD - UPDATED MONTHLY!

Rehab Day - September 17th

September 17th marked the fourth annual provincial Rehabilitation Day – a day to celebrate the transformative impact of rehabilitative care and the many dedicated professionals who make it possible.

We celebrated and expressed our heartfelt gratitude to our incredible rehabilitative care providers serving our community. Their dedication and expertise play a vital role in helping patients recover, regain independence, and live their fullest lives possible.





Celebrating Our Environmental Services Team For Keeping Our Hospital Clean and Safe! September 8-14



Celebrating Our Environmental Services Team For Keeping Our Hospital Clean and Safe! September 8-14

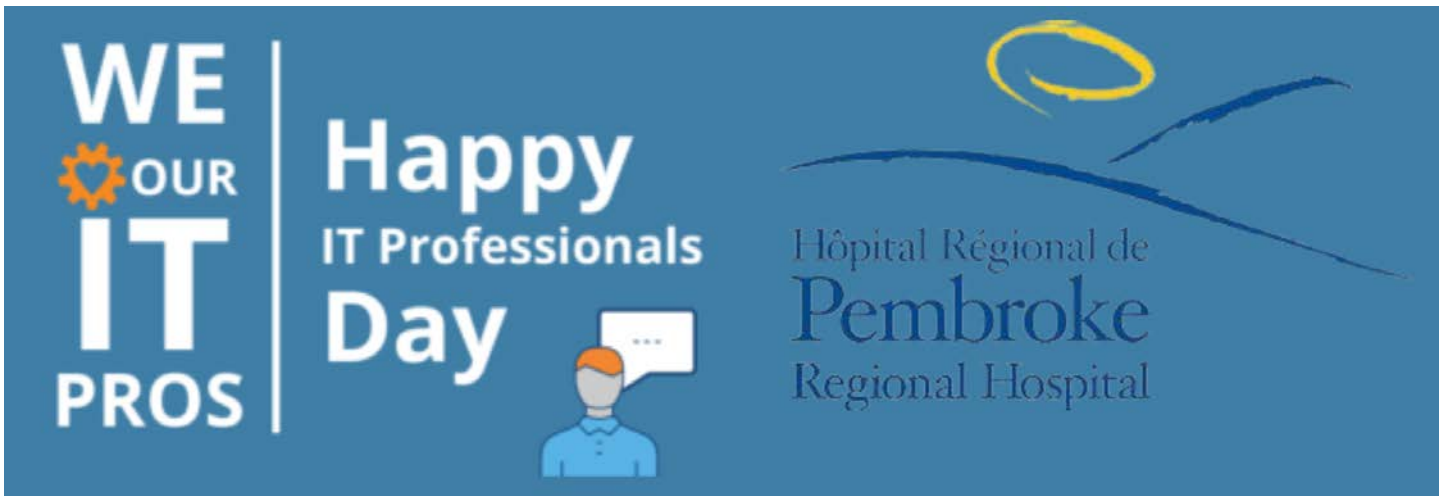
What are our EVS staff most proud of:

- Helping out in emergent situations in the OR or ED
- Being a part of infection control
- Finding and reporting concerns/hazards to help make PRH a safe environment for everyone
- Giving 100% everyday
- Keeping everyone healthy in a clean environment
- Completing all my tasks assigned at the end of each day
- Helping all PRH teammates if they need me

Information Technology (IT) Day - September 17th

We recognized and celebrated our Information Technology team!

While most of the team works behind-the-scenes, the role they play to ensure we have the tools we need to operate is significant and they are very much appreciated.



