



## Today's Take-Aways

*Please note that, due to Christmas holidays, there will be a pause in publication of The Pulse newsletter. As a result, the next published edition will be distributed on January 9th.*

### Christmas Angel Sponsorships

- A huge thank you to everyone who contributed to this year's Christmas Angel sponsorship program in partnership with the Pembroke detachment of the OPP and Family and Children's Services. As a result of your generosity, 50 local children and youth will enjoy an extra special Christmas.

### Connected ECG Go-Live

- The integration of the ECG machines to Anzer and "GE Muse" (software system where Internal Medicine physicians can interpret the ECG's electronically and remotely) went live yesterday (December 11th) at 8 a.m. PRH and EORLA staff have already seen operational efficiencies with electronic order entry, instant and remote access to ECG's, and a reduction in administration time required to process interpreted ECG's properly for billing. Special thank you to the Connected Vital Signs Project Team for their work in ensuring a smooth transition to the new process.



## Today's Take-Aways Continued

### Project Horizon

- We are moving ahead with preparatory work, including a lot of work in partnership with the OR team to look at integration details. In addition, 12 working groups are progressing through their ground work documents and we've had some great meetings with the Epic analysts from The Ottawa Hospital on various aspects of the project to date.
- We are still awaiting word on the status of the other regional hospitals and their decision whether or not to adopt Epic during the same timeframe as us. We hope to know more about this next week.

### Trillium Gift of Life Network (TGLN)

- In November, we received eight notifications to Ontario Health (TGLN). While these notifications were not suitable donors, we know that every notification matters, and we would like to thank the following staff for allowing the opportunity for donation to be assessed:

Tracey Baxter (ED), Kathryn Webb (ED), Kiana Yemen (ED), Brooke Ullrich (ED), Sagar Pudukkudi (ICU), Trina Roesler (Medical), Holly Sweeting (Medical) and Maddison Kouloheris (Medical)

### Departmental Updates

#### Environmental Services

- Once again, our team has partnered with the region's Warming Centre to offer a linen exchange program.

#### Human Resources

- Welcome to the team! Please note that we are now ensuring that our Lab staff are included in our monthly welcome to new team members. Here are three who joined the team in November!

November, 2024: Jennifer Bakker (Lab), Stephanie Kauffeldt (Lab), Rayvn Ronchin (Lab)

- Recently, we hosted a workshop for Managers and Directors on the topic of improving engagement at our huddle boards.



### Information Technology

- Our team is hoping to work with all departments over the next several months in order to have all files currently on our Common drives moved to Sharepoint.

### Intensive Care Unit

- On December 10th the ICU went live with the new Critical Care Electrolyte Replacement Protocol. This new tool will allow for efficient and timely treatment and replacement of electrolytes, which reduces the risk of complications and demonstrates the value of commitment as we strive to do better for our patients.



# Today's Take-Aways Continued

## Maintenance

- In order to align with other hospitals across the region, we have agreed to standardize the spelling of “orthopedic”, “pediatric” and various forms of “anesthesia” by eliminating the use of “ae” and just going with the phonetic spelling using “e”. Please note that this will apply to any new signage, forms, handouts etc. so please update when updating your documents etc.

## Medical Affairs

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

Dr. Reed Gillanders will be joining the Emergency Department on a locum basis starting on January 6th.

## Mental Health Services

- As part of a joint holiday initiative between our Recovery Outreach Program, our recreation team and some local businesses, between 100 and 120 Christmas meals have been served at special holiday events held yesterday and today in Pembroke and Renfrew.

## Occupational Health and Safety

- Thank you to everyone who has gotten their flu vaccination so far. The first round of draws has taken place, and the following staff won a \$25 gift card that can be picked up in our office. Please call ahead at extension 8200:

Nadia Osman / Jody Kulas / Jessica Manny / Ann Hisko / Naomi Beaulieu

Shots are still available as are the full size chocolate bars as a post-vaccination treat.

If you got your flu shot elsewhere, please send proof of vaccination to Occupational Health and Safety to update your file and be entered into the remaining draws.

- Please note that when calling Occ Health, be sure to call extension 8200 and leave a voicemail rather than calling individual Occ Health members. All Occ Health staff have access to this mail box so no matter who is in the office, it's guaranteed that the message will be received.

## PRH Foundation

- The final count is in! In total, a whopping 23,000 Holiday Smile Cookies were sold by the Pembroke and Petawawa locations of Tim Hortons, raising \$17,000 for our hospital and the purchase of a pediatric crib for our OR!



## In Memoriam

Our thoughts are with the family, friends and co-workers of Colleen Morris, Registered Nurse, who worked on the Rehabilitation Unit and then with the Geriatric Mental Health Unit. Colleen passed away December 6th after a courageous battle with cancer.

Colleen Shona Mary Morris was born on March 17th, 1971, to Raymond and Iona Morris of Sheenboro, Quebec.

After Colleen graduated from St. Alphonsus High School, she studied to become a dental assistant in Ottawa, then worked in Pembroke. Years later, she returned to Algonquin College in Pembroke and was one of the last graduates of the three year Registered Nursing Program. She received her BScN diploma from the University of Victoria.

