



Today's Take-Aways

Please note that, due to scheduled vacation time, there will be no published edition of The Pulse on August 22nd.

Our publication schedule will resume with the next edition on September 5th.

Epic Update

- Exciting news! As we gear up for the fall launch of our Epic implementation phase, we're looking to add a bit of fun and creativity to the project and we want YOU to be a part of it!

Earlier today a memo was shared detailing a contest to name our Epic Implementation Project with a submission deadline of September 6th. This is a great opportunity for everyone to get on board and find a name/symbol/logo that we can get behind, recognize and have some fun with along the way! So get creative!

- Our IT team will be rolling out new hardware to clinical units over the next several weeks while also continuing their work to assess which equipment will need to interface with Epic.

- Several of our Epic team leads will be attending an upcoming Epic conference to learn the latest information about our new system.

- As you may recall, another hospital will be joining us on our implementation journey so while we are still in the process of finalizing our go-live date, it's still set for late 2025.

Lunch with the CEO

- Thanks to the five staff who joined Sabine for lunch on July 30th.

- Discussion points at the most recent session included the following:

- Challenges around equipment availability including wheelchairs although it was noted that some improvements are being made to resolve this issue.

- A desire for better understanding around admission criteria for patients on some of our units.

- Positive feedback around our equipment and process upgrades in Pharmacy.

- The need for enhanced security in the Emergency Department. It was noted that while some improvements are being made, it's still important that all staff be trained in violence prevention techniques. It was also shared that the changes that are being made are being assessed so that further changes can be implemented if need be.

- Challenges around the OR call bell system.

- The need for new scrubs in the OR while noting that work is underway to obtain replacements.

- Ways in which staff can learn to appreciate and understand the work that others do.

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

Today's Take-Aways Continued

PRH Staff Association

- A few staff have asked about this year's Staff Association Christmas party date for scheduling purposes. Please note that our Staff Association Christmas Dinner and Dance will be held at Germania Hall on Saturday, December 7th.

In addition, it has been decided that rather than hosting a Children's/Family Party this year, we will be planning a winter family event for sometime in January or February.

Departmental Updates

Ambulatory Clinics

- Our Systemic Therapy team have now settled into their temporary space which is getting positive reviews from our patients who like the open concept.

Diagnostic Imaging

- The department is excited to report that baseline funding for MRI exams has been doubled which is resulting in extended hours for this modality. Over the next six months, we anticipate seeing a significant drop in MRI wait times because of this investment.

Environmental Services

- Recognizing the need for new staff scrubs across the organization, the hospital is in the process of looking at new options and costing with the aim of replacing what we have now. More details to come.

- Everyone is welcome to come out for some fun and information as part of Linen Awareness Day taking place in the 2nd Floor link August 20th between 11 a.m. and 1 p.m.

Food Services

- The team is working to upgrade and evaluate our patient menus and food selection.

Human Resources

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

July 2024: Stephanie Noack (Clinical Administration/Medical Affairs), Erin Collins (Surgical), Hailie Conley (ED), Chelsea Murphy (Medical), Cindy Ritz (Medical), Jessica Dagenais (AMH), Lindsay McEwen (Patient Information), Natasha Gale (Patient Information), Paige Scott (Medical), Tracy Manduca (Patient Information), Karina Lalonde-Morgan (RT), Kaila Dennis (ED), Melissa Jinks (AMH), Thalia Kirkland (ED)

Infection Prevention and Control

- While fall is still weeks away, the transmission of COVID and other respiratory viruses are already on the rise both in the community and among our patient and staff population. Remember that good hand hygiene is one of the best ways to help stay healthy and prevent the spread of disease to others.

Information Technology

- The team has completed a wifi mapping exercise in Towers A, B and C. Over the next few weeks work will be done to install cable for a new antenna system which will improve connectivity throughout.

Medical Affairs

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

Dr. Isabelle Gauthier has joined Diagnostic Imaging effective August 6th.

Dr. Kathleen Murphy will be joining the Emergency Department effective August 9th.

Today's Take-Aways Continued

Dr. Jean Marc Benoit will be joining the Emergency Department on a locum basis effective August 9th.

Dr. Charles Su will be joining the Emergency Department on a locum basis effective August 16th.