**FALL FASHION SHOW
AND LUNCHEON**

WED., OCTOBER 2ND
Doors open at 11:15
Lunch Served at Noon
Show begins at 1:00

**OUR LADY OF
LOURDES CHURCH**
**TICKETS \$25 AT THE
PRH GIFT SHOP**
(only 100 tickets
available)

CALL 613 732-2811 EXT
6180 TO RESERVE

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

CELEBRATIONS

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

- Brent McIntyre celebrated **Kevin Heideman** for his wonderful support and loyalty to the hospital and his colleagues. He said Kevin never hesitates to help out where he can and that he is carrying multiple “hats” right now. Thank you for doing such a great job! Sabine
- Andrew Keck celebrated **Tracey Baxter** for her help in preparing him for a possible visit from a patient. He said the “heads up” really helped him and he was very grateful to her for making the call! Thank you so much for looking out for your colleagues and demonstrating the hospital’s vision in caring for each other! Sabine
- I would like to celebrate **Karen Boire** for changing her schedule recently to provide one of our medical learners their EMR training. She demonstrated *Care for our People*, delivering training and ensuring that patient care remains a priority. Thank you, Cheryl Summers
- Thank you to **Julia Layman** for orientating two medical residents to our Pharmacy department. Positive feedback was received. We will continue with sharing a Pharmacy orientation with our residents.
- Celebrating **Abby McEwen (Obstetrics)** now that our Empower Tower is in use! We are receiving positive feedback from patients needing less opioid intervention. Abby is our champion!
- Shout out to **Josie and Ria (ED)** for doing such a great job with BD Pyxis temporary patients on August 14th. They both created temporary patients with correct information and followed up with the reconciliation form faxed to Pharmacy for processing. I know there have been many new processes introduced lately. Having this process followed makes our reconciliation very straightforward and reduces the risk of error (ie. merging the information with the wrong registration). Tina Davidson
- **Matt from AMH** took the opportunity to offer to help Colleen with organizing chart paperwork during “down time”. Thanks Matt for your support. Colleen and Bailey
- Celebrating **May Seto from AMH** after a patient expressed how helpful and informative she was the night prior and that they “wish she were their nurse the whole time they were there”.
- Celebrating **Ann H. and Kim J. from EVS** after Ann took photos of Giraffe pieces to create a standard work for staff working on Obstetrics and Kim helped send these photos to Donna and Bailey. Great teamwork, commitment and dedication to Lean!
- Ralph would like to celebrate **Leanne McCormick** for being very helpful as he was taking down papers posted on the lockers. She was very friendly and jumped into action to help.
- Chester Nieforth celebrated **Bailey Lance-Provencal** for doing a fantastic job managing the EVS team, thanking her in particular for her fairness and caring nature - noting she is a very good leader.
- Thanks to **Elaine and Lisa (EVS)** who assisted the L1 shift with folding and collecting linen. I want to thank them both for stepping up and assisting even though they didn’t have to.
- Thanks to **Bailey Matteau (EVS)** for helping with an extra project. Bailey Lance-Provencal
- **Billy (EVS)** was cleaning outside of ED with the hose etc. making everything look stunning. He even wiped down the windows behind the garden. I have never seen anyone do this. Much appreciated. Great initiative!
- Thanks to **Debbie (EVS)** brought a large bucket of dirty rags from Tower D. She sorted and also put a load in the washer. Brenda
- Thanks to **Shannon Cardiff (Maintenance)** for looking after a challenging plumbing issue on AMH for hours. We appreciated all that you did.
- Huge thank you to **Amy Kuehl (Finance)** for always answering our questions and helping out when we need you. You’re always a pleasure to speak with. Purchasing Team.

