



Today's Take-Aways

Equity, Diversity and Inclusion (EDI) Committee

• As we continue to expand our recognition and acknowledgement of special cultural dates throughout the year, we would like to introduce an opportunity for staff and physicians to share their experience and perspective in connection with some of these starting with Francophonie Month this March. Submissions can be as simple as a few lines about your own French heritage or what celebrating French culture means to you. Received submissions will be considered for sharing in an upcoming edition of The Pulse, on The Loop Facebook group, or on our hospital's social media sites. For those interested, please forward your submissions to pr@prh.email. We would also love to include a photo with each submission if you have one.

Lunch with the CEO

• Another great session with Sabine was held February 23rd as six staff joined her for lunch and some great discussion. Many commented about their job satisfaction because of the great teams they work with and noted that they feel part of a positive environment.

Some other discussion points included:

- The desire to have more access to training on new technology and computer applications.
- The need for additional training for those in specialty positions such as DBT training for mental health workers.
- The potential to make education sessions / lunch 'n learns more accessible through virtual options, recordings and mobile education opportunities.
- The availability of expanded specialist access through the Ontario Telemedicine Network (OTN) platform.

Trillium Gift of Life Network (TGLN)

• In February, TGLN received 10 notifications of potential donors from our team at PRH. While these notifications were not suitable donors, every notification matters, and TGLN would like to thank the following staff for allowing the opportunity for donation to be assessed:

Kira Barry, Rebecca Brum and Ria Campbell from our Emergency Department, Betty Ann Spence, Alana, Stephanie Grzelak and Jennifer-Lynne Childs from 3rd Medical, Josie Huntley and Erica Robinson from the ICU and Brandon Clark from OR Recovery.

On behalf of Ontario Health (TGLN), a sincere thank you to all for your continued support and contributions to donation services.



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

Today's Take-Aways

Departmental Updates

Administration / Communications

- Bereavement recognition – As a reminder, our hospital offers expressions of sympathy to those members of our health care team who have lost an immediate (parent, spouse or child) or close (brother, sister, mother/father-in-law, brother/sister-in-law, son/daughter-in-law, grandparent, grandchild, grandparent of spouse, niece/nephew or a relative who permanently resides with the individual) family member.

For the death of an immediate family member, a \$100 donation is made to the PRH Foundation, and a memorial notice is posted with permission on The Loop, the cafeteria digital screen and on the memorial bulletin board.

For close relatives, a \$50 donation is made to the PRH Foundation and a post is done with permission.

Please note that, in order to trigger these processes, the employee's manager or the employee are required to notify both Sarah Mellish in Administration and Carolyn Levesque, Public Affairs and Communication Coordinator.

Please ensure that the posting you are requesting falls under the immediate or close relative definition.

Food Services

- Next week in the cafeteria we're celebrating National Chicken Noodle Soup Day (March 13th) and International Pi Day (March 14th). Our special menus for these days are as follows:

- National Chicken Noodle Soup Day Special: chicken club sandwich and a bowl of chicken noodle soup

- Pi Day: mini chicken pot pie or mini tourtière and apple pie for dessert

- Our co-op student Lizzie is conducting a Customer Satisfaction Survey in the cafeteria. Please take a few moments to complete this as your feedback will help in future planning.

Infection Prevention and Control (IPAC)

- Masking - Earlier this week, the Ministry of Long-Term Care released updated guidance for masking requirements in long-term care homes. While these guidelines do not apply to Acute Care, we are closely monitoring these recommendations and will release updated masking guidance, based on a regional approach, as soon as indicated.

- Measles - The World Health Organization recently noted a 79% increase in the number of global Measles cases in 2023 compared with 2022. As of February 23, 2024, there have been six cases of Measles in Canada. Currently, there are no active cases in Renfrew County, however there are two cases in Ontario, both of which are in the Region of Peel and City of Toronto.

Patients who present to hospital with suspected Measles should be moved immediately into an airborne isolation room and managed under Airborne Precautions. Measles should be suspected in returning travelers with a febrile illness and rash or other signs and symptoms of Measles, particularly in susceptible individuals.

Please refer to your departmental health and safety boards for additional information on Measles.

