



Today's Take-Aways

Lunch with the CEO

• Thanks to the five staff who joined Sabine for lunch on March 26th. A total of 41 staff have taken part in this communication initiative since it was launched last September.

Discussion points at the most recent session included the following:

- The workload and number of staff vacancies in allied health are causing some challenges. Sabine acknowledged that similar feedback was received as part of the most recent staff satisfaction survey. She explained that our next hospital-wide driver will focus on non-nursing vacancies and how innovative staffing models might assist in these areas.

- Some issues with the DI registration computer system are causing extended patient wait times at registration.

- It is felt that our Code Pink policy needs to be reviewed.

- Staff would like to see more funding earmarked for staff education.

- Staff would like to see some clarification around mentorship and orientation pay as it relates to staff who assist with training.

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

Departmental Updates

Environmental Services

• As part of our ongoing efforts to maintain a welcoming and pleasant environment for our patients, visitors, and staff, we are embarking on a project to create an organizational work plan to identify areas that may need painting throughout the hospital.

We would appreciate having everyone's input in this process. The areas identified will be prioritized by our maintenance department to ensure that our resources are utilized efficiently. Your observations and suggestions are invaluable in this endeavor and your input will help us create a comprehensive plan that addresses the most critical areas.

Please complete the survey by April 18th, to help identify areas within your respective departments or common areas that could benefit from painting. This could include walls that show signs of wear and tear, scuff marks, or areas where the paint has chipped or faded.

Thank you for your assistance.

<https://www.surveymonkey.com/r/5CYGZPD>

Today's Take-Aways

Human Resources

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

March 2024: Janet Gleason-Morris (Mental Health Services), Lindsay McDonald (Medical), MA Barbara Menoso (Clinics), Katelyn Miller (OR), Francesca Robinson (ED) and Angie Smart (HR).

Information Technology

• Please note that there is currently a worldwide issue that is affecting attachment viewing in Outlook. Some email attachments cannot be displayed or downloaded. A temporary workaround is to log out and log back in. You will be able to view attachments for about 10 minutes. Microsoft has not yet given an ETA. Thank you for your patience.

Maintenance

• Please note that renovation work for the next phase of the Surgical Day Care Project has started in the Tower A 3rd floor west wing.

Temporary wall barriers have been installed in the corridor for infection control during the demolition and reconstruction. However, this has restricted the travel space. This corridor is a busy spot with contractors going in and out and with patients being wheeled over to the OR and coming back.

As a result, as renovations take place over the next few months, we would request that staff restrict unnecessary travel in this corridor when going to Tower D and instead, use the alternate route via the 1st floor.

We appreciate your cooperation and understanding.

Mental Health Services

• Mental Health Services' Crisis Team members, Advanced Care Paramedics and the Mobile Crisis Response Team OPP officers are taking to the streets.

In response to the spike in drug overdoses and the regions escalating drug crisis, the team has assembled to create an operational response, and help meet individuals "where they are at".

Walking the downtown core, and frequenting local sites, the team is reaching out to clients in need of resources.

The paramedics on the patrol team are able to address any immediate health concerns or injuries, while the Crisis Workers provide crucial links to local community resources.

Education around drug safety always a pivotal topic.

The initial launch of this foot patrol was March 15th, 2024, with positive feedback from all involved with hopes of continuing this approach across the county.

Working collaboratively, the team continues to find innovative ways to help the safety and wellbeing of our community.

This is part of a broader collaborative approach to address mental health, substance use, addictions and the unhoused.



Connecting with the CEO - In Case You Missed It

March 22, 2024

Hello everyone, spring is officially here but with the bitter wind this week, it certainly doesn't feel like it. I hope you're all staying warm! I want to update you on the results of our most recent Staff & Physician Satisfaction and Engagement Survey.

A total of 513 staff and physicians responded, representing 58% of our health care team. Thank you for this. We recognize that you have been asked to do a number of surveys in recent months, but without your input, we aren't able to validate if the work we are doing is truly on the right track, and identify other areas of improvement that we need to target.

On March 20th, our Senior Leadership Team got our first look at the results which revealed a slight improvement in positive answers for overall quality and safety (from 64% in 2023 to 67% in 2024). Overall investment in improvement had a similar increase from 60% to 64%.

In terms of teamwork, we saw a slight decrease from 81% to 79%, while overall engagement stayed the same at 69%.

