



## Today's Take-Aways

### Project Horizon

- On Friday November 22nd, the TOH Epic Pharmacy Team conducted a site visit to learn about both the Pharmacy and Nursing workflow. In addition to offering valuable suggestions for a smooth transition to Epic, they commented on the positive energy and enthusiasm they felt as they spoke with Pharmacy and Nursing staff! ADD PHOTO

- We're thrilled to announce that, starting December 11th, ECGs will be going live online - an exciting milestone on our journey towards Epic implementation!

An ECG, or electrocardiogram, measures the electrical activity of the heart. It's used to detect heart conditions, monitor heart health, and guide care decisions for our patients.

With this upgrade, ECGs will be ordered on the same screen as lab work, and results will be available online within seconds of completion, directly linked to the patient's visit. This means faster access to information, improved workflows, and reduced reliance on paper.

While paper printouts will no longer be required for every test, they will still be available for STAT ECGs or in Code situations where immediate access is essential.

To help everyone prepare, demonstrations and training will take place from December 2nd to 13th. Be sure to participate to learn how this exciting change will improve patient care and streamline processes!

### Christmas Angel Sponsorships

- Thanks to everyone who committed to adopting one or more of our Christmas Angels this year. We were provided with a total of 50 – 10 more than last year, and all have been accounted for.

A reminder that all packages need to be returned to Carolyn Levesque in room A128 by 10 a.m. Monday, December 9th so that we can arrange pickup.

### Departmental Updates

#### Human Resources

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

November, 2024: Trish Blacklock (Environmental Services), Hanna Diamond (HR), Delisa Grace Grant (ICU), Codie Hardwick-Layman (IT), Melissa Harriott (OR), Meaghan MacDonald (Pharmacy), Britney Plath (Administration), Amelia Smith (AMH)

#### Occupational Health and Safety

- We are entering our last month of the Flu Shot campaign. So far 23% of staff have received the shot. Next week, we will start the draws, so if you want to get in on them, make sure you contact Lori Ann at extension 7202 to book a time or listen for announcements about roaming clinics.

## Today's Take-Aways Continued

If you have received your shot externally, and have not already done so, please submit proof to Occ Health to update your file and be entered into the draws.

- As part of the Flu Shot campaign, a Family Flu Shot Clinic was held November 23rd where we had 37 participants receive their shot. Thanks to Ashley Duhn and Julieta Klein for giving the shots and making things run smoothly.

- On November 22nd, we started our Working at Heights training using a local company called Valley Worksafe. This is training that has to be approved by the province and is for those who work at height and could be exposed to a fall hazard. It encompasses everything from working with ladders to working with fall arrest equipment. Staff from Maintenance, IT and Occ Health & Safety took part in this session.

Pictured below, participants are donning fall protection harnesses to demonstrate proper fit.

From left: David Prange (Instructor) Mike Godbout, Mark Dumouchel, Sean Turner, Jeremy Connor, Sheldon Lanthier, Kevin Heideman



## Mental Health Services of Renfrew County

- On November 25th, the Geriatric Mental Health team travelled to Ottawa to attend the Behavioural Supports Ontario Day where they were able to do some networking and hear from several educational speakers.



# 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.*

# Highlights From Sabine's November 15th and 22nd Messages

November 15th was an incredibly exciting day for our hospital and for our community as we celebrated the Grand Opening of both our Day Surgery and Surgical Inpatient units.

Many of you may not realize but this Surgical Construction Project, valued at over \$20 million, is the second largest construction project we have seen through to completion, in decades, second only to the creation of Tower B in the mid 2000s.

As part of our Grand Opening Ceremony, we welcomed many of our donors, community partners, government representatives, project leaders, members of our Surgical team and others into both spaces for some special remarks, a blessing of the space and a ribbon cutting in addition to an opportunity to tour the areas before our patients move in.

This major milestone in our hospital's history represents a significant improvement in both the patient experience and the workspace for our Surgical team and given some of the other transformative work that is going on in various parts of our facility, I think it's going to be a banner year for us in 2025 with so much "new" space and the work we will do to bring Epic online.