Colleen was a dedicated nurse who lived a life filled with tremendous passion and service towards others. Colleen was known for her strong will, unwavering determination, and love and support for her family and community. She was a cherished individual known for her kind, loving, caring, and humorous personality.

Colleen is survived by her loving husband Rob Schilkie and her two adoring children, Mariah and Jack.

The family will receive relatives and friends at the Neville Funeral Home, 491 Isabella St., Pembroke on Thursday, December 19th, 2024 from 2-4 and 6-8 p.m. A Funeral Mass will be celebrated at Our Lady of Sorrows Church, Petawawa on Friday, December 20th, 2024 at 11 a.m. As an expression of sympathy, donations to Pembroke Regional Hospital Cancer Care Unit would be appreciated.



**BLACK FRIDAY**  
BECOMES  
**RED CHRISTMAS**

DECEMBER 3<sup>RD</sup> to DECEMBER 20<sup>TH</sup>

**30 % OFF THE REGULAR PRICE  
OF ALL MERCHANDISE**

(UNLESS PRICED LOWER/USUAL DISCOUNT  
APPLIES/ EXCLUDES CARDS & TREATS)

**PRH GIFT SHOP**

A cartoon illustration of Santa Claus in a red suit, holding a sack of gifts. He is surrounded by several wrapped presents of various sizes and colors.

PEMBROKE REGIONAL HOSPITAL  
AUXILIARY GIFT SHOP

**EXTENDED**

**POP-UP  
SHOP**

AT THE  
**PEMBROKE MALL**

Across from Coles

Saturdays & Sundays  
December 7th, 8th, 14th, 15th & 21st  
10:00 am - 4:00 pm

Join us for the  
"Closing Out Sale" on  
Saturday, December 21st

A festive border featuring various Christmas items: wrapped gifts, candy canes, snowflakes, and Christmas trees. The background is a light, textured surface.



# Highlights From Sabine's Nov. 29th And Dec. 6th Messages

*With our Surgical Grand Opening celebration complete, I wanted to provide a few construction updates, starting with the move-in date for Inpatient Surgery. While we were scheduled to welcome patients next month, this will now likely be pushed to early January as we have encountered some challenges with the bathroom flooring that need to be addressed.*

*Recently, I had a chance to tour the new Chemotherapy space in Tower D and I have to say that it looks spectacular and I believe that patients and staff will truly enjoy and appreciate the work that has gone into it. In the meantime,*

*our staff have done a great job transitioning to the temporary unit and in speaking with them, it's wonderful to hear how excited they are about the new developments. I can't say enough in terms of how much their assistance and flexibility during this project has been appreciated. We are anticipating handover of the new space by the end of December – so a great way to kick off 2025!*



## **Celebrating OBSP Wait Time Achievements**

*Another team I would like to celebrate this week are those involved with the Ontario Breast Screening Program (OBSP) in Diagnostic Imaging.*

*We recently received notification from the Champlain Regional Cancer Program that we continue to meet and exceed the OBSP abnormal screen to biopsy wait time. The wait time performance indicator is that 85% of patients receive their biopsy within seven weeks of an abnormal OBSP screening.*

*Recognizing how stressful an abnormal screening can be for our patients, the fact that we are able to get them the answers they need as quickly as possible goes a long way in the care that we provide so thanks to all involved!*

## **The Ontario Hospital Association (OHA) Advocates For Medium Sized Hospitals**

*As part of a lead up to the next provincial budget, the Ontario Hospital Association has been doing a lot of work in terms of advocating for the needs of medium-sized hospitals like ours.*

*Key areas where they are hoping to gain the province's support include the following:*

- Protecting hospital-based incremental diagnostic and surgical volumes, with accompanying funding to decrease wait times for all Ontarians.*
- Providing digital health support, including new funding allocations, to ensure that hospitals can maintain robust cybersecurity and implement state-of-the-art health information systems.*
- Engaging in long-term planning to ensure that capital funding, including for diagnostic imaging equipment and building infrastructure, reflects current and future community needs and responds to local capacity.*

*In terms of the health care workforce, they are also advocating for:*

- Support for recruitment and retention of new grads, internally educated professionals and upskill nurses*
- Increased availability of hospitalists and specialist physicians by supporting regional coverage models, providing incentives and enhancing technology like e-consults and;*
- The elimination of hospital-based, competitive incentives and stipends which are crippling hospital budgets*

*In December I will be meeting with Renfrew-Nipissing-Pembroke MPP John Yakabuski to reinforce some of these messages from the perspective of our hospital.*

## **Staff and Physician Satisfaction and Engagement Survey**

*Hello and welcome to winter! It's now looking like we may have a white Christmas after all. I'm very pleased to share that, in record time, we have received the complete results of the most recent Staff and Physician Satisfaction and Engagement Survey. We had an overall completion rate of 72% representing 648 staff and physicians who took the time to fill it out. Thanks to all of you!*

*While we are in the midst of formatting the results so that we can easily review and share the department specific data with all of you, I can tell you that we are seeing some good feedback and information that further validates where we need to concentrate some of our efforts for improvement.*

*The new section on your health and well-being gave good insight into the challenges you are facing in terms of day-to-day stress and work-life balance. We recognize that health care and hospitals in particular are high stress environments and there is always more that can be done to help support you and your co-workers.*