The largest improvement was in relation to overall communication and feedback – an increase from 56% in 2023 to 64% in terms of positive responses in 2024. We take this to mean that you see value in the newer communication tools and initiatives and that you find these helpful in keeping you better informed!

I must say we were also very pleased to see so many constructive comments and detailed answers to the question "What are the areas that need the most improvement in our organization's culture that would impact your satisfaction and engagement as a valued member of the PRH team?"

Of the 290 comments received, we clearly saw a number of common emerging themes including:

- Staffing levels and workload (not just clinical units)
- Staff involvement in improvements and changes
- Safety and security
- Training and education
- Interpersonal conflict and bullying
- Accountability and performance concerns

In terms of next steps, we are now in the process of analyzing all the results and verifying some of the information we received with individual departments.

Individual department reports will soon be compiled and provided to each vice-president, director and manager for review. These reports will also be shared with staff at huddles and on Huddle boards.

It should be noted that often in these surveys, the results vary greatly from one department to another and, because of this, the required improvement initiatives that are rolled out are likely to vary as well.

In one of the next editions of The Pulse, we will provide a general overview of results, along with information on how we plan to use the gathered information to make improvements and continue forward.

Have a great weekend. Sabine



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

March 29, 2024

Epic Implementation

Since announcing the hospital's investment in Epic, our new health information system, many of you have been asking about implementation details and I'm very excited to share that we now have a project team and timeline in place.

In partnership with The Ottawa Hospital (TOH), our project team will consist of:

Sabine Mersmann, Project Sponsor

Beth Brownlee and Scott Coombes, Project Directors

Dr. Bryce Lowry, Physician Lead

Laurie Menard, Clinical Site Lead

Peter Payton, Technical Site Lead

Sarah Selle, Change Management/Lean Process Lead

The initial phases of implementation work will begin this September when our Information Technology and clinical teams will start gathering information around all the requirements necessary for the transition to Epic.

Overall, we are anticipating a 14-month implementation period, with a projected go-live date in November, 2025.

Given the magnitude of this project, I can assure you that every aspect will be strategic, thought-out and well-planned. As we progress through our workplan, your assistance and support will be essential. We will have numerous working groups tasked with decision-making and change management throughout our hospital departments. These will present many opportunities for staff and physicians across the organization to actively participate in the process and offer valuable input and feedback.

Learning from others who have gone before us, we recognize that this Epic journey will take a lot of work, patience and collaboration, but knowing how significant and transformational the outcome will be, I know that I can count on each of you to do your part in getting us to launch day!

Over the next few months we will start to ramp up communication related to Epic, not only to keep everyone informed and up-to-date on the process, but also to ensure that everyone on our health team understands what having Epic will mean not only on an organizational level but in your day-to-day! So much more to come!

Preventing Violence in the Workplace Committee

Given that staff safety and security were common themes in the comment section of our most recent engagement survey, I wanted to take this opportunity to update you on the work being done by our Preventing Violence in the Workplace Committee.

Over the past several months, those on this committee have dedicated significant efforts to enhancing our approach to maintaining a safe environment for all staff members and patients.

One of our focal points has been training appropriate staff in Non-Violent Crisis Intervention (NVCI) and Gentle Persuasive Approach (GPA). I want to express my gratitude to all staff members who have participated in this NVCI training. Your commitment to enhancing your skills for de-escalating situations is commendable and contributes greatly to the safety of both our staff and patients.

Furthermore, the committee has established a working group tasked with reviewing the components that enable a safe working environment within the hospital. This group is diligently gathering information and advising the committee and our Senior Leadership Team on various aspects of preventing violence in the workplace including potential changes to infrastructure, reliable communication systems, and training protocols all aimed at fostering a safe workplace for all.

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

Throughout this process, there have been extensive discussions regarding communication devices, panic alarms, enhanced NVCI training, and the potential role of security guards within the hospital premises, among other considerations. These conversations have been robust and thorough, reflecting our commitment to explore all available options within our means.

As we continue to study these options, our ultimate goal remains to implement improvements that will further enhance the safety of our hospital environment. Your input and feedback are invaluable as we work towards achieving this objective. Please do not hesitate to reach out Brent McIntyre (brent.mcintyre@prh.email) should you have any feedback that may assist us in our work.

Wishing you all a healthy and Happy Easter!