Medical Affairs

- Please give a warm welcome to the newest members of our professional staff:

Effective March 22nd, Dr. Emily Conway and Dr. Courtney Guy will be joining the Emergency Department.

Today's Take-Aways

Occupational Health and Safety

- Are your immunizations up to date? Even though Measles is current in the news, there are other immunizations that you should have because you work in a health care setting. If you're unaware of your vaccination status for Measles/Mumps/Rubella, Varicella (Chicken pox) or Hepatitis B, or if you aren't vaccinated for any of these, please contact our Occupational Health Nurse at extension 7202 to review your status and if be, arrange for vaccination.
- Is it time to be fit-tested for your N95 mask? Fit testing needs to be renewed every two years or sooner if you have had a weight gain or loss of 20lbs or more, or if you have had dental work that impacts the fit of your mask. Please book your appointment via email at fittesting@prh.email.
- This weekend we "spring" forward! When you change your clocks, be sure to also check your smoke detector batteries and the charge status of your fire extinguishers.
- Please note that the Occupational Health and Safety offices will still be accessible on the ground floor of Tower C when construction begins in that area next week. Things just may look a little different.

Spiritual Care

- As part of our regular programming, we have introduced a weekly 30 minute sing-along session that is taking place in the hospital's chapel every Thursday starting at 1:15 p.m. All patients, family and staff are welcome to participate and attend!

Awards And Recognition Celebrated At Special Gathering

Last week we celebrated a cross-section of awards and recognition that have been received by our teams at PRH during the current fiscal year. These included those in the categories of organ and tissue donation, participation in the National Surgical Quality Improvement Plan and the Ontario Quality Improvement Plan, Colon Cancer Check wait times, Pharmacy Accreditation, giving back to the community, OBSP wait times, Door to Needle times in stroke care, repatriation and the management of ALC patients.

For those who missed the celebration, you can check out the video on The Loop posted February 28th.



Connecting with the CEO - In Case You Missed It

February 23, 2024

Earlier this month we recognized National Catholic Health Care Week (February 4-10) and, as a Catholic-sponsored facility, I think we sometimes lose sight of what that means for our patients.

Long before Canada had universal health care, Catholic religious congregations founded health organizations to provide care and treatment for everyone including the forgotten, the poor and the vulnerable. Each individual not only had their physical needs met, but their care involved the whole person – body, mind and spirit.



The Pembroke Regional Hospital was founded by the Grey Sisters in the same way in 1878 and today, in the spirit of the sisters who launched local universal health care, we provide compassionate care with dignity and respect for everyone.

PRH partners with others to help the homeless and other vulnerable populations

Aligned with our mission, and in the spirit of collaboration, we are always seeking ways to work with our community partners on initiatives that address unmet needs and support the vulnerable.

Locally, there is great need for expanded services that address mental health, substance use, addictions and homelessness, and, given our expertise in the area of mental health services, we have been asked to partner with the County of Renfrew Paramedic Service on a new initiative that further addresses these needs through the creation of mobile teams.

These teams will consist of a community paramedic and a Mental Health Services crisis worker with harm reduction expertise and social services navigation skills. The mobile teams will focus on day-to-day targeted engagement with vulnerable community members while also being able to respond to crisis needs with trauma-informed care. The mobile team will work closely with partner organizations, local resources and mental health services to support those they assist.

In the coming weeks, we will work closely with the Ottawa Valley Ontario Health Team (OVOHT) and our community partners to define the roles, responsibilities and workflows.

As an aside, I would like to share that our Community Mental Health program received 7,683 new referrals last year, 4,131 of which were admitted to the program. Our team facilitated 57,932 visits with those individuals, either in-person or virtually. I would like to take a moment to thank all who provide care to these members of our community every day.

Tower C renovations

And finally, I wanted to let you know that we are getting ready to start renovations in Tower C as part of our Main Entrance Renovation Project. This work will completely transform the ground floor of Tower C, creating a distinct main entrance for Pembroke Regional Hospital.

This project which has been awarded to Jumec Construction will also create a beautiful new space for the Auxiliary's Sunshine Gift Shop and see the relocation of Mulvihill Drug Mart.