## **Changes In our Leadership Structure**

I would like to share with you some changes we are making to our hospital's leadership structure that will take effect December 16th.

As you may recall, Melanie Henderson who has served as our Vice-President of Clinical and Support Services, Partnerships & Integration for the past two years will be starting a new role with the Royal College of Physicians and Surgeons of Canada in January.

Following thoughtful discussion amongst our Senior Leadership Team, we have decided not to fill this Vice-President role going forward and, instead, we have reorganized the portfolios held by Beth Brownlee, Scott Coombes and Brent McIntyre as well as those of some of the other leaders on our Management team.

In addition, we have decided to advance two of our current Managers, Ralph Hatem and Andrew Keck, into Director roles while Bailey Kehoe will become Manager of HR and Labour Relations.

All of these decisions were made in order to ensure organization-wide stability as we embark on Project Horizon and our journey to Epic which will represent a great demand on everybody's workload.

I would ask that each of you welcome and support those whose responsibilities are transitioning and assist those who are taking on new programs and services as part of their learning journey.

## **PRH Auxiliary Bringing Pop-Up Gift Shop To The Pembroke Mall**

I want to congratulate the PRH Auxiliary, their leadership and their volunteers for embarking on a new venture with their Black Friday Weekend Gift Shop Pop-Up at the Pembroke Mall.

Long considered a hidden gem, our Auxiliary's Gift Shop will be broadening its reach into the community November 29th to December 1st when a pop-up version will be housed across from Coles, making its debut beyond our walls.

I would encourage you all to support this fundraising venture by visiting the pop-up Black Friday Weekend and telling your friends and family to do the same!

Our Gift Shop is known for its distinctive, one-of-a-kind items, many of which you won't find anywhere else in town and in addition to that, complimentary cookies and hot cider will be available to make the entire experience festive and fun.



## **Holiday Smile Cookie Success**

*And speaking of festive fun, thanks so much to everyone who supported last week's Tim Hortons Holiday Smile Cookie campaign. Whether you purchased cookies or volunteered your time to decorate them at the Pembroke and Petawawa locations, you all contributed to the cause and we are anticipating that roughly 17,000 cookies will have been sold by the end of the week. That's a lot of cookies made with all proceeds supporting the purchase of our paediatric crib for our OR.*

PEMBROKE REGIONAL HOSPITAL  
AUXILIARY GIFT SHOP

# POP-UP SHOP

AT THE  
PEMBROKE MALL

*Across from Coles*

Friday, November 29th - 5:00 pm - 9:00 pm  
Saturday, November 30th - 9:00 am - 6:00 pm  
Sunday, December 1st - 10:00 am - 5:00 pm

*Join us for cookies and hot  
cider while you do some  
Christmas shopping*

## A Huge Thank You to Our Amazing PRH Staff!

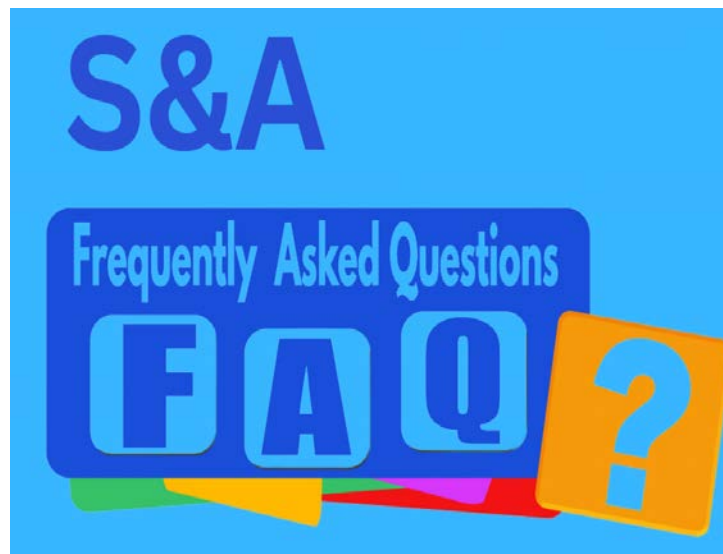
We are thrilled to announce that our new S&A mobile app has been a great success, thanks to the incredible support from all of you.