Sabine

Successful ICU Interprofessional Skills Day

Shared by Erin Van Allen, Clinical Education

I am delighted to report the success of the first ICU Interprofessional Skills Day organized with Dr. Needham-Nethercott and Laurie Menard. This day came together rather quickly, but that did not hinder our ability to put together a great conference. This day played a fundamental role in fostering collaborative learning and growth. By coming together, we were able to gain a comprehensive understanding of our respective roles and how teamwork plays a pivotal part in delivering exceptional care to ICU patients.

This day included amazing educational content from PRH's interprofessional staff. Thanks to the following staff for your assistance with presenting or running a station:

Stavros Tsimiklis and Julia Layman (clinical pharmacists)

Holly Landry (registered dietitian - RD)

Tina Childs (speech language pathologist - SLP)

Jessica Talbot (physiotherapist - PT)

Hunter Robson (respiratory therapist - RT)

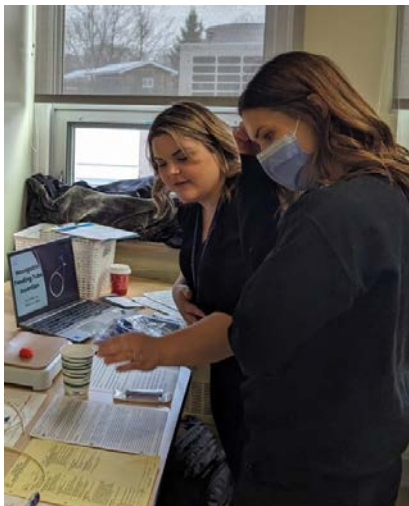
Dr. Leslie Needham (hospitalist)

Dr. Natalie Needham-Nethercott (intensivist)

Dr. Chintan Dave (intensivist)

Dr. Chinmay Roy (emergency medicine)

Allyssa Rabishaw, Jessi-Lee Barney, Zach Villeneuve, Hope Weisenberg, (RNs)



CELEBRATIONS

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

- Katie Hollahan celebrated **Annette Davidson** for the great tour she provided to a potential new physician recruit for our hospital. The feedback from the physician was excellent. He was impressed with her knowledge and enjoyed the tour very much.

- Katie Hollahan also celebrated **Tyler Graveline** for the great job he did in touring a new resident through the hospital and ED. She said the resident had great feedback and she was very appreciative of the help.

- We would like to take this opportunity to wish **Dr. Lyall Higginson, Cardiologist**, all the best on his upcoming retirement. He has dedicated over 50 years in Cardiology sharing his kindness, sense of humor and expertise to many patients.

Over the last 25 years, he has provided essential cardiac care to our community through the PRH Ambulatory /Telemedicine Clinics. It has been an honor and privilege to work side by side with such a professional. He will be greatly missed by both patients and staff. Thank you. *Ambulatory / Telemedicine Clinics Team*



- On behalf of our Food Services team, thanks to **everyone who was kind enough to donate to the Easter Food Drive in support of St. Joseph's Food Bank!**

- Celebrating **Hope W., Erin A., Nicole L., Nicole S., Audrey B. and Braden B. from Medical** for helping to organize the supply room for the ADUs.

- Thanks to **Kyle (Physio)** for helping settle patients beyond physio on Feb. 26th. He made a difficult situation better.

- Celebrating **Tanya Marie from Medical** who selflessly helped another staff member's patient without hesitation when they were busy, responding to their bed alarm. Tanya then used her own cell phone to play music for the patient for enjoyment and comfort - very kind and thoughtful.

- Thanks to **Corbin B, EVS**, who helped a co-worker bring a very heavy, full green bin out to the container. *Britney.*

- Congratulations to **Denise from Surgical** on receiving a well-deserved Guardian Angel pin and also for being celebrated by another family recently.

- Caroline would like to celebrate **Jen and Karen from Surgical** for allowing a co-worker to get some 1:1 training while at work.

- Thanks to **Hope, Stroke Educator**, for her support with two complex skills on a patient. Her guidance and expertise were truly appreciated.

- Thanks to **Holly S. on Rehab** for being a great team player - recognizing a co-worker had a lot on their plate and offering to help.

- Celebrating **the Maintenance department** for all the work they do to keep our hospital functioning so well. The whole team works efficiently and always with good humour. Their efforts do not go unnoticed. *HR, Occ Health*

- Thanks to **Boston from staffing** for her assistance with transfers in the crunch before the schedule went out! Her efficiency and kindness is much appreciated.