With an investment of approximately \$2.3 million, these renovations which will take about a year to complete, are scheduled to get underway in early March and will also serve to close off the open ceiling where asbestos work took place while greatly modernizing this area of our facility, formerly the Lorrain School of Nursing residence.

We will form a project team that will address all of the logistics during the project. There will certainly be some disruptions and way-finding challenges as with every renovation project, but the end result will be all worth it.

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

As we have seen by the incredible results of our Surgical Daycare project this week, renovations can truly transform aged space into something wonderful!

Sabine

March 1, 2024

Welcome to the month of March! As we strive to create a workplace that prioritizes your well-being, we are introducing some positive changes to our attendance policy that I wanted to share with you.

Starting today, we are saying goodbye to the Perfect Attendance Award. While we've valued recognizing consistent attendance in the past, we believe it's time to shift our focus to what really matters – your health and safety.

As a hospital, we play a crucial role in safeguarding our community against infectious diseases. Your health is not only important to you, but to all of us and the patients we serve.

While we know that you are doing your best to stay healthy so that you can come to work and support your teams and co-workers, we feel that by eliminating any perceived pressure to maintain perfect attendance, we are empowering you to prioritize your health without hesitation.

We understand that “life” happens, and that there are times when circumstances beyond your control may affect your attendance. That's why we're shifting our approach to emphasize overall well-being rather than just being present and, as always, we will continue to review attendance records, look at trends and follow up with team members as needed.

Know that your dedication to your work and our patients is commendable, and we see this change as one way of supporting you in the area of work-life balance. It's important that you take care of yourselves, get the rest you need, and seek medical attention when necessary.

Please note that, despite this change, the 2023 Perfect Attendance Awards will still be given out as planned.

Cancer Care Project – Phase 2 – Tower D Renovations

I am excited to share that we are soon ready to commence renovations in our Systemic Therapy space after awarding the project to Frecon Construction.

The work is scheduled to begin in late March and will take about 30 weeks to complete.

This renovation project which is supported, in part, by local donors through the Cancer Care Campaign, will maximize safety and enhance the patient care experience with the creation of an open-concept unit.

The expanded unit will see the number of treatment chairs increase from seven to 10 and will house an infection control isolation room, a private examination room surrounded by a centralized nursing and registration station. A staff lounge/multi-use area with an additional washroom facility has also been integrated into the renovation plans.

This phase of the project will also see renovations take place in our Medical Day Care unit as well as the creation of an education space, meeting room and waiting area.

Given the transformation of our Surgical Day Care unit, I know I'm joined by many of you in the anticipation of what the results of this project will mean for our patients and our work environment.

Staff & Physician Satisfaction and Engagement Survey

And lastly, I would like to encourage you all to take a few minutes to respond to the latest satisfaction and engagement survey. As you know, this is great opportunity for us to hear about your experience as a member of the PRH team.

We recognize that you have been asked to do a number of surveys in recent months, however, with your input, we are able to validate if the work we are doing is truly on the right track, or if there are other

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

areas of improvement we need to target.

To date, we've received 210 responses and while this is a great start, we would like to get as many as possible before March 10th.

Don't forget, every department who has at least a 75% completion rate, wins a prize!

Sabine



Everyone is welcome to join Shawn's family, friends and co-workers for this special tribute.

Anyone wishing to speak as part of the celebration is welcome to contact Garry Engler at extension 6264.

Remembering Shawn Buske

A time to celebrate and
remember
our EVS co-worker

MARCH 26, 2024 2:30 PM
IN THE PRH CHAPEL
1ST FLOOR, TOWER A



Save the date...

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



Quality Improvement Plan (QIP) Driver Update

Every year, PRH conducts a Staff and Physician Satisfaction & Engagement Survey! The results of this 30 question survey are used to make improvements across the hospital.

As part of the Staff & Physician Engagement Driver, the results of the survey were used to implement over 60 actions to try to improve the staff experience here at PRH.