*Many of the results around the topic of workplace safety were quite good and it's evident that we have a strong safety culture where team members and departments are doing what needs to be done to keep patient safety at the forefront.*

*Results were also really positive when it came to questions about teamwork and how you work together, with many of the answers in that section being in the 80% range.*

*I was also happy to see a 10% increase in the response to "Overall, how satisfied are you with your job?"; with 73% checking "very satisfied" or "satisfied".*

*A complete version of the hospital-wide results has been shared in this edition of The Pulse.*

*And as we've done previously, we will share with you key themes and the areas needing improvement as well as how we might achieve this, going forward.*

## **Regional Leadership Meeting Yields Positive Engagement**

*On November 29th, our Senior Leadership Team met with 50 other leaders representing major employers in the region at Algonquin College, as part of an Administrators Group that has been relaunched.*

*This session connected us with our Indigenous community as we participated in a Blanket Exercise and heard from guest speaker Marie Wilson, a journalist and public administrator who served as one of three commissioners of the Truth and Reconciliation Commission of Canada as well as one of the elders from Circle of Turtle Lodge.*

*There was some great dialogue around meaningful engagement and ways to move things forward in terms of reconciliation within our own organizations. I anticipate seeing more to come from this by way of our Equity, Diversity and Inclusion (EDI) Committee, so stay tuned!*

## **Local Warming Centre Gears Up To Reopen In New Location**

*With the cold weather upon us, we are happy to share that we are once again part of the Warming Centre Committee that, in partnership with the County of Renfrew, will be supporting the homeless during the 2024-25 winter season.*

*This year's warming centre will operate 24/7 for five months, and be located at 156 John Street, Pembroke within the building which houses the Ontario Addictions Treatment Centre.*

*The centre will be staffed by MacKay Manor who are well-equipped to support individuals experiencing substance use and the site itself will have washroom facilities and a kitchenette.*

## **Holiday Season Brings Physician Staffing Challenges**

*I wanted to let you know that we are going to be experiencing some physician coverage challenges over the next month or so, particularly in our ICU where we will be without dedicated physician coverage for almost three weeks starting December 16th. This is due to unforeseen circumstances which have resulted in our full time intensivist being unable to return to PRH.*



As you can imagine, our Medical Affairs team is working hard to address this gap in service, while also dealing with physician staffing challenges in our Hospitalist program, the ED and Internal Medicine which typically occur around the Christmas and holiday season.

I would ask that all of you support one another through these challenges and support those physicians who are doing their best to provide coverage and care for the ones in our community who need us most. Times like these are not easy, but I know that, together, we can do great things while caring for our co-workers.

**Please Join Me In Welcoming Four New Family Physicians To Our Area And Our Hospital**

In more positive news, I want to extend a warm welcome to four new internationally trained family physicians who have chosen to come to our community as part of the province's Practice Ready Ontario program which was launched in 2023 for physicians willing to practice medicine in rural or northern-communities starting in 2025.

Each internationally educated physician who participates in the program is required to complete a 12-week assessment to ensure they have the skills and competencies needed to practice in Ontario. This program also requires physicians to complete a three-year return of service as a family doctor in a rural or northern community. To ensure they are prepared for their return of service, the assessment includes training in all aspects of rural family medicine across a variety of practice settings. This includes an office, hospital, emergency department, and long-term care and home care settings.

The local physicians who will be placed at the West Champlain Family Health Team, the Pembroke Family Medicine Teaching Unit and the Petawawa Centennial Family Health Centre are also all interested in providing hospital-based services too. Please give them a warm welcome.

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## Lab Staff Enjoy Spreading Christmas Cheer

Our Lab staff have gone to great efforts to spread Christmas cheer this holiday season with some great decor, lights and music. They are hoping their efforts could result in a win through EORLA's Christmas decorating contest!!! It's definitely a win with our staff! Be sure to stop by to check it out!



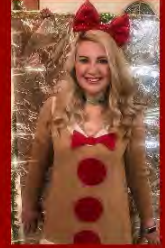


# PRH CHRISTMAS SPIRIT WEEK 2024

## It's Time To Have A Little Holiday Fun



Send selfies/team photos to [pr@prh.ca](mailto:pr@prh.ca) or  
schedule a photo by calling extension 6165



December 16 - Holiday Sweater Day

December 17 - Gingerbread vs. Candy Cane

(Depict your favourite holiday treat and see which 'team' wins)

December 18 - Christmas Movie Day

(Dress as your favourite holiday movie character)

December 19 - Valley Christmas (Plaid) Day

December 20 - Festive Footwear / Christmas Accessories Day



- To support our Food Services team in the distribution of meals, pre-orders will not be accepted. Instead, please stop by the cafeteria to collect your own meal or, at most, pick up for a co-worker or two.
- Evening/night staff working December 19th and 20th will receive a \$5 cafeteria voucher from their manager to use before Dec. 31st.
- Teams working offsite (outside of Pembroke) will have a budget to arrange a similar meal.



New this year! Photobooth Fun!  
Thursday, Dec. 19th 10 a.m. to 1 p.m.  
In the Cafeteria



While you enjoy festive food and fun in the cafeteria,  
get together with friends and co-workers to create some holiday  
memories at event Photobooth December 19th! One day only!