- Congratulations to **everyone on the Food Services team** who contributed to organizing Falafel Day on Feb. 21st. Your planning and preparation was appreciated!

- Celebrating **Rachel Pecoskie in HR** for a great job keeping us organized and getting updates and paperwork to payroll in a timely fashion.

CELEBRATIONS

- Thanks to **Lauren Theberge (Finance/Procurement)** for always doing such a great job with huddle! We appreciate your weekly positivity!
- The nursing students celebrated **Bailey from AMH** who is an excellent teacher and they appreciate the time they spent on AMH with the team.
- Thanks to **Jessica (AMH)** for being a helpful co-worker who jumped into a messy situation to help. This was appreciated.
- Bailey from AMH celebrated co-workers **Jessica and May** for being supportive and picking up extra work and patients when she was busy with the ED and off the floor.
- Celebrating **Victoria from IT** for her expertise and positive energy in supporting the Algonquin College students during the virtual huddle implementation. Sarah Selle
- Thanks to **Erin Allard and Nadine** for joining our team and helping us get our daily duties/extra activities with ADU implementation done.
- Huge thank you to **the whole MDR team** for organizing and having an amazing positive attitude around our new scope space.
- Celebrating **Taylor Thornton (EVS)** who worked overtime to clean up a large water mess in the new Surgical space Feb. 21st which took several hours. She then circled back and completed her remaining duties. If she hadn't gone there, noticed what had taken place and acted so quickly, the damage would have been catastrophic. Jennifer Thrasher, Clinical Resource
- Celebrating **Flaure Yapi, Doreen Lewis, Sarah Barber and Andrea O'Gorman from Medical** for completing the ARO screening tool in a complete and timely manner. Jen (IPAC)

LEAN IN

March 27 Gemba Walk

Members of our Senior Leadership Team recently took part in the Hospitalist group's weekly Huddle, celebrating the first physician group to formally implement regular huddles at PRH.

While the unofficial launch of their huddles and use of Lean actually took place prior to the pandemic, huddles were put on pause, like many other things, due to COVID.

The group shared that huddles have not only helped in prioritizing improvement ideas and other discussions, but they have also helped improve communication amongst the group.

In addition, some of the Lean work they have been involved with has generated a better understanding of how the work aligns with, interacts with and impacts other working being done throughout the organization.



Quality Improvement Plan (QIP) Driver Update

Thank you to the 513 staff and physicians who responded to the recent Staff & Physician Engagement and Satisfaction Survey!

We are encouraged by the results and have seen improvements in all the areas that were targeted as part of our Quality Improvement Plan (QIP) over the past year. Stay tuned for a Lean Report Out scheduled to take place in May where we will hear about the success of our 2023-24 drivers!

While the hospital-wide Staff & Physician Engagement Driver will not be part of the 2024-25 QIP, we ask that departments discuss their specific survey results and identify any improvements that the department may want to work on for 2024-25. Department-specific results will be posted on huddle boards next week! Please find below the overall hospital results.

Question	Strongly Agree/ Agree	Neither Agree/ Disagree	Strongly Disagree/ Disagree
Teamwork			
The people I work with treat me with respect	84%	10%	7%
The people I work with help each other out	79%	13%	7%
I feel like I belong to a team	75%	16%	10%
Communication & Feedback			
The person who I report to clearly communicates what is expected of me in my job	71%	17%	12%
The person who I report to frequently provides me with useful feedback on my performance	61%	22%	17%
The Senior Leaders (CEO, Chief of Staff, VP's , Directors, Department Chiefs) communicate organization plans openly with employees	59%	27%	14%
Engagement			
I regularly provide feedback to my immediate supervisor.	71%	18%	11%
I regularly provide feedback to my immediate co-workers	75%	16%	9%
If I have an idea to make my workplace better, I bring it to my department's huddle	77%	15%	8%
When changes are made in my department/ area of work, I have an opportunity to be involved in the process	56%	22%	22%
I have an opportunity to bring forward challenges and issues to the person I report to.	78%	11%	11%
I am willing to put in a great deal of effort in order to help this organization succeed.	79%	11%	10%
This organization inspires me to do my best	50%	34%	16%
Overall how satisfied are you working at PRH?	63%	24%	13%
Quality & Safety			
I believe that the goals of the organization will improve the quality of care for my patients and/or my co-workers	66%	25%	9%
I will freely speak up if I see something that may impact myself and/or my co-workers' safety	91%	5%	4%
I am satisfied with the quality of patient care/client service provided by myself, my team, and my department.	72%	17%	11%
My organization takes effective action to prevent violence in the workplace	65%	19%	16%
I believe that our Senior Leaders(CEO, Chief of Staff, VPs, Directors, Department Chiefs) are committed to providing a safe and healthy workplace	63%	20%	17%
My organization takes effective action to prevent bullying, harassment, and other forms of abuse in the workplace.	56%	27%	17%
I would recommend my department/program to my family and friends as a place to work	61%	22%	17%
I would recommend Pembroke Regional Hospital to my family and friend as a place to work	59%	26%	15%
Investment In Improvement			
I am offered training and learning opportunities that enable me to perform well in my role at PRH.	56%	25%	19%
I am informed about the learning and development resources available to me.	61%	24%	15%
Huddles in my department lead to process improvements.	60%	25%	15%
I understand how performance of my department/work area impacts the success of the goals for the organization	87%	8%	5%
I understand what the goals are for the organization for this year.	60%	28%	12%
PRH is always looking for ways to improve	71%	21%	8%
Visual displays of my department's performance are regularly reviewed and used to identify improvement opportunities	52%	33%	15%



