

PEMBROKE REGIONAL HOSPITAL
President and CEO Report – May 2024

Board Education Session

At this month's Board meeting, we were pleased to welcome Peggy Dick, RN, Home Care Supervisor and Kevin Lemarr, Indigenous Engagement Specialist with the Ottawa Valley Ontario Health Team (OHT) who shared details about the work they do to support the people of Pikwakanagan and our local Indigenous population, and how we collaborate on health services.

Emergency Department Physician Shortages

As you may recall, we are experiencing some staffing challenges in our Emergency Department with some gaps in physician coverage. We know that this will be an issue in the coming weeks and months, with a number of periods where we will only have three physicians in a 24-hour period instead of the usual five.

While we can assure you and our community that this will not result in any type of closure, it may well cause longer wait times for our patients. As a result, we have prepared public communication on this to issue as needed, as well as a reminder about when to use the ED and when to use alternative health care services and providers.

PRH A Partner In Renfrew County's Mesa Strategy

In perfect alignment with our mission and our new Strategic Plan, our hospital is actively engaging with other community and health care partners as part of Renfrew County's Mesa Project that is co-led by Renfrew County and Ottawa Valley OHT as well as the Renfrew County Drug strategy that is co-led by the Renfrew County and District Health Unit and the Ottawa Valley OHT.

The collaborative phased work being done aims to address the root causes of homelessness, substance abuse and addictions and mental health while fostering a resilient and healthier community for all residents of the County of Renfrew.

Phase one of the approach centred around provision of the community's warming centre. Phase two involved the creation of mobile response teams and phase three will look at ways to provide transitional housing supports for individuals in the community.

OHA (Ontario Hospital Association) Health Care Leadership Summit

Dave and I recently attended this gathering of Board Chairs and CEOs in Toronto where the discussion centred around hospitals and their role as anchor organizations and ways in which hospitals should lead and support primary care and prevention.

There were also many presentations on the use of AI (artificial intelligence) in health care. It certainly was good to look at the future of health care with leaders in the field and to see that hospitals will continue to be at the forefront of innovation.

I have been invited by the OHA's Proximity Institute to a two-day retreat in late summer along with eight other Ontario CEOs where the discussions will focus on how we can create and use collective impact in order to make sustainable and significant transformative changes to the health care system.

PRH Auxiliary Fulfills \$500,000 Pledge To PRH

On April 26th I had the pleasure of attending the PRH Auxiliary's Spring Tea & Fashion Show at Our Lady of Lourdes Church hall where it was announced that their \$500,000 pledge in support of our orthopaedics program and upgrades to our Surgical Inpatient unit has now been paid in full.

A \$15,000 contribution from Delta Bingo & Gaming enabled the group to cap off their seven years of fundraising and fulfill this significant commitment.

Volunteer Celebration

As a cap-off to National Volunteer Month, over half of our hospital's nearly 200 volunteers gathered together to share a meal and be celebrated at the Clarion Hotel on April 30th.

As part of the event, 16 volunteers were recognized for achieving long service milestones between five and 25 years of service and two special awards were presented.

PRH Auxiliary member Geraldine Levesque not only received a certificate and pin for 25 years of service, but she was also presented with the Auxiliary's Life Membership Award in recognition of her 25 years of exceptional service and dedication.

Outgoing Auxiliary Treasurer Helene Giroux was recognized for a total of 62 years of service at Pembroke Regional Hospital – first, as a dedicated employee who retired from the hospital's Finance department after 47 years of service, and most recently, as Auxiliary Treasurer, a position she held from 2009 to April of this year.

National Physicians' Day

On May 1st we recognized National Physicians' Day with a catered lunch sponsored by PRH and an opportunity for all physicians to have professional headshots taken. We have had very good feedback from our physician groups on this celebration.

Nursing Week Celebration

As part of our expanded celebration of various holidays and professional group recognition dates, National Nursing Week was celebrated May 8th to 14th with a full calendar of events not only recognizing our nurses but also our health care team as a whole.