Dr. Daniel Fadare will be joining the Internal Medicine Department (Ambulatory Clinics - Heart Function/Cardiology Clinics) effective August 16th.

- Katie Hollahan and Rita Amodeo (Medical Affairs) attended the inaugural International Medical Graduate (IMG) Conference & Expo in Markham on July 6th. The IMG Conference & Expo was a premier event focused on addressing the needs and challenges faced by International Medical Graduates (IMGs) seeking licensing, employment, and educational opportunities in Canada's healthcare sector.

It was a very busy, high energy conference with PRH highlighted as the only recruitment exhibitor at the event. We connected with a number of IMGs that we will be following through their licensing pathway for future employment opportunities with PRH.



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DRESS TO IMPRESS! COMPLIMENTARY PROFESSIONAL HEADSHOTS WILL BE OFFERED (LIMITED SPOTS)



PRH Hospital-Wide Frosty Treat Day

Featuring A Variety Of Ice Cream Bars/Cones/Sandwiches
(Pictures may not reflect all options)

Available In The Lunch Box
Between 8:30 a.m. and 1:30 p.m.
Thursday, August 15th.

Lactose Free and Gluten Free Options will also be Available While Supplies Last.

This staff appreciation event is hosted by the Pembroke Regional Hospital.

No pre-orders are required.

PLEASE NOTE

- For those teams who work offsite and are unable to stop by for a treat, Managers are encouraged to make arrangements for the purchase of a similar treat and email carolyn.levesque@prh.email for reimbursement.
- Frozen treats for evening and night staff will be delivered to the units/departments between 5 p.m. and 6 p.m. to be stored in freezers.

CONSTRUCTION CORNER

Here is an photographic update depicting the progress of the various onsite construction projects.

Tower C

(Below left) We have just installed a new automatic glass door to the orthopaedic clinic, making it easier for patients to enter.

(Below centre) To improve safety, we are installing new carborundum strips on the main entrance lobby stairwell.

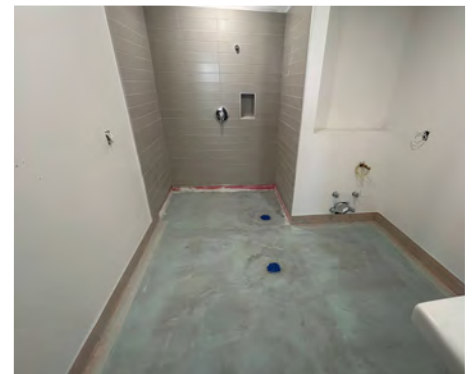
(Below right) Ducts are being installed in the new main entrance lobby.



Tower A, Third Floor - Work in the south wing is nearing completion.

(Below left and centre) New inpatient rooms with large windows in the south wing.

(Below right) This is one of the new shower rooms. The floor has been waterproofed and prepped and is awaiting finished flooring.



(Below left) This shows the new ophthalmology procedure room with steel supports for the new Olympus arms.

Tower D MDCU (Below centre and right) Demolition is well under way for Phase 2.



Connecting with the CEO - In Case You Missed It

July 26, 2024

Hello and Happy Friday! One week ago, the world suffered what many have described as the largest IT outage in history, when 8.5 million Windows computers crashed and wouldn't restart.

The cause was a bug triggered by an automatic update for a piece of software known as CrowdStrike's Falcon.

While this wrecked havoc worldwide for airlines, governments and hospitals, including many in Ontario, our systems were not directly impacted. However, we were affected by some of our third party vendors going down like Dragon dictation and Meditech.

I want to thank our IT team for their work and response to this incident.

Including The Patient And Family Voice In All That We Do

Earlier this week, a Rapid Improvement Event was held to review the discharge communication process on the Medical unit from start to finish.

More than 14 people, including two Patient and Family Advisors, frontline nursing staff, discharge planners, physiotherapists, social workers and representatives from Ontario Health at Home came together for a full day to provide valuable feedback and input so that we can improve our processes.

It was the first time that Patient and Family Advisors were involved in a Rapid Improvement Event and it was so valuable and helpful to have their voices at the table. They felt heard and valued by the team and volunteered their entire day to the cause.

I encourage all of you to include the patient and family perspective and, where possible, have them participate in the planning, implementation and evaluation of any process, the development of education material, or in other aspects of care. We have daily opportunities to hear their voices and gather input.

