



## Today's Take-Aways

### Lunch with the CEO

- Thanks to the six staff who joined Sabine for lunch on October 22nd.

Discussion points at the most recent session included the following:

- Very good feedback on all the things we are doing to improve the hospital and the services we provide. This included mention of the ADUs, Epic, the construction projects and renovations, use of the clinical scholars and externs, health care aides and the paramedics in the Emergency Department.
- There was lots of discussion around various aspects of staff scheduling.
- Some good suggestions were made about the need for additional lighting in some areas of the buildings that aren't as well lit as others.

If you would like to be part of an upcoming lunch session in order to share your ideas and feedback, please put your name forward by email to [carolyn.levesque@prh.ca](mailto:carolyn.levesque@prh.ca).

### Departmental Updates

#### Acute Mental Health

- Please note that there have been some issues with the mechanics of the entrance door on the unit. When entering, please allow the door to open automatically. If you manually push or pull the door, this can cause issues with the mechanics of the automated system. Thank you all for your help!

#### Information Technology

- Just a reminder that our email domain has now changed from [prh.email](mailto:prh.email) to [prh.ca](mailto:prh.ca). Please ensure that you change your email address wherever it is posted such as email signature, etc. Please note that incoming messages sent to [prh.email](mailto:prh.email) will still reach your mailbox.

#### Medical Affairs

- Please give a warm welcome to the newest members of our professional staff:
  - Dr. Philippe Simard will join the Critical Care (ICU) department on November 9th.

# Today's Take-Aways Continued

## Patient Safety

• This week is Canadian Patient Safety week. Three staff representatives and one patient advisor from Pembroke Regional Hospital were able to attend the Ottawa Patient Safety Conference on Monday where they were able to learn from colleagues and speakers about a variety of patient safety initiatives occurring in our region.

PRH is proud to be part of the planning committee for this important event and we encourage you to start thinking of quality improvement initiatives that could be shared next year.

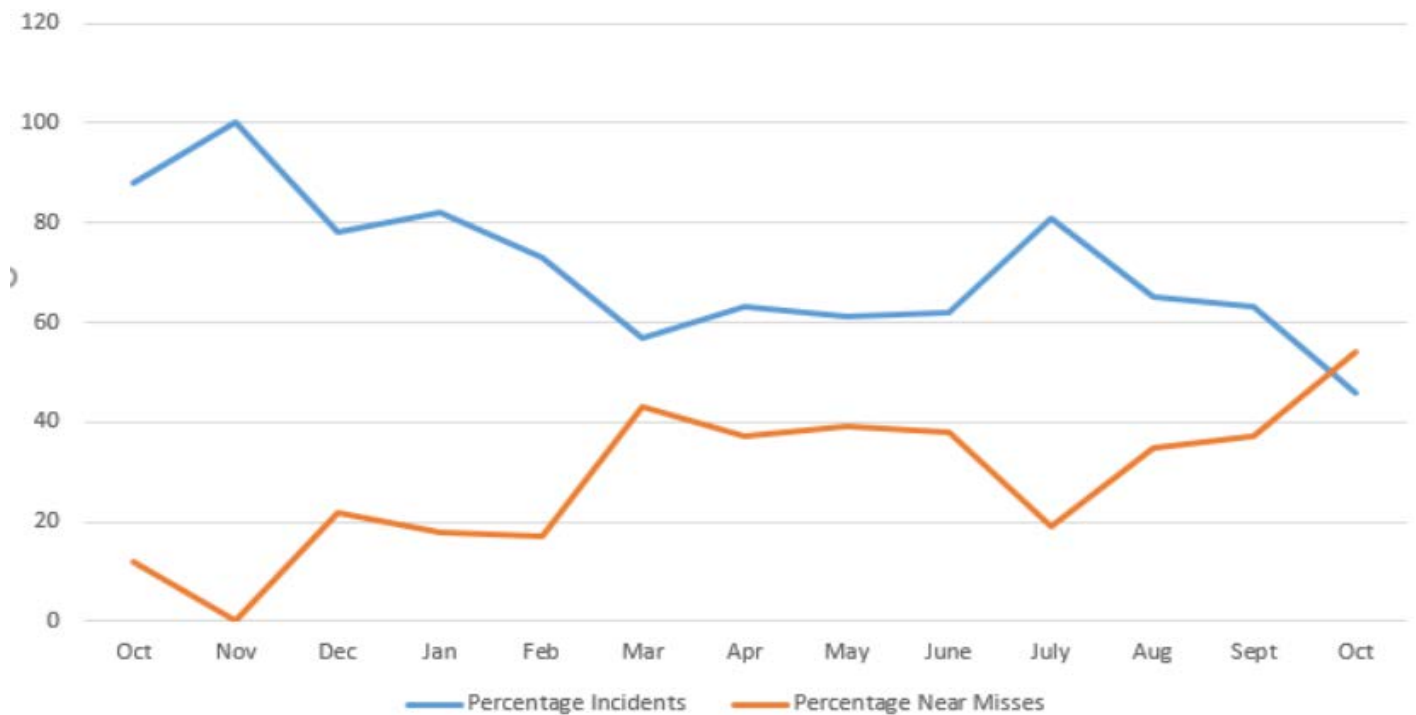
As one example of patient safety work taking place at PRH, we wanted to highlight the progress and impact of our new Automated Dispensing Units (ADUs). We have been evaluating the impact by monitoring our incident and near misses since implementation in February of this year.