In appreciation for all that you do, you're  
invited to enjoy a FREE holiday breakfast:

Between 8:30 a.m. and 1 p.m.

Thursday, December 19th or

Friday, December 20th.

In The LunchBox

Everyone is welcome to enjoy a meal on the day of their  
choosing. Additional meals will be available for purchase.

A very special THANK YOU to our Food Services  
team for organizing and managing this  
hospital-sponsored event for us!!!



Scrambled eggs, Bacon,  
Croissant, Hashbrowns, Fruit  
Coffee Or Orange Juice

A Gluten Free Selection  
Will Be Available  
For Those Who Need It.



# Christmas Dinner and Dance 2024

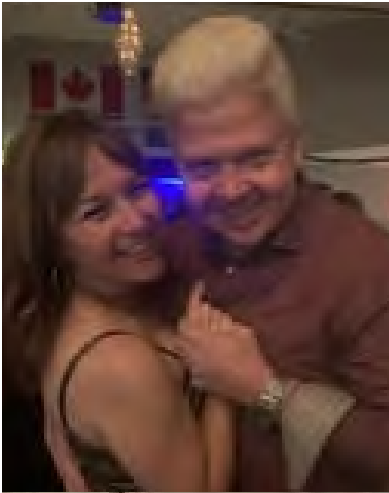
## Hosted by the PRH Staff Association

A huge THANK YOU to Brent McIntyre and Executive members from the Staff Association who helped transform Germana Hall into a festive event space for our nearly 300 guests!

Congratulations to all our prize winners at the party and to Brianne Vecchiola and Morgan Liverance who won some prizes in draws for those working that evening.









# Staff and Physician Satisfaction and Engagement Survey

Thank you to the 648 staff and physicians who completed the recent *Satisfaction and Engagement Survey*. This number accounts for 72% of our team members and is the second highest participation rate we've ever had.

Having heard from so many of you ensures we have reliable and robust data to help us make future improvements! As this was the first time asking most of the questions on the survey, it also provides a meaningful baseline for future surveys.

Please find below the hospital-wide survey results. We are encouraged by the results and will do a deeper dive into both the hospital-wide and department-specific results in the new year. Also stay tuned for your departmental results which will be posted on your huddle boards at the start of 2025.

As a thank you, Santa's elves have been busy making treat bags for all the teams who had a participation rate of 50% or higher! Over the next week, 27 teams will be receiving treat bags!



We also have some individual winners whose teams had a 65% participation rate or higher. Congratulations to the following winners:

3B Medical - **Madison Smelko**  
Information Technology - **Sharon Allain**  
Acute Mental Health - **Jennifer Lemay**  
Inpatient Rehab - **Karen Schaffel**  
Ambulatory Clinics, Systemic Therapy and Vascular Health - **Michelle Ingram**  
Obstetrics and Clinical Education - **Shannon Nagora**  
Corporate and Patient Services, Foundation, Medical Affairs, Communications and Spiritual Care - **Alycia Fraser**  
MDR - **Sean Dixon-Cole**  
Diagnostic Imaging and Respiratory Therapy - **Stephanie Kutschke**  
Mental Health Services - **Sydney Bourque**  
Food Services - **Krystal Graham**  
Patient Information and Health Records - **Anne Maddox**

Finance, Materials Management and Decision Support - **Jason Tanguay**  
Maintenance - **Todd Storing**  
Hospital Charge and Resource Team - **Connie Chippure**  
OR, Recovery, Endoscopy, POAC and Surgical Day Care - **Kalynn Bludd**  
HR, Staffing and Scheduling, Occ Health and IPAC - **Andrea Russell-Pond**  
SLT, Directors and Managers - **Annette Davidson**  
ICU - **Autumn-Lee Patovirta**

Bonus Prizes donated by Uline:  
**Chanda Silva, Tammy Lanthier and Katie Hollahan**

AND finally, Congratulations to **Kathy Smith-Kuick** who is the lucky winner of Ottawa Senators vs Toronto Maple Leafs Tickets for January 25th donated by The Co-operators!

Despite Kathy being a Toronto Maple Leafs fan, we hope she has a great time at the game!

Job Characteristics			
Questions	Strongly Agree/ Agree	Neither Agree/ Nor Disagree	Strongly Disagree/ Disagree
I understand what is expected of me in my job.	94%	2%	4%
I have enough time to do what is expected of me in my job.	51%	19%	30%
I receive the training I need to do my job.	72%	17%	11%
I have the materials, supplies and equipment I need to do my job.	76%	13%	11%
I can make improvements in how I do my job.	69%	23%	9%
I can decide how to do my job.	63%	24%	13%
My job makes good use of my skills.	84%	9%	7%
I have opportunities for personal growth and development.	63%	20%	17%
At work, I feel comfortable being myself.	78%	12%	11%

My Immediate Supervisor			
Questions	Strongly Agree/ Agree	Neither Agree/ Nor Disagree	Strongly Disagree/ Disagree
Provides me feedback on how well I do my job.	64%	17%	18%
Provides me with positive recognition.	64%	18%	19%
Considers my suggestions for improving the workplace.	64%	19%	17%
Provides me with positive recognition for following correct patient safety procedures when an incident has occurred.	62%	21%	17%
Considers my suggestions for improving patient safety.	71%	16%	13%