Security Update

I am pleased to announce that, in response to valuable input from frontline staff and management, enhancements will soon be made to our hospital's security services which are aimed at improving safety for both staff and patients.

In addition to increased security presence in key areas of the hospital, our security guards will be trained in Non-Violent Crisis Intervention (NVC) and Gentle Persuasive Approaches (GPA) - two key skills that the OPP have shared with me are vital in being able to de-escalate many situations.

Once trained, these guards will work as part of the Code White team, ensuring greater support for incidents involving violent or aggressive behavior. In addition, we have changed some of their duties so that their main focus will now be supporting the ED, Medical Program and AMH.

In discussions with many of you, I often hear "We do not have security guards, we have commissionaires."

As an important point of clarification, "Commissionaires" is the name of the company that we have hired to provide security guards to PRH.

All of our current security guards are highly trained according to provincial standards, with many being former members of the Canadian Armed Forces, RCMP and other Canadian police services.

Please join me in starting to call them by their role "security guards", and not by their company name.



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

Caring For All With Compassion

As you may have experienced in our community, heard in the news, or read on social media, there is a heightened level of anxiety with regards to local individuals who are unhoused and often dealing with mental health issues and addictions.

As a health care facility, we are working closely with our partners to do what we can to provide support for those in need, but I believe we can also be leaders in our own community supporting destigmatization, and extending care and compassion.

By recognizing that these individuals are not defined by the situations they find themselves in, showing compassion and identifying other ways in which we can make their lives and hospital experiences better, we can help our region's most vulnerable, give them the care they deserve and assist our local community in recognizing these individuals as fellow citizens facing tremendous challenges.

This also aligns with the Values in our new Strategic Plan of Compassion, Collaboration, Commitment and Courage, and reflects the work we plan to do as part of our new Vision: Together, we care for our patients, our community and each other.

Special Thanks To The PRH Staff Association For The Work That They Do

Lastly, I would like to take a moment to thank those of our staff who volunteer their time on the Executive of the PRH Staff Association. Their efforts bring great spirit to many of us and I think the work that they do is exceptional.

This group hosts the monthly Treat Days, cash draws and special events like the Christmas Dinner and Dance.

As you can imagine, there is an incredible amount of work that takes place behind the scenes to ensure that these activities can take place and without their dedication, much of what takes place would be lost.

The Staff Association is trying out new offers of events following feedback from their members. One of those is the upcoming Nine & Dine Golf Day. This is the second year they have organized this event and if we want it to stay, there is a need to support it. So please, come out golfers and non-golfers and join me for a fun Sunday afternoon on September 15!

Sabine

August 2, 2024

Another warm one and it looks like some great weather heading into the August long weekend so I hope that you will all be able to enjoy some time doing what you like best on these hot summer days.

New Board Leadership and Community Representatives

I wanted to take a moment to share some recent changes to our Board Executive as Dean Sauriol has stepped into the role as Chair for 2024-2025, while David Unrau will sit as Past Chair. Both Neil Nicholson and Rebecca Paulsen will serve as Vice-Chairs.

We have also welcomed to the Board, Sean Crozier, a Chartered Professional Accountant and Treasurer/Deputy Chief Administrative Officer for the Township of Laurentian Valley who has served as a valuable member of the Board Resource and Audit Committee for the past two years as a Community Representative.

For the coming year we have also welcomed new Community Representatives who will serve on various Board Committee:

***Shelley Sheedy**, an active clinician who is Chairperson of the College of Nurses' Inquiries, Complaints and Reports Committee. Shelley was previously the Director of Long Term Care for the County of Renfrew Long Term Care Homes from where she provided oversight of Bonnechere Manor and Miramichi Lodge.*

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

Roger Clarke, who was the Director of Education for the Renfrew County District School Board until his retirement in 2017. Since then he has provided expertise for organizations such as the Eastern Ontario Staff Development Network and served as Vice-President of the Canadian Publisher's Council among other things.

Dr. Colin Macpherson, retired family physician who practiced at Pembroke Regional Hospital for 28 years in addition to his own community practice. Colin was Board Chair of the West Champlain Family Health Team Board of Directors until 2019 and recently re-joined their Board as a member in 2023. He was previously involved on the PRH Board of Directors when he served as the President of Professional Staff at PRH from 2003-2004 and Chief of Staff from 2000-2003.