Some of these included:

- The launch of the weekly CEO message to keep all employees in the loop about important topics at PRH
- The monthly Lunch with the CEO event
- More regular updates at huddles around the Quality Improvement Plan drivers, and driver updates in The Pulse to better inform staff how the work they do contributes directly to the success of our hospital
- Our hospitalist team started weekly Lean Huddles
- Patient Information, EVS and Food Services launched Quality Improvement teams to help boost staff morale
- Mental Health Services have expanded how they incorporate Lean management across their department
- New “Meet Our Team” videos are being released monthly to showcase and celebrate different roles and employees across the hospital
- A Lean Report Out was held in the cafeteria to celebrate an improvement made on the Surgical Unit as well as the success of the Patient Care Team Driver.

The 2024 Survey is now underway. We’ve had 450 responses so far. Our goal is to reach 600 by Monday!

The more input we can get from staff and physicians, the more meaningful the results will be as we try to identify future improvements.

As an incentive for completing the survey, any department that has a 75% completion rate will get a treat basket. Congratulations to the following departments who have reached the target SO FAR:

**Maintenance, Food Services, Patient Services,
Corporate Support and Foundation, Patient Information,
Health Records & Decision Support, Human Resources and Occ Health**

There are so many departments who are so close to reaching that 75%! Please take 5 minutes to complete the survey to not only receive some treats but more importantly, to have your voice heard as part of our improvement journey.



Scan this QR code to access the survey!





PHARMACY APPRECIATION MONTH




Celebrating the work and contributions of our Pharmacy team!



ONTARIO ASSOCIATION OF SOCIAL WORKERS

SOCIAL WORK OPENS DOORS

Social Work Week 2024 | OASW.ORG



Hôpital Régional de Pembroke Regional Hospital

Celebrating the work and contributions of our Social Work team!

HIS & HERS
Gourmet Grazing



PRH Staff Association Treat Day
Featuring An Easter-Themed Treat Bag From His & Hers Gourmet Grazing Distribution
Monday, March 25th
11:30 - 1 p.m. The Lunch Box

Pre-Order Deadline
 12 noon Friday, March 15h
Please send all pre-orders to
prh.staffassociation@prh.email

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

1. Everyone needs to pre-order - either as part of a group or individually.
2. Be sure to include correct and current last names on pre-order lists.
3. Alphabetize all pre-order lists if possible.
4. Ensure that those on your list are still in your department.
5. Confirm that those on your list want to pick up their treat as part of your group order.



Multi-dose Vials

Safety Spotlight



Accreditation Safety update:

“One and done”

- Restrict multiuse vials to single use whenever possible:
 - Multiple entries into one vial increases the risk of transmission of blood-borne pathogens and bacterial contamination of the vial and should be avoided.
 - Some exceptions apply - see “Guidelines for Medication Administration” policy.



March 2024

Multi-dose Vials

Safety Spotlight



- For exceptions, follow these tips:
 - Be clean:
 - Use aseptic technique on a clean surface



- Swab the rubber stopper and allow to dry completely before inserting the needle
- The needle and syringe are single patient only. A new needle/syringe are required each time

- See “Guidelines for Medication Administration” policy for more information. March 2024

Multi-dose Vials

Safety Spotlight



- For exceptions, follow these tips:
 - Be a safety advocate:
 - Never leave the same needle in the vial and exchange only the syringe
 - Mark the vial with date/time opened and discard at appropriate interval
 - Dedicate to single patient (write their name on it) if possible



- See “Guidelines for Medication Administration” policy for more information.

Equity | Diversity | Inclusion

Upcoming Recognition and Celebration Dates

March

- Pharmacy Appreciation Month
- Francophonie Month
- National Social Work Week - March 4-10
- International Women’s Day - March 8
- Ramadan - March 10
- Patient Safety Awareness Week - March 10-16
- Healthcare HR Week March - 11-15
- Dietitian’s Day - March 15
- St. Patrick’s Day - March 17
- Holi - March 25
- Good Friday - March 29
- Easter Sunday - March 31

Celebrating Healthcare HR (Human Resources) Week March 11-15th

Designed to recognize human resources professionals in health care organizations across the nation for their important role across the continuum of care.