What we have seen is an immediate and sustained improvement related to medication errors occurring on units.

Near misses have been increasing while incidents have decreased, meaning that fewer errors are reaching the patient. Our checks and balances are working!

In the chart below you can see the impacts of this patient safety initiative. Thank you for all of your efforts in ensuring high quality care for our patients, and actively engaging in initiatives like ADU implementation.

### Percentage of Medication Administration RIMS Reports Classified as Incidents vs Near Misses



## Spiritual Care

• We are happy to share that on November 11th, in addition to the regular overhead announcement and moment of silence, we will have a Remembrance Day service in the Chapel (1st floor Tower A), beginning at 10:45 a.m. All patients, families, visitors and staff are welcome to attend.



# Staff and Physician Satisfaction & Engagement Survey



As part of our transition to a new Accreditation Canada Program and to align with many other Hospitals across Canada, we are introducing a new survey that will run from November 6-27th.

*This new Survey will replace the previous Annual Satisfaction & Engagement survey.*

## New questions added pertaining to :

- Communication & Collaboration
- Engagement
- Equity, Diversity & Inclusion
- Job burnout
- Workforce Health & Safety
- Moral Distress
- Organizational Distress
- Quality of Work Life
- People Centered Care
- Psychological Health
- Quality of Supervision
- Relations with Co-workers
- Retention & Turnover
- Safety Culture
- Worker Wellbeing
- Quality Improvement

## S&A LGI Mobile App Update

Please note that the full activation of the S&A LGI mobile app has been extended to November 18, 2024.

This delay allows additional time for staff to download the app and familiarize themselves with its functions in order to ensure a smooth transition.

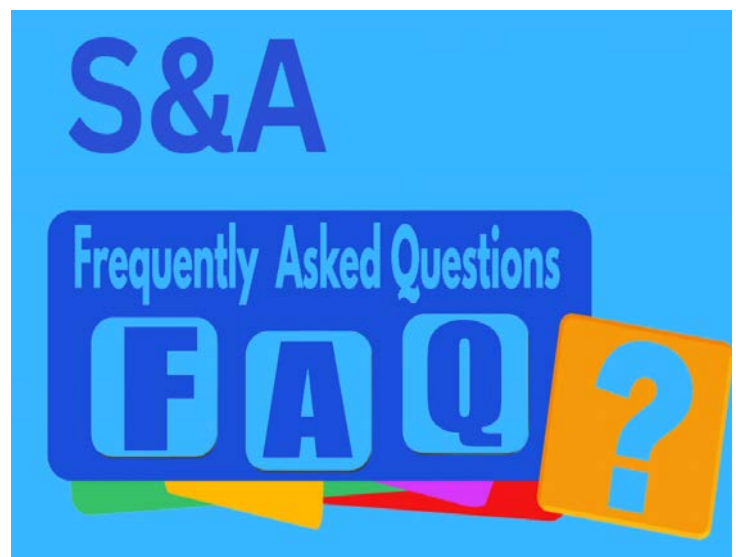
Beginning on November 18th, the default mode for all users who have not updated their preferences to Mobile App, will be Auto Call.