A special shout out to the 520 employees who have downloaded and embraced this change. Your enthusiasm and commitment to improving our services is truly inspiring. Together, we care!

To celebrate the launch, all employees who downloaded the app were automatically entered into a draw for a chance to win one of ten \$20 PRH *Catch the Ace* tickets for the December 4, 2024, draw. Winners are kindly asked to stop by or call the PRH Foundation office by December 3rd to select their card.

Congratulations to the following employees:

Tamara Brand / Brenda Forbes / Jillian Keys / Paul Newman / Jennifer Niittynen / Mark Popke  
Karen Schaffel / Stephanie Stewart / Kathryn Webb / Kristen Youngs



## LGI Mobile App FAQ

### **Q. Why do I have to frequently log into the app?**

A. The mobile app locks after 15 minutes of inactivity. You will continue to receive notifications while the app is locked.

### **Q. Is a list of shift offers and notifications available on the app?**

A. Notifications are issued based on your S&A preferences. In addition to viewing the notifications on your phone, you can view the notifications on your S&A dashboard message widget.

### **Q. Is it important to decline shift offers that I am not available to work?**

A. Yes, declining shift offers provides your manager with information to make staffing decisions. Declined shift offers do not count towards scheduled hours.



**SPORTCHEK**



The employees at Sport Chek & Atmosphere (Pembroke location) would like to extend VIP Pricing to The Pembroke Regional Hospital Staff for a limited time! This holiday season, let Sport Chek help you Say it with sport, with up to 70% off the ticket price!

**Dates:**

Monday, December 2 - Wednesday, December 11, 2024 (Inclusive)

**Where:**

**In-store only at Sport Chek & Atmosphere Pembroke**

Offer is only available in-store and not available on SportChek.ca & atmosphere.ca

**Offer Details:**

- The actual savings will vary by product, up to 70% off the ticket price.
- Excludes select brands and styles. Excludes marquee footwear with a price ending in .00.
- Product may be returned unused and at the discounted price within 30 days of purchase with original receipt.

**Process:**

To redeem offer, please show the cashier your hospital ID before the transaction is processed.

**Important:**

- Please do not call stores ahead of the promotion asking for pricing or to put items on hold
- There are no advance holds or pre-shopping. Payment must be made at the time of purchase.
- The discount only applies to in-store merchandise.



EXCLUSIVE OFFER

**VIP  
PRICING**

MONDAY, DECEMBER 2ND -  
WEDNESDAY, DECEMBER  
11TH, 2024

PEMBROKE SPORTCHEK  
15 ROBINSON LANE  
PEMBROKE, ON

The PRH Staff Association Presents The  
**2024 Christmas Dinner and Dance**  
**Saturday, December 7th**  
At Germania Hall, Pembroke

Doors open at 5:30 p.m. / Schmidt's Roast Beef Dinner (Buffet) Served at 6:30 p.m.  
Dance 9 p.m. to 1 a.m. (Music by VSM Entertainment) / Prizes  
Pizza Late Lunch / Complimentary Non-Alcoholic Beverages

**TICKET COST: SA Members \$20 / Non-Members \$35**  
**Dance Tickets Only (9 p.m. to 1 a.m.) \$10 in Advance.**



Tickets are available:



November 4-8, 11:30 a.m. to 1:30 p.m. in the cafeteria.  
November 13, 20, 27, 11:30 a.m. to 1:30 p.m. in the cafeteria  
November 12 - 29, Monday to Friday, 8 a.m. to 4 p.m. Room 231B (Tower C)

All payments by Cash, Cheque or Etransfer (carolyn.levesque@prh.email)

**RESERVED SEATING:**

Full tables or single seats will be booked on a first-come, first-serve basis.  
If booking a full table, all tickets must be paid for at the same time to reserve. All tickets are non-refundable.  
For more information, call Andrea @ 7103 or email prh.staffassociation@prh.ca.



## Welcome to the Team!

A special welcome to our new security guards who recently underwent specialized training with Caroline Froment, far right. From left we welcome Arthur Mask, Sebastien Niles, Chris Roettger, Lacey Duperron, Kayleigh Sobon and Rob David.