I want to thank Board Member Kim Drake and Community Representative Dr. Rosemarie Gilbert who have left for their contributions and to all who voluntarily help provide governance, oversight and valuable feedback in these leadership roles.

Media Lunch with the CEO

Yesterday, Carolyn Levesque and I hosted a Media Lunch with the CEO event modelled after our staff initiative and I'm pleased to say it went very well.

For this inaugural session we had representation from the Petawawa Post, myFM, the Eganville Leader and CTV Ottawa, providing an overview of many of the projects underway at PRH and then opening it up to discussion and questions.

We had some good dialogue about how we can work better together to achieve our goals and we came away with some great suggestions on what their readers/viewers/listeners want to know and see more of.

To that end, we will be actively seeking out more patient stories to share with our community and great examples of health care team interactions with our patients and families that demonstrate align with our Mission and Values.

We will be looking to all of you to share these with us and let us know about special moments that may have been part of a patient's hospital experience.

Contest To Name Our Epic Implementation Project

Next week we will be sending out a memo with details about a new contest we are launching to name our Epic Implementation Project. Having a name we can all get behind will help create some real excitement as we head into this phase of work this fall and I know there are many creative minds on our team so I look forward to seeing all the suggestions. Stay tuned for details!

Have a safe, healthy and restful long weekend!

Sabine

Emergency Preparedness

On July 30th, a Code Silver tabletop exercise was completed. This was a great opportunity to review the purpose of the Code Silver, policies and roles and responsibilities. The team shared many great ideas and opportunities for improvement. Thank you to all who attended.

The *Code of the Month* for August is Code Grey. The Code Grey aims to respond to in-facility utility disruptions or external severe weather incidents in a timely and appropriate manner to protect human health, property and the environment. A Code Grey exercise will be completed in the coming weeks.

ADU Indicator Monitoring

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



Sunday, September 15th, 2 p.m. at Island Brae Golf Club

Register as team of 2 or 4.

Cost: \$40 Per Staff Association Member, \$50 Per Non-Member

Cost includes 9 holes of golf, power cart rental and catered dinner (burger/salads).

No refunds unless event is cancelled - event runs rain or shine

Online registration:

<https://forms.office.com/r/BU6GhTjKMi>

For questions, please call:

Julia Reddy @ 6530 / Laurie Tomasini @ 6161

Or email:

prh.staffassociation@prh.email





CELEBRATIONS

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

- Melanie Henderson celebrated **Sarah Selle** for the incredible work she did in facilitating a recent Rapid Improvement Event. Thank you for doing an outstanding job each and every day! Your work and support is vital to moving PRH forward! Thank you, *Sabine*

- Brent McIntyre celebrated **Christine Gilmour** after she jumped in to help out when HR was short staffed, learned quickly and was very helpful. Thank you for being such a great team player and support! Collaboration and commitment are two of our new values for the organization, you certainly are living this! Thank you, *Sabine*

- Heather Macmillan recently celebrated the fact that all OR bookings requesting pre-op and an anaesthetic consultation that are in the system have been booked! She noted that for a July 31st consultation day, most patients booked that day are having surgery between Aug 20-23rd. She said that work on the action items for this PDSA will continue, however this shows great progress, and she recognizes the hard work and efforts that have taken place to make this happen. Thank you and well done!

- Carolyn Levesque celebrated **Lisa Bradley, Kirsten Johnson, Sarah Selle, Sheldon Higginson and Mireille Delorme** for their support and assistance in providing communication themes and strategies for our organization. Thank you for your thoughtful support and guidance. *Sabine*

- Thanks to the **Systemic Therapy team (Lisa M, Lisa Mc, Marcey, Nancy and Sandy)** for all their work in preparing to move Medical Daycare to our new temporary space. Thank you to **Greg Tate (Clinics), Sonya Silver (Rehab) and Lisa Bradley** for their assistance on the week of the move.