If you would prefer to receive shift offers through the mobile app rather than by telephone, you must download the app and update your S&A preferences by logging into S&A on a computer, selecting the mobile app and updating your System Notifications.

After November 18th, text messaging will no longer be available as a method for receiving shift offers.

The Staffing Team is here to support you during this transition.

If you have any questions regarding the app, please call extension 6155 or email [hr.staffing@prh.ca](mailto:hr.staffing@prh.ca).



# Highlights From Sabine's October 18th and 25th Messages

## **Renfrew County's HART Hub Application Has Been Submitted**

*In the news, you may have heard about the Ministry's funding of 10 HART (Homelessness and Addiction Recovery Treatment) Hubs across the province. I'm pleased to share that an application has now been submitted on behalf of partners in Renfrew County to develop one of these.*

*HART Hubs will enable enhanced access to a range of integrated locally tailored health and human services supporting the treatment and recovery of individuals with complex service needs.*

*If our region's application is successful, a great deal more detail will be shared going forward.*

*I would like to extend my gratitude and thanks to all those involved in putting together this application including our staff from Mental Health Services of Renfrew County.*

## **Transition To Use of Force Security Guards**

*I wanted to provide you with an update on the work being done to enhance our workplace security. Starting in early December, our hospital will transition to having Use of Force Security Guards on site which will mark a significant milestone in our safety practices.*

*Until this point, our current security staff will continue to operate as they always have, but you will notice an increased presence in the Acute Mental Health (AHM), Emergency Department (ED), and Third Medical areas.*

*You can expect more details to be shared closer to implementation. In the meantime, I would like to extend a special thank you to our Education Team and the Preventing Violence in the Workplace Committee for their invaluable guidance and support throughout this process.*

*I would also like to thank our HR, IT, Maintenance and Occupational Health and Safety staff for their incredible support and collaboration. It takes a real team effort for something like this to come to fruition and the efforts of all have been instrumental.*

## **Celebrating the Work of the PRH Auxiliary**

*I had the pleasure of attending the Auxiliary's Annual General Meeting last night and wanted to take a moment to recognize not only the incredible work this group does in support of our hospital, but also the enthusiasm, dedication and commitment of its members.*

*With a team of just over 100 volunteers who support the Auxiliary's fundraising efforts through the Sunshine Gift Shop, The Mural Café, sales of Nevada Tickets and gaming support shifts at Delta Bingo & Gaming, the Auxiliary's financial contributions to the hospital have amounted to millions since their inception over six decades ago.*

*Most recently, they completed their \$500,000 commitment to our Inpatient Surgical improvements and have now started raising funds for Bone Density Test equipment valued at \$150,000.*

*Please join me in thanking the Auxiliary's volunteers when you see them. They are an incredibly valuable part of our health care team.*

## **Project Horizon Launch**

*I wanted to take a moment to thank those of you who were able to join us for the Project Horizon (Epic) launch on Tuesday. It was great to see such a packed cafeteria and I know that's reflective of the enthusiasm and curiosity you have for Epic.*



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*Epic actually has a great backstory. It was founded and developed under the name Human Services Computing by Judith Faulkner in a basement apartment in 1979 with the help of two part-time assistants and a \$70,000 investment from family and friends.*

*With a Bachelor of Science in Mathematics and a Master's in Computer Science, Judith taught computer science before working as a healthcare software developer and creating what would be one of the first databases organized around a patient's record.*

*In 2005, Epic's headquarters were moved to a large campus in the suburb of Verona Wisconsin where over 13,000 employees enjoy a unique workplace featuring movie themed workspaces, a functioning farm, cow-themed transportation, a full size carousel, a variety of cafeterias and coffee shops which use locally sourced ingredients, a vintage full service soda shop and more!*

*As part of our own Epic journey, I outlined on Tuesday the Guiding Principles of Project Horizon, all of which are aligned with our new values as follows:*

**Compassion – One Patient, One Record**

- *Make decisions in the best interest of patients*
- *Enhance the patient experience and increase patient satisfaction*
- *Prioritize quality of care and patient safety*

**Commitment – We will hold ourselves accountable to achieve results**

- *Own our decisions and ensure desired outcomes are met*
- *Transformation is our #1 priority – Epic is our #1 project*