CELEBRATIONS

- Celebrating **physiotherapist Kyle Rowley** for going above and beyond in delivering a bariatric walker for a patient who move to Long Term Care.
- Celebrating **Katie Fadock (DI)** who has been very involved in the radiopharmaceutical contract negotiations and the dose calibrator and thyroid update purchases. I really appreciate her prompt and knowledgeable feedback. Lauren Theberge.
- Thank you **Natalie, Jesse and Jonathan (DI)** for all your help with Dr. Brown this summer. Much appreciated.
- Celebrating **Kayleena (ICU)** for providing amazing support to her coworkers during an extremely busy shift. She's a great addition to the ICU team.
- Thank you **Robert (Rehab)** for helping with an admission and charting that came an hour before shift change.
- **Jen A. and Karen (Rehab)** - thank you for saving my sanity by providing so much support for me while I learned a new job, covering for vacationing people. Nancy Green
- I would like to thank **Renee Thierrien (IT)** for going above and beyond helping me to find a toner for the Rehab fax machine. She is always so pleasant every time I call and will follow through and make sure the job gets done.
- Thank you **Tina Childs (Rehab)** for flagging the new admission who had a condition for which they had not received a consultation. This prevented a delay in services and the MD was able to call right away. Hope Weisenberg
- Thanks to **Travis (Rehab)** for advocating for his patient and being persistent that they received the treatment they deserved and require to work towards rehabilitating safely.
- Thank you to **Flaure (Rehab)** for going to Valley Mobility and procuring a walker to assist our patient with safe discharge home. Lisa
- Thanks to **Emily Lebel (OR)** for supporting the cysto clinic for the entire day on August 26th.
- **Peter Payton and Ryan St. Louis** were celebrated for the great work they did in the Board room in checking out the Owl and ensuring everything was working well for Teams and Zoom for meetings. Thank you for all of your effort in making this room truly accessible for hybrid meetings! Sabine
- We would like to celebrate and thank **Lindsay Roosen and Natalie Coulas** for dealing with my many email requests and helping me review/correct over 200 Wait Time data quality issues! Very much appreciated! Naomi Beaulieu
- Celebrating **Jordan (ICU)** who assisted during a busy night shift with two patients on ventilators and one needing intubation after deteriorating - all this near a shift change.
- Thank you **Jessica Gabrieau** for spending the time with Grace, Victoria and I to learn about how Microsoft 365 can work for us. Your time was truly appreciated. Our plan is to use your approach to support others throughout the hospital setting. Laurie Menard
- I was honored to be able to observe bedside rounding with the **intensivist and the care team in the ICU** today. I was so impressed with the team and the process. Everyone participates with their individual knowledge and expertise, the process is a true demonstration of teamwork and pulling together to provide the best care and treatment process for our patients. The team was extremely professional and compassionate. I could see all of our values demonstrated – Compassion, Collaboration, Commitment and Courage. I am so proud of this team and our program. Thank you, Sabine
- Sabine Mersmann celebrated **Julia Reddy, Laurie Tomasini, Andrea Heuving, and the Staff Association** for putting on a fantastic golf tournament. "It was so well organized, and everyone had a great time! Well done! These types of events really help with the collaborative culture at the hospital!"

CELEBRATIONS

• I want to acknowledge **Beth Brownlee**. I observed Beth helping an elderly patient navigate the hospital. I observed smiling, heard laughter and friendly banter. I truly believe stated action resulted in a positive patient outcome. Thank you Beth. Sincerely, Michael Peters.

• I would like to celebrate **Maddison K RPN on 3rd Medical** for always stepping up when we are short Unit Clerks & helping out! Thank you for all of your hard work! Ashley McKeown

• Celebrating **Kim Jahn (EVS)** who went above and beyond on July 19th to help with the Pharmacy hood. We appreciate you Kim!

• The family of a palliative patient on Rehab who passed away August 4th expressed great appreciation stating that, "We could not have had better care, or have asked for better care for her." Way to go team for showing the empathy and compassion towards this patient and all our patients.

• Celebrating **Flaure from Social Work** for her patience, hard work, over time and dedication for social work services for all our patients, especially the challenging ones. Rehab team

• Huge shout out and thank you to **Nyomi (Materials Management)** for coming over and helping put away HRs filing and charts.