Big thanks to **Occ Health, The IT team and Sharon Allain, and Plant Services** for their support and efforts to meet our move deadline. We couldn't have done it without serious teamwork! *Julia Reddy*

- **Katie Hollahan** was celebrated by Stephanie, indicating that her orientation is going very well and that she is enjoying her new position with us ~ noting it as a nice change. She also celebrated Katie for being so helpful! Thanks, *Laurie*

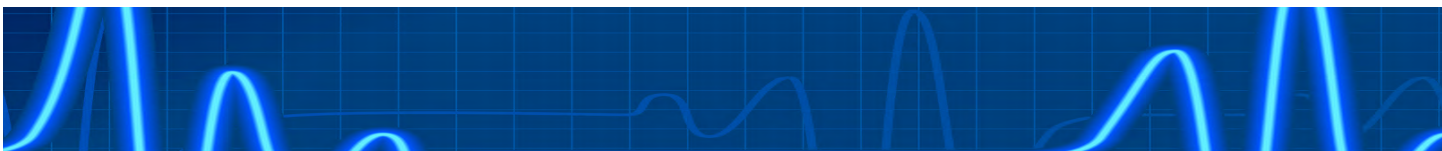
- A few weeks ago, a critical situation unfolded in the PRH ED. Your collective efforts, selfless dedication, and ability to work under extreme stress led to a positive outcome for the patient. **Each of you from different departments, including the RT, radiology technicians, laboratory, anaesthesia, ICU, nurses, and doctors**, went above and beyond your usual duties, and we are truly grateful for your contributions. Big THANK YOU and KUDOS to all *Dr. Svetlana Cakarevic*

- Andrew Keck celebrated **Bailey Lance-Provencal** for doing such a great job in co-leading the Code Silver table top exercise. It is not something we do often, and he said it ran smoothly and all of you learned a lot. Thank you for doing great work! Thank you, *Sabine*

- Our team from PRH, consisting of Ralph Hatem, Sabine Mersmann, Lisa Bradley and our new Board Chair Dean Sauriol, supported the **Cobden & District Civitan Club** last Friday in their fundraising efforts at their annual golf tournament. The club regularly donates money from their golf tournament to PRH and supported us this year with a cheque for \$5,000. A HUGE thanks to the club for their generosity. + 2 photos

- Sarah Mellish celebrated **Carmelita Pilatzke** for stepping in to cover her office. Thank you so much for doing that and you also did a wonderful job that day. I really enjoyed working with you! *Sabine*

- Scott Coombes celebrated **Brent McIntyre** for taking the lead in improving security at PRH. We truly appreciate your efforts and are so thankful that you took this on! *Sabine*





GUARDIAN ANGELS



Theresa Kerr, Diagnostic Imaging

"Thank you for the excellent care you have provided for my father. Greatly appreciated."

Danielle Osman, Diagnostic Imaging

"Thank you for the excellent care you have provided for my father. Greatly appreciated."



Dr. Nathaniel Abutu, Obstetrician/Gynaecologist

"I wanted to take a moment to recognize Dr. Abutu for the outstanding care he provided me. After ten years of searching for answers, Dr. Abutu was the first doctor who really listened to me. It may have seemed like a simple procedure and just one in 10 surgeries that day, but to me, it answered 10 years of questions and has given me hope. Thank you, Dr. Abutu, for your empathy, attention to detail, and for truly listening to your patients, especially women, who often feel unheard. Your compassion has made a significant difference in my life already. Please consider this as a small token of my gratitude for the positive impact he has had on my life."

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The code provides a savings of approximately 25%.

Discount ticket prices for the 2024 season (June 15th to September 2nd) are \$42.99 Small (1m-1.32m) and \$47.99 for Tall (1.32m+).

Please contact pr@prh.email for a code if you would like to purchase tickets.

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Here are some common questions – and answers – about the Legal Assistance Helpline:



What is it?
A confidential service providing legal advice for Co-operators policyholders.



What types of legal guidance can I get?
We provide legal guidance on family law, wills and estates as well as contract disputes and resolutions.



Who can use it?
All Co-operators home policyholders.



When can you use it?
Call any time if it's an emergency. Otherwise, access the helpline 7 days a week from 8 a.m. to midnight, local time.



How much does it cost?
It's free. Use the helpline as often as you like.



Will calling affect my policy or increase my premium?
No. We offer this service to support our policyholders.

Our legal assistance helpline is a partnership with ARAG Legal Solutions Inc., and aims to strengthen our ongoing commitment to building resilient communities across Canada.

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