**Collaboration – Harmonize, Decide, Execute**

- *We will promote patient-centred harmonized workflows and adopt Epic's 'Foundation System'*
- *Reduce variations in care, ensure evidence-based care*
- *Make it easy to do the right thing*

**Courage – Participate, Engage, Respect**

- *We will collaborate, listen, be flexible and set aside hierarchy*
- *We believe team effort is the key to success – we will encourage everyone, regardless of title- to have a voice*
- *Capitalize on our staff's excellence and knowledge*
- *Enhance efficiency and satisfaction for all PRH users*
- *Support staff through transformational change*

*All of this information, along with details of our implementation timeline and next steps can be found on the Intranet within a new Project Horizon Sharepoint site which was expertly created by our HR Manager, Ralph Hatem.*

*This site will serve as a go-to resource for the next year and a place to find all our Project Horizon documents and communication. Familiarize yourself with the site so that you know where to look.*

*I was made aware by some community members that there is confusion around some of the names we are using, for example we talk about Epic and then we also talk about MyChart. MyChart is the name of the patient portal in Epic and I am hoping all of you can help me to reduce the confusion when you talk to our patients, families and the community at large.*

*Epic has names for all of their applications and as we move through this learning process together, we will get to know and use them.*

*In 400 days we will join roughly 60% of Canadian hospitals using Epic. We know from our colleagues who have gone before us that we are in for a challenge and a steep learning curve, but we have been reassured that, despite this, all who have transitioned to Epic wouldn't go back.*

*I believe that to be true and believe we are all courageous enough to do it!*

### **Pharmacy Accreditation**

*Every year, the Ontario College of Pharmacists assesses pharmacies against accreditation standards. These visits usually happen in the fall and we had our annual visit this past Wednesday. I was fortunate enough to be able to participate in the debrief session and I can tell you that it was a different session than in past years. The accreditor told us that, for the first time in all of her years coming here, there was not a single recommendation coming out of this visit that we need to correct. She mentioned the incredible investments we have made over the past five years and how we have completely transformed all of our medication systems. She was so very complimentary about our Pharmacy team and also our nurses and everyone who helped with the implementation of ADUs. She mentioned our wonderful EVS team where specially trained staff do extraordinary work to clean the sterile rooms for Chemo preparation. She even mentioned our Maintenance staff who come quickly to fix things when needed. She congratulated the hospital Board, SLT and the Foundation for making this investment a priority.*

*Please take a moment to celebrate the Pharmacy team, and each other on this amazing accomplishment! Congratulations!!!!*



Everyone is welcome to join Dr. Pan's family, friends and colleagues for this special tribute.

Anyone wishing to speak as part of the service is welcome to contact

Garry Engler  
at extension 6264.

# Remembering Dr. Wen-Mei Pan

A MEMORIAL SERVICE TO  
HONOUR AND CELEBRATE THE  
LIFE AND CONTRIBUTIONS OF  
DR. WEN-MEI PAN

TUESDAY, NOVEMBER 12TH  
2 PM

IN THE PRH CHAPEL  
1ST FLOOR, TOWER A

REFRESHMENTS WILL FOLLOW  
IN THE CAFETERIA

# Foundation News

Pembroke Regional  
Hospital Foundation



Fondation de l'Hôpital  
Régional de Pembroke

Presented By



Catch  
the Ace



# \$68,000.00



Lottery License RAF1411739

Presented By Hyundai Pembroke



## 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**

**SPLIT  
the POT  
Lottery**

**WWW.SPLITTHEPOT.CA**

## Black & White Gala 2024 was a record breaking event!

Thank you to all our generous sponsors and supporters who helped raise an incredible \$320,299 for the highest priority equipment needs at the Pembroke Regional Hospital! Once all the final donations and online auction proceeds were in, we were blown away to see the total grow even more.

**THANK YOU!**



Dr. Christy Natsis  
&  
Dr. Bruce Harle



Bergeron  
Clifford

The Murphy  
Family

FRANK CARROLL  
FINANCIAL



# Emergency Preparedness

Thanks to everyone who came out for the October 25th Fire Extinguisher Training Sessions as part of our Code Red activities this month.



## Clinical Skills Day

On October 16th, Clinical Education hosted a Clinical Skills Day for those in Nursing, Pharmacy, Infection Control and Occupational Health. There were multiple education stations along with opportunities to complete Safe Client Handling recertification and do fit testing.