Kevin Heideman, Occupational Health and Safety Officer/WSIB Coordinator

Champion of Workplace Safety

In the realm of Occupational Health, our Occupational Health and Safety Officer/WSIB Coordinator stands as a vigilant guardian, ensuring workplace safety and employee well-being. Focused on adhering to Workplace Safety and Insurance Board standards, he expertly navigates safety protocols, conducts risk assessments, and manages claims.

Kevin plays a crucial role in preventing accidents and injuries, fostering a secure environment for our workforce. Beyond this, his dedication extends to managing claims, ensuring injured employees receive the support they need.

Boston Lavoie, Andrea Heuving, Laura Pelkey, Andrea Russell-Pond, Staffing Team

Filling the gaps

At the core of our operational efficiency, Staffing Clerks play a pivotal role in orchestrating a harmonious and fully-functioning workforce. Their impact is embedded in the intricate dance of scheduling, ensuring that our employees are seamlessly placed to meet organizational needs.

The responsibilities of Boston, Andrea H., Laura and Andrea RP extend far beyond routine scheduling. Armed with precision, they navigate staffing software such as Scheduling and Analytics (S&A), performing staffing transactions with finesse. Their expertise shines brightest when arranging replacement staff to cover absences and vacant shifts, seamlessly addressing the ebb and flow of workforce dynamics.

Rachel Pecoskie, HR Assistant

Empowering People with the Right Access

Within our HR department, Rachel plays a pivotal role in ensuring that individuals have the right access to the right places. Her impact is profound as she navigates the complex web of permissions, ensuring that employees have the tools and resources they need to excel in their roles. In addition to this, Rachel provides HR support to the various members of the team.

Angela Lemke, Jody Kulas, Payroll and Benefits Team

Ensuring Financial Well-Being

Our Payroll and Benefits Team are the unsung heroes of financial well-being. Their impact extends beyond mere numbers – it directly influences the lives of our employees. By meticulously managing payroll processes, Angela and Jody ensure that everyone is paid accurately and on time.

Their dedication guarantees financial stability for our workforce, fostering a positive and motivated environment where individuals can focus on their work knowing that their contributions are valued and rewarded.



LEAN IN

February 28 Gemba Walk

Members of the Senior Leadership Team had an opportunity to learn about the success of a new process that has been put in place in our Emergency Department in order to significantly improve the door to ECG time for patients who present with chest pain and other heart attack symptoms.

Previously, these patients would be required to fill out an admission slip upon arrival and wait to be triaged, a process that could take a minimum of five to seven minutes and possibly longer if the patient didn't accurately describe their symptoms on the admission slip. Once assessed, an ECG would be ordered and the patient would have to wait for someone from the lab to come to the ED to do this, resulting in a door to ECG time of approximately 50 minutes depending on the circumstances. The provincial target is 10 minutes.



Now, patients presenting with these symptoms bypass the triage process, going directly into the department where a trained RPN does the ECG and the physician reads the results. If the results are not life-threatening they are then triaged and registered, otherwise they are treated immediately based on the test outcome.

Now six months into this process, the door to ECG time has been reduced to well within the 10 minute target and the RPNs who have been trained are appreciating the expanded the expanded scope of practice.

Lean, Clean, 5S Machine

Spring is in the air which often gives people the itch to get Spring Cleaning! Like our homes, our hospital could use a declutter and polish as the sun starts to shine! Over the next several weeks, all departments are encouraged to participate in a 5S in their department to tidy and organize our workspaces.

5S is a five-step organization technique to create and maintain a productive and inspiring workspace



SORT

When in doubt,
Move it out!

Keep only necessary
Items in the workspace



SET IN ORDER

A place for everything,
everything in its place

Arrange items to
promote optimal
workflow



SHINE

To Be Lean,
it must be clean

Clean the work area
so it is neat & tidy



STANDARDIZE

Failing to plan,
is planning to fail

Set standards for a
Consistently organized
workspace



SUSTAIN

Maintain the Gain
& forget the Blame

Maintain and
Review standards

Some Benefits of a 5S: Improved efficiency & Workflow, Cleaner workspace always feels great, more inviting space for patients & Families, reduced inventory (Less time searching for things), improved staff morale and pride in workspace, improved safety, less clutter and improved uses of space!