## MHS Staff Enjoy Paint Night

Members of our Mental Health Services team enjoyed a great night out at Fitzy's Sports Bar on November 14th for a *Paint With Sheila* event.



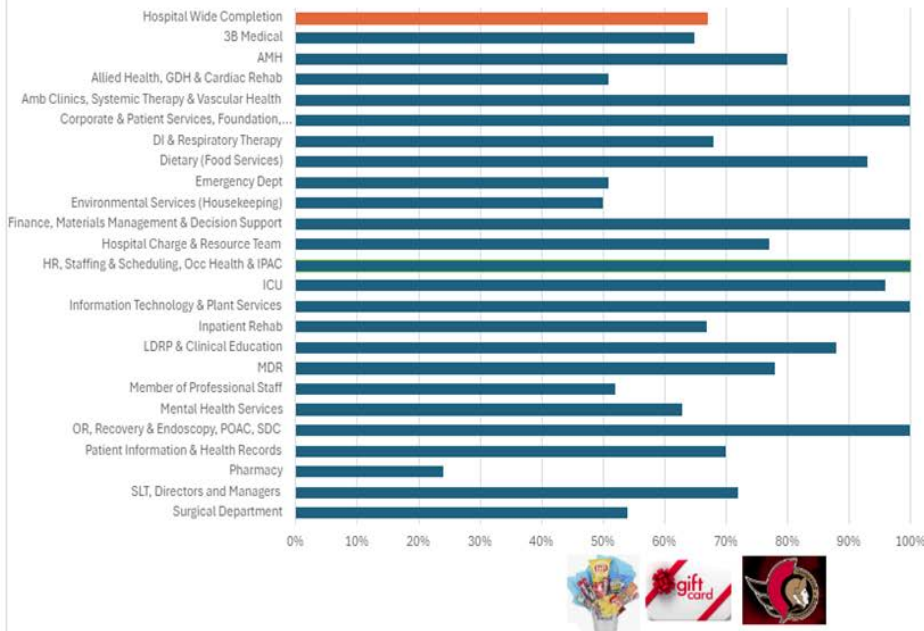




# Staff and Physician Satisfaction & Engagement Survey



Percentage of Completed Staff and Physician Engagement Surveys



Hurry, ends tomorrow!

At Midnight!

**How to access:**

- Scan this QR code with your phone's camera.
- Visit <https://survey.healthstandards.org/en-ca/launch/a1189392-fbd0-4010-87d0-1ef5e3f49ab1>
- Click on Survey link on intranet
- Click on Survey link on Staff Resources section of PRH website
- Access on The Loop Facebook Page



## New MAINTENANCE WORK ORDER SYSTEM

The Plant Services Department is excited to announce the implementation of a new MAINTENANCE WORK ORDER SYSTEM

The new system, **ebase**, will be accessed through a link on the Citrix Store Front.

**Please access the training links below for a sneak peak!!**

Creating a Work Order (Video)

<https://dms.ebasefm.com/kb/article?ref=164e8c1461471e>

Creating a Work Order (Article)

<https://dms.ebasefm.com/kb/article?ref=15ae20f252e037>



# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

Presented By

**OK TIRE**

Catch  
the Ace



PROGRESSIVE LOTTERY

# \$100,000.00



Lottery License RAF1411739

Presented By Hyundai Pembroke

**AUTO LOTTO**  
CAR LOTTERY FOR HEALTHCARE

## TAKE THE CAR OR CASH!

PLAY OUR BONUS

**50/50**



TOTAL PRIZES  
WORTH OVER  
**\$40,000**

**BUY YOUR TICKETS**

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

**SPLIT THE POT IS BACK! TICKETS ON SALE NOW!**



**PARTNER**  
**H**

**SPLIT  
the POT  
Lottery**

**WWW.SPLITTHEPOT.CA**

**Jordan Lee, ICU**



"We would like to thank Jordan for his extraordinary care for our beloved Mom/Nana during her stay in ICU. He showed such respect, attention and dignity when following through with her medical care. The night Charlotte gained her angel wings, Jordan supported our family through his gentle, caring manner. We will forever be grateful for his support during this difficult time. Thank You!"