Some of the highlighted skills included medication safety with ADUs, Code Blue/Zoll machines, restraints, Stroke education, central lines, infection control and more.

We are starting to plan our next Skills Day for the winter. We plan on making this one large and inviting vendors to come educate about products we use in our everyday practice. If you have any suggestions of stations or vendors you would like to see at the next event, please send Education a message.

We hope to see you all at the next Skills Day!





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.



## **PRH Staff Association Treat Day**

**Featuring A Traditional (Plain) Butter Tart**

**Distribution Time/Location:**  
**Wednesday, November 20th.**

**11:30 a.m. - 1 p.m.**

**(PRH Cafeteria - The Lunch Box)**

**Pre-Order Deadline - Everyone must pre-order.**

**Thursday, November 14th, 4pm**

**All Pre-Orders Must Be Submitted Through Forms**

**<https://forms.office.com/r/Xyi6iC67M3>**



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

1. Everyone needs to pre-order in order to ensure that we order an accurate quantity.
2. If pre-ordering individually, please note that you will need to pick up your order. It won't be placed with existing group orders.
3. Be sure to include correct and current first and last names on pre-order lists.
4. Please ensure that those on group lists are still in your department and want to be part of the group order.
5. Please confirm that those on your list would like the treat of the month.



**SPIRITUAL CARE  
AWARENESS WEEK**  
OCTOBER 20-26, 2024

**Celebrating the work of  
Spiritual Care Coordinator  
Garry Engler and his volunteers.**

**HIP**  
Week  
**HEALTH INFORMATION  
PROFESSIONALS**  
Our Future is Bright  
**October 21-25**

**We celebrate all those who are a  
valuable part of our team  
for all that they do!**

**Canadian Intensive Care Week**  
October 21-26, 2024



**Celebrating our ICU team!**

**Respiratory  
Therapy Week**



www.CSRT.com  
**#RTWeek2024**



**Shout out to all the incredible respiratory therapists during Respiratory Therapy Week!**  
Your dedication, expertise, and compassionate care make a profound difference in the lives of patients every day. Thank you for your hard work, resilience, and commitment to improving respiratory health. You are truly the unsung heroes of the healthcare team!

**October is Occupational Therapy (OT) month in Canada, and October 27th, is world OT day!**

Many landmarks in Canada were lit in blue to raise awareness of this unique profession.

We want to celebrate the many OTs and OT roles that contribute to providing compassionate care to our community.



## **Upcoming Recognition and Celebration Dates**

Diwali - November 1

National Patient Transport (Porters) Week - November 3-9

Allied Health Professional Week - November 3-10

Medical Radiation Technologist Week - November 3-9

Remembrance Day - November 11

# LEAN IN

On October 30th, members of the Senior Leadership Team conducted their monthly Gemba Walk on the Acute Mental Health unit where they learned more about the new Group Leader Checklist that has been introduced as a communication tool.

Initiated a couple of months ago, the tool replaces emails, sticky notes and other methods of communication that Group Leaders were using to update other team members about the activity on the unit.

Staff shared that the tool is very helpful to identify activity that is out of the ordinary and is one of the best communication tools they have used.

The checklists are collected, reviewed and audited on a regular basis and can be used as a resource to review the progression of situations or activity that requires followup.

Given the success of the tool so far, there are plans to share it with other units as something that they may want to trial as well.



**Special thanks to our Food Services team for preparing and distributing the Halloween treats today!**



# Halloween 2024 At PRH

Thanks to everyone who brought their Halloween spirit to the hospital!







# CELEBRATIONS

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

- A big thank you to our fantastic nurses, **Kailyn Barr, Bailey Berniquer, Deann Carroll, Taylor Bertrand, Shanelle Abbott, Julia Fischer, Nicole Lalonde, Lindsay McDonald, Carissa Leclerc, Tany Marie Lamarche and the practical nursing students**. They seamlessly handled a crisis, working together as a team to ensure all patients were attended to. In a stressful situation, they jumped into action without any hesitation. Thank you for being such an amazing team! *Alisha and Kelly*

- We perform post-op telephone calls (1 day after) to all our Day Surgery patients to do a 'check in' and ensure that the patient is healing well, doesn't have any questions and we also take the opportunity to ask for any feedback.