The Leadership Team			
Questions	Strongly Agree/ Agree	Neither Agree/ Nor Disagree	Strongly Disagree/ Disagree
Takes effective action to prevent harassment, abuse and violence in the workplace.	63%	18%	19%
Is committed to providing a healthy and safe workplace.	66%	19%	15%
Promotes high-quality care/services.	71%	19%	10%
Can be trusted.	57%	25%	18%
Takes effective action to prevent racism and discrimination in the workplace.	75%	18%	7%

Work Team			
Questions	Strongly Agree/ Agree	Neither Agree/ Nor Disagree	Strongly Disagree/ Disagree
Communication is open and honest.	69%	14%	17%
The people I work with help each other out.	85%	9%	6%
The people I work with treat me with respect.	86%	8%	6%
The people I work with treat each other with respect, regardless of race, ethnicity, gender, disability, or age.	85%	9%	6%
People from all backgrounds are treated fairly.	89%	7%	4%

Work Experience & Well-Being			
Questions	Strongly Agree/ Agree	Neither Agree/ Nor Disagree	Strongly Disagree/ Disagree
My current work area is physically healthy and safe	70%	14%	15%
My current work area is psychologically healthy and safe.	55%	23%	22%
I can balance my family and personal life with work.	64%	18%	18%
I would recommend this organization as a place to work.	57%	27%	16%
I often think about leaving my job.	29%	27%	44%
	Very Satisfied/ Satisfied	Neither Satisfied/ nor Dissatisfied	Very Dissatisfied/ Dissatisfied
Overall, how satisfied are you with your job?	72%	17%	11%
	Not at all/ somewhat stressful		Culture/ Extremely Stressful
In the past 12 months, would you say that most work days were... ?	64%		36%
	Never - a few times a year	Once a month - a few times a month	A few times a week - everyday
I feel burned out from my work:	25%	42%	33%



People -centred Care			
Questions	Strongly Agree/ Agree	Neither Agree/ Nor Disagree	Strongly Disagree/ Disagree
We treat patients with respect and dignity.	95%	4%	2%
We use input and feedback from patients, their families and caregivers to improve the quality of care/services we provide.	84%	10%	6%
We make sure that patients, their families and caregivers actively participate in making care decisions.	91%	7%	2%
We work well with other units to deliver the best patient care/services.	75%	14%	11%
We have enough time during shift transitions to exchange patient care/service information.	59%	21%	20%

Patient Safety			
Questions	Strongly Agree/ Agree	Neither Agree/ Nor Disagree	Strongly Disagree/ Disagree
Individuals involved in patient safety incidents have a quick and easy way to report what happened.	74%	14%	12%
If I report a patient safety incident, management follows up to get more information.	70%	17%	12%
We have processes and procedures for informing affected patients that an incident has occurred.	86%	10%	4%
If I make a mistake, it will not be held against me.	56%	30%	14%
I am told about changes resulting from incident reports on my unit/team/work area.	60%	19%	21%
After a serious incident, we try to prevent the same mistake in the future.	87%	9%	4%
	Excellent/ Very Good	Acceptable	Poor
Please give your unit/team/work area an overall grade on patient safety.	67%	26%	7%
Please give your organization an overall grade on patient safety.	51%	37%	12%
	None in 2	3 to 5	6 or more
In the past 12 months, how many patient safety incidents have you reported?	78%	17%	5%
In the past 12 months, how many times have you had to care for more patients than you can safely care for?	51%	14%	35%

Equity, Diversity & Inclusion			
In the past 12 months, have you experienced unfair treatment or discrimination at work based on any of the following personal characteristics:			
	Yes	No	Prefer not to answer/ N/A/ Don't know
Age	5%	91%	4%
Gender	4%	92%	4%
Sexual Orientation	1%	95%	4%
Race or Colour	1%	94%	5%
Nationality or Immigration Status	1%	94%	5%
Ethnicity or Culture(including Indigenous heritage)	1%	93%	6%
Language	2%	94%	
Physical appearance other than skin colour	3%	92%	5%
Religion	1%	94%	5%
Physical or mental disability	4%	89%	7%
Other	4%	84%	12%
In the Past 12 months, have you witnessed any kind of unfair treatment or discrimination at work directed at patients or their family/friends?	10%	82%	8%

Additional Questions			
Questions	Strongly Agree/ Agree	Neither Agree/ Nor Disagree	Strongly Disagree/ Disagree
Huddles in my department lead to process improvement.	60%	27%	13%
I am satisfied with the quality of care/client services provided by myself, my team, my department.	80%	13%	7%
I would recommend my department/my program (to my family and friends) as a place to work.	64%	24%	12%