Save the date...

On April 16, 2024,
we will come together to
remember
Brittaney Fraser-McCann
Always in our hearts.



Caregiver Coffee Group Learns About Equine Program

Did you know that our Caregiver Coffee group facilitated by Mental Health Services of Renfrew County meets the last Tuesday of each month between 10 a.m. and noon at the Carefor Complex on Cecelia Street.

In March, Forbes Stables hosted the meeting so that those in attendance could learn about the *Greener Pastures Equine Program*.

For more information on Caregiver Support and meetings, please call (613) 732-8770, ext. 8004.



GovDeals[®]
A Liquidity Services Marketplace

PRH Sells Surplus Items
on GovDeals.ca. Check it
out to find great deals!

Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

**SPRING
LOTTO**
FOR HEALTHCARE



Returning April 11th!



Week #13
\$105,000.00

www.PRHcatchtheace.ca

Draw date April 10th at 10am
Deadline to purchase tickets
11:59pm on April 9th

Presented By
OK TIRE

Estimated Jackpot if the Ace of Spades is caught!

Saturday, May 11th, 2024



Canadian Nuclear
Laboratories
Laboratoires Nucléaires
Canadiens

Presents



Mike's Hardware
Sawdust to Sawdust

2KM Super Heroes Run Sponsor



Registration now opened!

www.HeroesRunForHealthcare.ca



YOU DID IT!

\$3,500,000.00

Raised for local cancer care!

The Cancer Care Campaign will fund the expansion,
upgrades and overall improvements for the
Pembroke Regional Hospital's
Chemotherapy and Medical Day Care Unit!
Renovations are now underway!

Thank you!



New Fall/Winter: PRH Clothing



- Softshell Vest - Navy/Black** (Women's/Men's styles)
\$60 including tax and PRH logo
- Optional embroidery on the right sleeve \$5 extra
- Long Sleeve Shirts** (Women's and Men's styles)
\$45 including tax and PRH logo
- Optional embroidery on the right sleeve \$5 extra

Please note that all PRH items are sold at cost. As a result, no additional discounts will be applied.

Spring/Summer items are still available to order as well.



PEMBROKE REGIONAL HOSPITAL
SUNSHINE GIFT SHOP

**SPRING TEA &
FASHION SHOW**

TICKETS \$20 AT THE GIFT SHOP

FRIDAY, APRIL 26

DOORS OPEN AT NOON FOR SANDWICHES & TREATS

FASHION SHOW BEGINS AT 1:00

OUR LADY OF LOURDES CHURCH

Call 613 732-2811 ext 6180 to reserve tickets and pick up at door (cash only)

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

April

- World Health Day - April 7
- TGLN Green Shirt Day - April 7
- National Medical Laboratory Week
April 14-20
- National Volunteer Week - April 14-20
- National Organ and Tissue Donation Awareness Week April 17-27
- Earth Day - April 22
- Administrative Professionals Day - April 24
- National Day of Mourning - April 28

May

- National Physiotherapy Month
- Critical Care Awareness/Recognition Month
- Asian Heritage Month
- National Physicians' Day - May 1