WHAT AREA WILL YOUR DEPARTMENT CHOOSE?

We Are Dietitians

NUTRITION MONTH 2024

March is NUTRITION MONTH!

Together, we recognize and celebrate the diverse roles dietitians play in influencing the well-being of Canadians.

DID YOU KNOW?

There are 5 Registered Dietitians employed here at PRH, each with a unique area of practice— see below for the roles of each member of the nutrition team!

March 20th is Dietitian's Day!

Registered Dietitians are trained food and nutrition experts who work across all areas of food and nutrition to address nutritional needs and challenges of the many varied and unique communities they serve!

They translate scientific, medical and nutrition evidence into practical information and helping individuals, their families and communities to access nutrition for health.

On Dietitians Day, #ThankADietitian



Pictured (Left to Right): Becky Richardson-Sack, Jenny Huang, Holly Landry, Angie Zhu, Courtney Baskin

Angie Zhu RD
Outreach Diabetes Program

Holly Landry RD
Inpatient Clinical Nutrition

Courtney Baskin RD
Dietary (Food Service) and Diabetes Programs

Jenny Huang RD
Outpatient Nutrition and Diabetes Programs

Julia Reddy RD
Decision Support (Previously Diabetes Outreach)

Becky Richardson-Sack
Dietetic Assistant

Visit our booth outside of the Lunch Box and watch for weekly Nutrition Month tips on The Loop throughout March!

CELEBRATIONS

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

• Thank you to all who came out to walk in the **Coldest Night of the Year** fundraiser for The Grind. Thank you also to all of you who donated so generously to the cause. It was a great event and raised \$112,000 for the Grind! When I spoke to the staff from the Grind they thanked all of us for the support through the CNOY Fundraiser but also for the support we extend each and every day to the most vulnerable people in our community. Thank you, *Sabine*



• Brent McIntyre celebrated **Jody Kulas** for always having a wonderful attitude and being an amazing support to the team. He said that she is always positive and supportive regardless of workload. In addition, he mentioned that she provides great leadership to your team.

• Thank you to **Corrine Clark, Heather MacMillan, Amber Boire and Greg Tate** for leading and working with the various teams to transition into the new Surgical Day Care, procedure rooms and Medical Device Reprocessing area during the month of February. The time spent working with teams, creating standard work and supporting teams during the transition was exemplary.

• Great job and thank you to the **Endoscopy Nurses, Surgical Day Care Nurses, Ambulatory Clinic Nurses, MDR technicians, EVS, Stores, IT, Jacob Dickerson, Maintenance team and Registration team** for all your teamwork, dedication and diligence to ensure all was ready to receive our patients on Feb 21st and 26th. Everyone involved did a fabulous job! *Michelle Godsell and Beth Brownlee*

• Celebrating **Erin Van Allen** who has helped multiple new RNs throughout the organization in successfully passing their NCLEX exam. *Heather Macmillan*

• Celebrating **Corinne, Kim and Kaitlin**. I wanted to make sure that you are aware of how thankful we are for all of your leadership over the past few months in preparation for our move to the new SDC/ENDO space. I think it goes to show how great a team we have to come together and ensure that our work environment and work flow processes our conducive to the excellent patient care that we provide in the Surgical program. You and your teams should be extremely proud and we look forward to continuing all the good work we are already doing. Thank you, again. *Heather Macmillan*

• Celebrating **Amber Boire**. I wanted to make sure that you are aware of how thankful we are for all of your leadership over the past few months in preparation for our move to the new Endoscopy space. *Heather Macmillan*

• Sarah Selle celebrated **Thea Nicolai** for her work around the ADU implementation. She noted her great energy, wonderful motivation and positive attitude. Thank you for everything you do every day to move PRH ahead! *Sabine*

• Our Ambulatory Clinics team would like to recognize the **porters, the IT team and the representative from Olympus** who were all ready to lend a helping hand on our first day with our patients in the new Surgical Day Care space on Monday, February 26, 2024. Your support was greatly appreciated. Thank you!!! *Naomi Belland, Andrea Mielke, Lisa Bradley, Danielle Rae & Greg Tate*