**Q. Why is it important that I bid on shifts using the mobile app or S&A?**

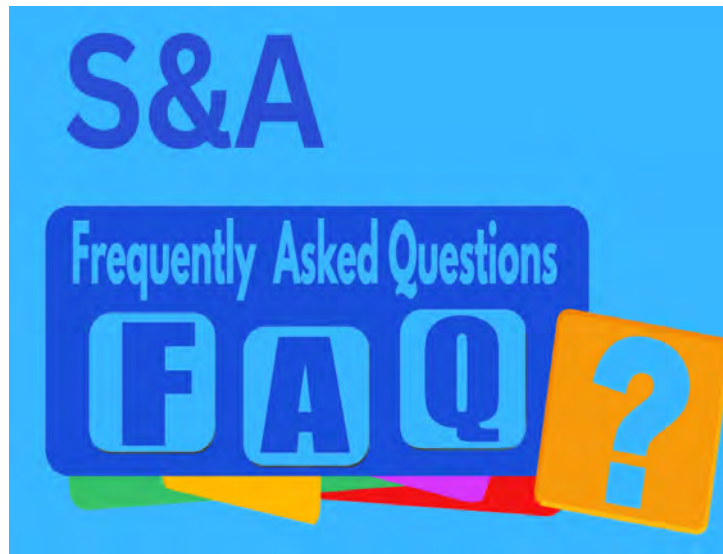
A. Bidding on shifts through the mobile app or S&A is the most efficient way to manage shift offers. It helps to ensure that your department is appropriately staffed and that shifts are filled in a timely manner.

**Q. Why do I receive phone calls from my manager or Staffing after automated shift offers were issued?**

A. Managers and Staffing may call you when shift offers have been issued multiple times without being filled.

**Q. What is the process if I accept a shift offer from a phone call?**

A. If you accept a shift offer over the phone, you will be asked to confirm your acceptance by bidding on the shift using the mobile app or by logging into S&A. This ensures that your shift selection is properly recorded.



WWW.CALABOGIE.COM

**CALABOGIE PEAKS**

Hôpital Régional de  
Pembroke  
Regional Hospital

**ABOUT US**

Located in the heart of the Ottawa Valley, Calabogie Peaks Resort is a dreamy, 4-season destination for nature enthusiasts and groups. With a boutique hotel, an on-site restaurant and pub, over 69 acres of alpine terrain, 5 indoor meeting venues, an indoor pool, an outdoor hot tub, and unlimited outdoor potential, there's something for everyone to enjoy.

**YOUR EXPERIENCE**

Escape the mundane and re-introduce playtime into your routine. Calabogie Peaks is inviting you to enjoy:

**20% OFF WINTER LIFT TICKETS FOR THE 2024-2025 SEASON.**

To redeem, please show proof of your organizational and personal ID at the Ski Lodge Ticket Windows. Discounts only apply to current employees and do not extend to family members or guests. Unlimited redemptions. Expires on May 31, 2025.

Add to your adventure with other outdoor activities including snowshoeing, ice skating, cross-country skiing, ice fishing, outdoor campfires, and more.





# CONSTRUCTION CORNER

## Tower A:

- Cancer Care Project: The air supply was rebalancing in the sterile rooms on November 23rd. Still having issues with the humidity control in the rooms.
- Surgical Day Care Project: Some of the patient washroom floors in the south wing have to be replaced for a second time as we did not accept the first attempt which will push the move-in date until after the holidays. Asbestos abatement was completed in the 1st floor old MDR Room A105 and demolition of the terrazzo bases and walls have started. Some steam and water lines will need to be relocated before any further abatement can resume in the closet where the sterilizer was located.
- The tile floor in the patient washroom A164 in AMH was replaced.
- The ED waiting room and corridor towards the Gift Shop were painted.

## Tower B:

- The tile floor in B132 Housekeeping Room was replaced.
- Ceiling projection lighting was installed for wayfinding signage to Zone B.

## Tower C:

- Main Entrance Project: The HVAC air handling unit is now operational and is being commissioned. The framing of the C142.1 Kitchenette has started. Most of the work in this phase is scheduled to be completed by the end of this month. Mulvihill Drug Mart is scheduled to move into the new space on January 13th.
- Started floor trenching for the drains for the new Reverse Osmosis (RO) in the Dialysis Unit.

## Tower D:

- Medical Day Care Project: The headwalls, ceiling tiles and flooring was completed. Oxygen and vacuum lines were installed, pressure tested and are ready to be connected on Dec. 17th. The millwork was installed along with the plumbing of the sinks. Completion of this phase is scheduled for the end of the month.

## D'Youville Warehouse:

- The stack mobile filing system was removed from the DI Registration area and was reinstalled at the warehouse.



A huge thank you to myFM and local businesses who sponsored Project Poinsettia. Mike Lavigne delivered 17 beautiful pots of flowers to our hospital which were distributed to patient units to be enjoyed by staff and patients over the holidays.

# Emergency Preparedness

The Incident Management team did an outstanding job with our December 2nd Vulnerable Occupancy (Code Green) drill. This exercise not only tested our preparedness but also highlighted the team's ability to problem solve and collaborate effectively under a simulated pressure situation.

Thank you to Jen Thrasher who led the team as Incident Manager, Melody Delaire and Jennifer-Lynne Childs for stepping in at the last minute and being very flexible with their roles, and to Jessi Lee Barney and Robin Gagnon for their endurance, communication, and teamwork.

Fire Chief Scott Selle commended them for their ability to stay calm and think strategically in a stressful situation.

Also, a big thank you to Marc, Stacey and Manuela for leading the exercise and another big thank you to all the staff who took part as the response team and to our volunteer patients!