• Huge shout out to **Kim and team** for their progress with boxes for destruction and organizing over at the warehouse. Everything looks amazing and we are so appreciative for the help. Purchasing

• Celebrating **Jodi Hagarty** - I just want to say thanks for bagging up the small items when you do my orders. This makes it so much easier than trying to find and count them when they are just mixed in a bucket. Great job. Lori Trenhaile

• Just wanted to thank **Jason and Amanda (Materials Management)** for their quick response to the water leak on August 9th. Maintenance was called, boxes were moved and health records staff was notified efficiently. Really appreciate the team effort and help in a wet situation. Lauren

• I just want to let you know that I am thankful for the work done by **Kayla (Materials Management)** in helping resolve the issue with our stress test paper. She was able to look into when we ordered and received the paper in the past and was able to secure a batch all the while keeping me informed. Greg Tate

• Great job noted by **ICU staff** on September 16th. The unit was very heavy and had 6/7 patients on isolation. All staff, all disciplines were noted to be properly donning and doffing PPE upon entering and exiting patient rooms. Great job managing the high patient census, acutely ill patients and staying safe. IPAC

• I would like to celebrate **Laurie Langille (Obstetrics)** for her calm demeanor in an emergency situation. This kept everyone involved calm including the parents of the patient. I'm grateful for her expertise. Melissa Moore

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DID YOU KNOW?

An interesting factoid from our Pharmacy team

What is the PACMED paper made from?

The PACMED packaging, typically referred to as cellophane is a composite material comprised of cellulose fibre (plant-based material) and a matrix of **Low-Density Polyethylene (LDPE)**, commonly known as a thermoplastic. The fiber provides the mechanical resistance and the LDPE ensures the heat seal and moisture resistance.

30 DR vial with cap= **20.4g plastic**



31 PACMED pouches= **13.6g plastic**



Is the paper recyclable and/or biodegradable?

While both the cellulose fiber and LDPE are both recyclable, only the cellulose fibre is biodegradable. Thus, the combination of both can present some challenges in regards to fully recycling the paper material. Consequently, many recyclers will simply discard it.

Information Technology

The PRH email address and why there are different formats?

Since joining the regional security operations model led by TOH (The Ottawa Hospital) and moving to Office 365 in May 2023, Pembroke Regional Hospital email accounts have adopted the standard naming convention required by all organizations in the program.

As of last May, all new PRH email accounts are formatted as "<first initial><last name>@prh.email. If there is more than one employee at any one of the more than 40 partners with the same name, additional initials may have to be added. For example, if there is a Bill Smith with an email bsmith@domain, a second Bill Smith would be bismith@domain. PRH accounts that existed prior to our move to 365 last year retained the original naming convention PRH had used, firstname.lastname@prh.email.

Regardless of the naming convention used, the Global Address List or "GAL" in Outlook will look up and display all options for the address you are searching for when you start typing the users name in the "To:" field of an email. Whether you use their first name or last, the GAL will present all addresses that match the name typed. For example, for Bill Smith again, if you start typing Bill, all users with the name Bill will appear. If you continue typing Bill Smith, the list will narrow down to users with the name Bill Smith. You then just verify which organization the Bill Smith you are looking works for, based on the domain name in the address, for example Bill Smith bsmith@toh.ca or Bill Smith bismith@prh.email.

To determine the email naming convention for your account:

- If you are logged into your account via the web portal (<https://portal.office.com>); click on your personal icon or "account manager" at the top right side of Outlook, this will give you your email address that you can share.

Regardless of the format of your email address, you will be able to send and receive from all PRH partners, colleagues and associates.

For any questions or assistance, please contact the PRH helpdesk at extension 8000.

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Access free advice with our Legal Assistance Helpline

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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ACCESS PERKS GIVEAWAY DETAILS!

We're giving away a Fall Bundle with over \$1,600 worth of seasonal goodies!

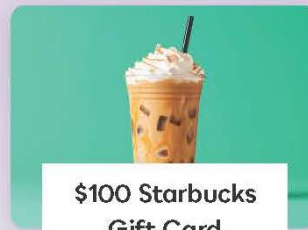
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- Visit your discount program website and make sure you are signed in.
- That's it! You're automatically entered to win every time you visit. The more days you visit, the more entries you earn.

For details on how to sign up for Access Perks, visit the Staff Resources section of the PRH website.

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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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