CELEBRATIONS

• Sarah Selle and Andrew Keck celebrated **Ria Campbell and Chantal Kingsley** for their wonderful participation in the Rapid Improvement Event for discharge communication. They said that you participated with honest and thoughtful discussion and came with a “can do” attitude. They both very much valued your input. Thank you for your leadership! *Sabine*

• Celebrating **Kerry Macdonald** for her work on the Resource team and her ongoing commitment to learning. *Annette Davidson*

“On behalf of the Canadian Vascular Access Association (CVAA), I am pleased to inform you that your employee, Kerry McDonald has contributed their time and expertise to act as a Study Session Leader for the CVAA(c) Certification Exam this past fall.

The CVAA(c) Certification Exam signifies the highest level of accomplishment attainable by a clinician in the field of vascular access and infusion therapy in Canada. The process of studying for the certification exam can be daunting for clinicians, so CVAA developed a Study Session series where CVAA(c) Certified members, such as Kerry, presented content and study materials for a specific topic. Kerry spent time developing the slide deck, poll questions, and presented live to CVAA members in October 2023. The Study Sessions were extremely valuable to our members, and we are very appreciative of the time and efforts put forth by Kerry.”

• Carolyn Levesque celebrated **Katie Hollahan** for her quick response in preparing the physician long service award list.

• Carolyn Levesque celebrated **Andy Turton** for touring her through the Tower A 3rd floor space under renovations. She learned a lot about the work being done and was really impressed by all the changes taking place. Thank you for sharing your knowledge and taking the time to do this. *Sabine*

• Katie Hollahan celebrated **Rita Amodeo** for her help with the recruitment fair in Kingston. She said they made a great team. Thank you for supporting this event!

• **Andrew Keck** was celebrated by Carolyn Levesque for his help with a media inquiry over the weekend as well as his support to the patient and family. Great job! Your efforts really helped us!

Recognizing Our Full and Part-Time Staff Who Achieved Perfect Attendance In 2023

Full time

John Thomas, Jaime Allen, Sandra Farrell, Samantha Moreau, Carolyn Levesque, Jennifer Krieger, Donna Bourgoin, Josi Curry, Amy Kuehl, Todd Storing, Shawn Richard, Karen Hammel, Sonya Silver, Thea Nicolai, Lisa Schuler, Paulette Szabon, Linda Proksch, Monique Lafrance-Fleury, Shawn Silver, Rita Amodeo, Filipina Mejia, Erin Van Allen, Jenny Huang, Sheldon Higginson, Ralph Hatem, Sarah Barber, Brianna Ferguson, Lauren Theberge and Madison Tomasini.

Part-Time

Karen Galipeau, Xiao-Qun Gong, Helen McLeod, May Seto, Shawn Lazarus, Melissa Cousineau, Caitlyn Risto, Judy Rochon, Teirsa Head, Taryn De Bruyn, Marcey Stefanski, Kathleen Schroeder, Heather Armstrong, Victoria Fritz, Brianne Schizkoske, Hailee Liedtke, Zacharie Villeneuve, Patricia Defoe, Mark Popke, Annie Jahn, Steven Bromilow, Elaine Richards and Andrew Turton.

CONGRATULATIONS!

Recognizing Staff And Physicians Who Achieved Long Service Milestones Ranging From 5 To 15 Years Of Service In 2023

5 Years of Service

Taylor Basaraba, Naomi Beaulieu, Suzanne Clarke, Jeremy Connor, Tressa Crevier, Alexandria Cripps-Born, Lauren Dick, Sean Dixon-Cole, Savanna Enright, Carissa Fletcher, Melanie Francoeur-Samson, Kimberly Gagne, Emily Garrett, Michelle Giles, Crystal Godin, Nikki Grills, Amber Hammel, Jenny Huang, Maarit Ikavalko, Adrienne Jacyno, Cheryl Kenny, Chantal Kingsley, Scott Lange, Megan McWhirter, Chrissy Payne, Katie-Lyn Rabishaw, Danielle Rae, Brittney Regier, Brianne Schizkoske, Jordan Schoenfeldt, Crystal Scott, Sydney Sheppard, Lauren Sklair, Meghan Slattery, Mary Jean Smith, Alexandria Sweet, Kaitlin Switzer, Jason Tanguay, Brooke Ullrich, Brian Wanger, Melinda Wood, Steven Wright, Dr. Clarissa Sugeng, Dr. Robert Duggan, Dr. Kayode Fadare and Dr. Malcolm Chang