Conducting a mock Code Green in the Recovery Room space was a great way to look at our processes and reflect on our own environment, especially at the most vulnerable times (after hours, minimal staff present etc.).

## Highlights of the drill:

- Excellent team work
- Clear and calm communication both to Command Centre and to each other
- Ability to identify the locations of key areas - ie. Where to shut off gas and closing doors and ensuring Remar tags are flagged appropriately
- All three patients were removed from the area in 12.32 seconds; the patient in the Med Sled was transferred and moved down to a safe location in a time of 4 minutes and 12 seconds

In the debrief it was noted that, as the Recovery area is an open space, curtains could always be pushed to the back of the wall to 'identify' that the area is cleared out.

The Fire Chief explained that, because of the newer building, we would have a total time of 100 minutes to evacuate in a true event due to the sprinkler system in place.





# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

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## STAFF APPRECIATION

From the PRH Foundation team and Board of Directors we would like to send you our gratitude, not only for what you do every day, caring for our family, friends and community, but also for your support of the work of the Foundation.

As a small token of our appreciation we will be delivering goody baskets to each department over the next couple of weeks.

We look forward to meeting you all!

### Dr. Nathaniel Abutu



"Thank you to Dr. Abutu and all the nurses and staff who worked during our stay on the labour and delivering floor. You made us feel so comfortable and took such good care of us. You truly went out of the way for us and had such positive and upbeat attitudes. You made having our second child such a positive experience! You are all truly special people! Thank you!"

### Dr. Colleen Haney

"Thank you for the terrific care with my surgery and recovery."



### Dr. John Epps

"Thank you, from this grumbling crew of surgeons, for being a guardian angel to all your patients, the staff and even the surgeons!! All the best in your retirement adventures."



### Rihanna Clark, RPN Surgical

"Thank you for the terrific care with my surgery and recovery."



# CELEBRATIONS

To include a special message in this section, email [celebration&recognition@prh.email](mailto:celebration&recognition@prh.email).

- “I just wanted to let you know that I had such a positive experience yesterday when I required a cystoscopy! **Julietta, Lauren, Manuela, Melissa, Katie and Dr. G (anesthesia)** provided excellent care! Bravo thanks! *Brittany Kewley*

- Sarah Mellish celebrated **Bailey, Brent, Ralph and Carmelita** for their help when she needed the Boardroom for the Warming Centre meeting. Thank you to all of you for making the change to different rooms. We truly appreciate your flexibility! Thank you, *Sabine*

- Beth Brownlee celebrated **Garry Engler** for all the special events he organized in the last month from Remembrance day to the Memorial Service to Dr. Pan's special service. Thank you so very much and everyone commented on how great those were. They were well organized and heartfelt celebrations. Thank you, *Sabine*

- Beth Brownlee celebrated **Heather Macmillan** for her amazing work on the Surgical space transition. She said she did a tremendous amount of work for the open house and also helping the staff with the transition into the new spaces. Thank you for your commitment to PRH and the Surgical program! Thank you, *Sabine*

- Brent McIntyre celebrated **Lori-Ann Borne** for organizing and leading the staff and families vaccination clinic. I hear we had a great turn out - well done! Thank you, *Sabine*

- Carolyn Levesque celebrated **Albert Joseph** for his help and willingness to assist us in staff celebration activities. She said he is very motivated to try new projects and has great ideas. Thank you for your commitment to PRH! Thank you, *Sabine*

- “I wanted to let you know that **Josie** was amazing for helping facilitate an ACTT client getting up to AMH on Friday after they had been discharged the day prior. I really appreciated her help with this, and I know the patient and their family did too. I hope you can pass the celebration along.” *Kelly Kreutz*

- Hello to our **Specially Trained EVS team members!** We recently received excellent results (no growth) from our surface sampling done in the sterile rooms! I would like to extend my sincere gratitude to you all for your exceptional dedication and hard work in maintaining the highest standards of cleanliness in our sterile rooms and meeting the NAPRA standards. Your attention to detail and commitment to ensuring a safe, sanitary environment is vital to the well-being of our patients and the smooth operation in our sterile rooms. Thank you for your unwavering professionalism and for playing such an essential role in our healthcare team! Warm regards, *Grace*

- Celebrating **Laurie and Andrea in Obstetrics** for their kindness and caring and professionalism during a difficult situation. *Rachel*

- Thank you **Ashley McKeown from Medical** for helping to organize and coordinate flu shot delivery to the Medical Unit. You save us a lot of time and running during a period when we were low on staff. Your efficiency, positive attitude and teamwork are so appreciated.

- Celebrating the **whole Pharmacy team** after we got to a critical low inventory of Pip-taz 2.25g with a back order until December. Everyone pulled together to create a recipe, labels (Anzer), add to BD, make the bags and add to required fridges.

- Celebrating **Jen and Kristie from Pharmacy** who actioned maintenance and arranged for a deep clean so the rooms were ready for Monday morning following a power failure where the RTUs went down.

- Celebrating **Sarah and Sean from MDR/Endo reprocessing**. Without your planning and organizing scopes for reprocessing, we would have surely been delayed. We never waited for scopes despite having some out on repair on a very complex day.



• **Steph Summersgill from 2nd Surgical** always greets us with a smile and is so helpful with our meal deliveries. Good job.