**Dr. Pierre Zakko**

"Thank you so much for your thorough examination for my husband and all your patients. You truly care."



**Emily 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'd like to celebrate **Holly Landry (Clinical Nutrition)** for her attention to patient safety and care, she advocates for the nutritional needs of her patients and how important proper nutrition is for healing. Thanks for all that you do! *Julia Reddy*

- A special thanks was extended to our **Materials Management team** from the ICU at a Cardiocentre in Santa Clara, Cuba where some of our surplus items have been donated courtesy of a local contact who regularly takes donated medical supplies to Cuba. Supplies included syringes, catheters and dressings.

Pictured at right are the lead physician, the lead nurse and other specialists.



- I received a lovely compliment from one of our Resident Learners this week regarding **Dr. Kate Quirt**. This person complimented Dr. Quirt on how wonderful a physician and teacher she is and how they aspire to have those qualities. Dr. Quirt is an amazing role model. *Cherie Shepherd Medical Affairs*

- Here is a celebration from a patient: "I would like to celebrate the amazing **physio team Kyle and Jordan**. They are the best physio team I have ever met. They are always laughing and happy, which is a helpful distraction when completing my exercise program. Thank you both, Mrs. P." *Kelly Malley - Medical*

- Celebrating **Food Services** for donating a batch of chili from our kitchen to the Pembroke Fire Department as a community collaboration on November 21st. The brother of one of our cooks is a senior firefighter and he was the one who brought the idea to the department and it was seen as a great opportunity to show appreciation towards them for all the hard work they do as frontline responders to keep our community safe.

- I would like to celebrate **Donna Jones** for the work she is doing with EVS staff shadowing various shifts and routines. With input from the staff, they are identifying efficiencies and improvements. Thank you, *Cheryl Summers*

- Kaley Lapierre celebrated the **Health Care Aides in ICU**: Congratulations to the HCAs for their support with admission fall risk assessments. For the month of November, we had a completion rate of 75% which is a huge jump from 18% in October. Keep up the great work!

- Celebrating the great work that **Lauren Theberge** did in preparing for the Capital Purchase Process Lunch 'n Learn. It was interesting and well presented to our management teams. Thank you Lauren!

- I would like to thank **Tara Ferguson (EVS)** for doing a thorough job of deep cleaning my three rooms. I was very appreciative in terms of how well it was done. *Dr. Sanjeevan*

- Great job **Hillary** managing a complex patient on Surgical. You thrived under pressure and provided exceptional care. *Caroline and Erin, Clinical Education*

- Celebrating **Ange and the team (Geriatric Day Hospital)** for the presentation at White Water Senior Group.

- Celebrating **Robbie McLaughlin (Rehab)** who is always ready and willing to help. Thank you for all your help today. Your cheery personality is just a bonus! *Crystal K*

- Celebrating **Stefanie, Frelly, and Denise (Health Care Aides) from Surgical** for working together with EVS staff as a team to ensure patient care needs are met. They are always looking to assist with discharges, linen needs and are quick to respond when patients have questions or concerns. *Mary Anne McConnell*

# LEAN IN

On November 27th, members of the Senior Leadership Team conducted their monthly Gemba Walk in the new Medical Device Reprocessing area now located on the third floor of Tower A.

There, they were able to speak with MDR team members about the transition to the new space and how it has improved their workflow and daily processes.

Previously, MDR was located on the 1st floor of Tower A, their “pack” room was located on the 2nd floor of Tower D and they were back and forth to the ORs on the 3rd floor of Tower D. Now, they are co-located on the Surgical floor which allows for much improved flow and efficiency.

In addition, their new space has two sinks which means that more work can be done in less time, particularly when it comes to cleaning instruments and preparing them to be sent off site for sterilization.

It was also noted than in urgent situations where additional items may be required in the ORs, there is a much faster response time due to their close proximity.

While some minor improvements are still being made to the new area and the way things are being done, staff overall are very pleased and are especially thrilled to have large windows with a view in their news space.