10 Years of Service

Lauren Anderson, Jessica Bannister, Jessi-Lee Barney, Naomi Belland, Marianne Bourgeois, Shannon Cardiff, Brandon Clark, Jason Crozier, Mireille Delorme, Christa Duff, Kristie Dulac, Caroline Froment, Tyler Graveline, Stephanie Kutschke, Bonnie Leeck, Christina Nikolova, Daniella O'Connor, Jessica O'Connor, Allyssa Rabishaw, Hilary Silliphant, Katrina Thomson, Carolyn Turner, Kaitlyn Venasse, Alexis Weisenberg, Jennifer Whynot, Dr. Paul Lavigne, Dr. Joy Kuncheria and Ms. Suki Hardesty

15 Years of Service

Katie Birkas, Jennifer Cardiff, Peter Emon, Bernadine Gagnon, Wilma Gagnon, Shelley Gowers, Kevin Heideman, Debbie Laventure, Lisa MacQueen, Andrea Mielke, Carmelita Pilatzke, Stephanie Pilon-Ryan, Linda Proksch, Trina Roesler, Tamara Rose, Kelly Samson, Christopher Seabert, Jeff Soule, Candace Souliere, Lesley-Ann Stachera, Rusty Van Diepeningen, Emily Wallace, Elaine Walsh, Dr. Elizabeth Mary Renehan and Dr. Joel Ward



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

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

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






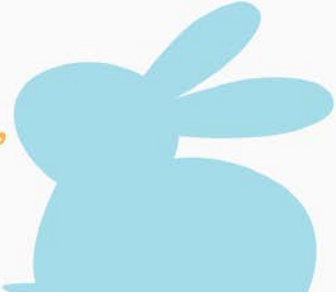
Easter Food Drive

In support of
St. Joseph's Food Bank,
our **Food Services Team**
is hosting an
Easter Food Drive
March 18th-25th

All non-perishable
and cash donations
can be dropped off in
the cafeteria during
regular cafeteria
hours.



Items of greatest need include:
pasta/pasta sauce, peanut butter, cereal,
school lunch snacks, canned goods and
personal care items.



Welcome to Telus Health

Feel supported and connected with your confidential 24/7 Employee Assistance Program, a trustworthy, innovative wellbeing resource. Check out the on-line platform!

Did you know that the Pembroke Regional Hospital offers you access to TELUS Health? TELUS Health blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial wellbeing.

Why you should join TELUS Health

1. Get support 24-hours/7 days a week, 365 days a year with our free, confidential employee assistance program (EAP).
2. Accessing TELUS Health has never been easier! Visit TELUS Health on-line, download the TELUS Health app and schedule an appointment on-line; or call the toll-free number.
3. TELUS Health has both EAP and personalized well-being resources that can support you and your family with issues related to work, life and everything in between. Access the self-guided well-being modules or join one of the many CareNow Programs such as Tobacco and Nicotine Cessation, Anxiety or Setting Up a Household Budget.

Ready to get started? Visit www.one.telushealth.com or

Download the **TELUS Health One app**. Scan the QR code or search your device's app store for TELUS Health One.



Password: pembroke
Username: EAP

Toll free: 1-844-671-3327

Foundation News

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

Guardian Angels



Denise Bowes



Dr. George Mathew



Tammy Lynn Donahue



Dr. Tom Hurley

Catch the Ace
PROGRESSIVE LOTTERY

Week #9
\$62,000.00
Estimated Jackpot if the Ace of Spades is caught!

Presented By **OK TIRE**

www.PRHcatchtheace.ca

Draw date March 13th at 10am
Deadline to purchase tickets
11:59pm on March 12th

Saturday, May 11th, 2024

Canadian Nuclear Laboratories
Laboratoires Nucléaires Canadiens
Presents

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Tickets on sale NOW!

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