• **Nurse May from AMH** made me feel welcome and cared for from the minute I came in to the unit. She provided me with support, advice and resources that I needed. *Anthony*

• Welcome to the team **Amelia (AMH)**. In such a short time, you've made such a positive impact on the unit. We are so lucky to have you. *Jessica B, Megan and Kelly S.*

• **Molly (AMH)** did an excellent job orientating our new PSW Amelia to our unit. They were amazing and got so much covered while caring for our patients.

• Thank you **Jaden Wood (AMH)** for organizing and cleaning our AMH workspace. It looks amazing and not only is a clean/tidy area but also supports our workflow efficiency and environmental safety. *Bailey Provencel*

• Celebrating **Jen (AMH)** for cleaning and minimizing clutter/information on walls in the nursing station. Looks clean and tidy.

• Thanks to **Lucia (Security)** who brought in a huge bag of women's clothes for our patients to enjoy.

• Thank you **Michelle and the Maintenance team** for purchasing the Christmas flowers for the hospital. They look beautiful. *Laurie T.*

• Thank you **Paula and Brit** for decorating our office hallway. *Laurie T.*

• Kudos to **Michele Smith (Diabetes Education)**, for sharing her wealth of knowledge by volunteering with TIDM Camp.

• **Jenny Huang (DEC/Amb Clinics)** is our master IT guardian angel. She troubleshoots, fixes and solves all our data and computer issues.

• A big thank you to **Kim Jahn (EVS)** for organizing the pizza Christmas party as well as organizing the Christmas Angel collection. We appreciate all that you do. *Ann / Leanne*

• **Carly (EVS)**, thank you for going around all units to make sure HLS linen (dirty) was brought down to the loading dock. *Kim*

• A huge thank you to **Lisa Schilling** for completing a thorough deep clean of the Geriatric wing and all the washrooms for Dialysis.

• **Wilma**, we appreciate your hard work to keep our area cleaned in Tower D ground floor. It always looks so nice. *Medical Records Team.*

• MDR would like to celebrate **Todd Storing (Maintenance)** for installing lights in the scope room.

• Recognition is due to **Anne H., Roberta, Betty H. and Taylor** for their outstanding efforts in floor maintenance, specifically stripping and waxing the renovated 3rd floor. Staff and patients have noticed.

• Celebrating the **AMH team** for hosting the SLT Gemba walk. Your enthusiasm and positive energy related to the Group Leader Tool is commendable. Thank you for your willingness to support patient care. *Brent*

• Hi **Kerrie-Lynne Wilson**, Thank you for all your work in preparing for a very successful echo Accreditation visit on December 10th! The feedback received is that we have "the best physical setup that they have seen"! Your dedication to the success of this program for the patients of our community is greatly appreciated and doesn't go unnoticed. Many thanks! *Melanie Henderson*

• Hi **Katie Fadock**, I wanted to take a moment to thank you and congratulate you on a very successful inspection for radiation safety on November 29th during which no items of non-compliance were observed! Your expertise and diligent attention to radiation safety and the success of this program is tremendously appreciated to allow patients from our community to receive care closer to home. Thank you for all that you do! *Melanie Henderson*

# Human Resources 2024 - A Year In Review

## Requisitions

In the past year, 444 requisitions were submitted by managers for 516 openings.

## Applicants

In 2024, HR received 1,691 job applications.

## Placed

415 candidates were placed:

158 nursing, 66 Allied Health, 54 clerical, 52 healthcare professional, 32 support services

## Staffing

5,885 - the number of unstaffed shifts that were awarded via automated shift offer

## Turnover

8.67%

## Our Complement

913 employees - 821 are active

40+ years of service - 4 employees

Between 30 and 40 years of service - 39 employees

Between 20 and 30 years of service - 93 employees

Between 10 and 20 years of service - 196 employees



## Thank you!

## Christmas

### SELF-CARE CHECKLIST

- Do a Christmas light scavenger hunt
- Bake for your neighbors
- Have a holiday movie marathon
- Reflect on the year
- Spend time with a loved one
- Write a letter to Santa
- Go for a festive drive
- Watch a holiday TV episode
- Have gift-wrapping day
- Have a Christmas dance party
- Try a NEW festive treat
- Wear Christmas PJs all day



- Decorate your space
- Take yourself shopping
- Get a holiday Starbucks drink
- Start a holiday puzzle
- Make a cozy, winter dinner
- Have a phone-free day
- Bake Christmas cookies
- Enjoy a cup of hot cocoa
- Shop local
- Journal
- Read a holiday novel
- Take a nap
- Play in the snow



## Holiday Self-care Checklist

### Holiday Self Care Tips Before the Holiday

1. Create a holiday to-do list
2. Mindful Scheduling
3. Spend some alone time
4. Set reasonable expectations
5. Reconsider the way you approach giving gifts
6. Schedule a therapy session
7. Create a cope ahead plan

### Holiday Self Care Tips During the Holiday

1. Have a morning routine
2. Find time for yourself daily
3. Focus on the basic 4
4. Practice being in the present moment
5. Make space for mixed emotions
6. STOP, Slow down, breathe
7. Start a new holiday tradition
8. Set healthy boundaries