Activities included Cookie Rounds, roaming Pet Therapy visits, a *Guess the Grad* contest, a *Blessing of the Hands* ceremony, two Lunch 'N Learn sessions, a Muffin and Beverage coffee break as well as some additional activities organized by ONA.

Spring Memorial Service

On Sunday, May 5th, upwards of 60 people attended the most recent PRH public memorial, for families whose loved ones passed away here in the last half of 2023. This memorial takes place twice a year and we send invitations to all next of kin, inviting them to attend if they wish, and asking if they would like their loved one's name read out and a candle lit to honour them.

Many people have expressed their appreciation to the hospital for holding this memorial.

Accreditation Update

Following our successful Accreditation Canada Survey in April 2023, our hospital was required to provide evidence of compliance for an additional eight action items (standards) throughout various areas of the hospital by April 5th of this year.

Over the course of the year, the teams involved worked hard to implement processes, standardize practices and ensure compliance with the best practice standards. The results of these efforts were assessed by the Accreditation Decision Committee last month and we are pleased to say that all follow-up requirements have been met.

Some of the great work that came from this included implementation of a defined process for collection of Best Possible Medication History (BPMH) and Medication Reconciliation on our Obstetrics unit. By putting these new and standardized processes in place, the team has reduced the risk for medication discrepancies, ultimately improving patient safety.

Other great work included improvement of the interventions and resources available for patients who need a urinary catheter in order to prevent the risk of catheter-associated urinary tract infections and ensure prompt treatment.

And, adoption of the new Automated Dispensing Units (ADUs) now ensures that access to medication storage areas is limited to authorized team members.

Epic Journey

While our Epic implementation phase launch isn't scheduled to take place until the fall, preparation work is already underway.

We held our first Epic Driver meeting April 29th, where discussions centred around the September launch of the implementation phase and plans for team members to conduct site visits over the next few months at other hospitals using Epic so that we can get some insight into what is required in the early parts of implementation and learn from those who have done this before us.

This summer, we will also be evaluating our network and computer equipment needs, and ensuring that all of our hospital's electronic hardware is in place and that we have adequate power supply to support all of the Epic-related technology.

In preparation for Epic implementation we are also doing work on other projects that will have great importance and tie-in with our new EMR (electronic medical record). This includes the transition to real-time electronic documentation of our patients' vital signs and the introduction of colour-coded patient armbands so that, when Epic is launched, they will serve as a visual cue for staff to make sure they are scanning the right patient for the right encounter (type of hospital visit) in order to ensure that the information goes to the right part of the patient chart.

We are still on track for a 14-month Epic implementation period, with a projected go-live date in November, 2025.

Actions Taken by the Board at its May 29, 2024 Board Meeting

Approved the following appointments/reappointments:

- One new physician for Courtesy privileges
- Four physicians for Active privileges
- Nine physicians for Term privileges
- One physician for Courtesy privileges
- One midwife for Active privileges
- One midwife for Term privileges

Approved that the Pembroke Regional Hospital proceed with seeking a loan from the Ontario Financing Authority (OFA) of up to \$17 million, in support of the Epic Hospital Information System (HIS) implementation.

Approved the Board Chair and CEO to sign the Bill S211 Fighting Against Forced Labour and Child Labour in Supply Chains Act report for the 2023/24 fiscal year.

Approved the reappointment of the auditors for the 2024/25

Appointed the auditors for Pembroke Regional Hospital for the year ended March 31, 2024 subject to the approval of the Members of the Corporation (CHSO)

Approved that the Annual Report to the Catholic Health Sponsors of Ontario (CHSO) be accepted as presented and submitted for the Annual General Meeting

Approved that the Minutes of the 2023 Annual General Meeting be approved by the Board of the Catholic Health Sponsors of Ontario (CHSO)