Please see below some of the celebrations that have been shared with the team when doing the phone calls. We are capturing this every week and sharing with the team:

"Very Happy, so efficient", "fantastic", "Perfect", "Everything ran so smoothly"

"Staff were great, doctors were awesome. I had a great experience"

"It was a long day, but staff were amazing", "Thanks to the whole team. I had a great experience"

"I couldn't have asked for a better experience"

Of course, there have also been opportunities for improvement which we take away as a team to explore.

- A heartfelt congratulations to **Kaylee Richards** who completed her PRH ICU theory, mentorship training and exam in August 2024. Here's what Kaylee had to say about ICU: "Everyone has been so welcoming and supportive. I really like the teamwork aspects of ICU." *Erin Van Allen*

- The Infection Control Team would like to celebrate **Dr. Gagne**. She is very diligent with PPE, hand hygiene and always prioritizes staff and patient safety. Please keep up the great job, leading by example!

- **Jeremy Connor** was celebrated by Brent McIntyre for the work he did on the HR/IT onboarding project. He said that Jeremy was very well prepared, led the discussion and the project is moving forward really well. Thank you for doing an excellent job each and every day! *Sabine*

- **Jody Kulas** was celebrated by Melanie Henderson for her help with the last minute requests on hourly wages for our HART hub proposal. She said Jody was so responsive and always stayed positive! Thank you for the tremendous help you are to our team! Thank you, *Sabine*

- Celebrating **Carolyn Levesque, Sarah Mellish and Ralph Hatem** for helping me with my slide presentation for the Gala. Everyone loved the glimpse into the renovation projects and Dr. Lowry's presentation. I truly appreciate your efforts in putting this together for me! Thanks also to **Ayla Dery** for providing some great photos. *Sabine*

- I would like to celebrate the **Maintenance Team (Michelle, Lori and Rob) and the EVS Team especially Roberta Meilke, Ann Hisko, Betty Hartwick and Taylor Thorton** for an excellent job preparing Tower 3rd Floor Surgical Day Care for a walk thru on very short notice. It looks amazing!! Thank you *Andy Turton*

- Andrew Keck celebrated the **Clinical Educators and Scholars** at our last status update. He is often in a position where he needs to look into complaints or incidents that have a clinical process attached. He said that the educators and scholars are always open to all of his questions, and are very willing to help him to understand the clinical aspects and factors. Please on behalf of Andrew and myself thank the group for their tremendous support. *Sabine*



# CELEBRATIONS

• Celebrations from Rachel Robertson:

"To **Aimee, Abby and Alex**, thank you for helping out other units with staffing vacancies this past weekend. Thank you for all that you do!

"To **Hilary**, just wanted to say what great work you did with the sick patient from yesterday. You really went above and beyond in your care for the patient and their family, and in advocating for your patient!"

"To **Allison**, I really appreciate that you went above and beyond not only in your care but in advocating for the patient and family as well!"

"**Caroline, Erin, Allysa and Kerri**, great work in organizing another successful Skills Day! Great work team!"

"Celebrating **Caroline, Erin and Allysa** for organizing and running a mock Code Blue on Medical unit, great turnout of staff!

• Hello **Cheryl and Kaley**, Beth celebrated you both during status update this week for the great job you did in ICU contingency planning. It is never easy to plan in a staff crisis but you both have done a fantastic job in talking with your teams and the physicians and laying out a plan forward. Thank you for all of your help! *Sabine*

• Beth celebrated **Dr. Tom Hurley** for his help with the ED this week. Thank you for filling last minute holes and changing the rest of your schedule to accommodate this. *Sabine*

## Community

### FREE ONLINE ZOOM EVENT

Tuesday November 19, 2024

9:00 am – 3:45 pm

Tower D Boardroom, Room D227

Zoom Link:

<https://us06web.zoom.us/j/86458043818>

**All welcome to attend as drop in sessions!**



## Wellness Day Schedule

(Eastern Standard Time)



**9:00 am – 12:00 p.m.** *An Introduction to Mindful Eating: Rewriting Your Relationship with Food*

**12:00 p.m. – 1:00 p.m.** *Lunch Break*

**1:00 p.m. – 2:30 p.m.** *Caring for Self in Troubled Times*

**2:45 p.m. – 3:45 p.m.** *You Are Not Your Thoughts: Mindfulness Practices for Self-Care*