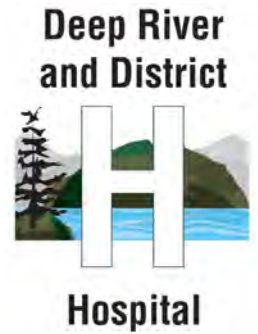


THE ZINGER



Deep River and District Hospital Newsletter

October 2018



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7th ANNUAL KITCHISSIPPI RUN



Thanks to everyone who made the 7th annual Kitchissippi Run another fun and successful event. Pictured here (left) are Richard Bedard, Mike Wilson and Stephanie Holt representing DRDH. Other DRDH staff participants and volunteers included Janna Hotson, Kerry Sinivki, Melanie Grant, Karen Lamadeleine, Jennifer Rouselle and more! The Kitchissippi Run will soon be making a donation to the DRDH Foundation from the proceeds of this year's run—stay tuned to find out how much!

Mark your calendars for October 6, 2019 as planning for the 8th annual Kitchissippi Run is already underway.

7th ANNUAL KITCHISSIPPI RUN CONT'D



TOP FUNDRAISER:

Congratulations to Joan Miller (bottom left) for bringing in the most pledges. Joan won two Senators hockey tickets for raising over \$800 for the DRDH Foundation! Thanks to Pat St. Michael Insurance for donating the tickets.



EGM INSURANCE OFFERS SAVINGS FOR STAFF

Save up to 25% on Home & Auto Insurance with our EXCLUSIVE group rates!

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(613) 735-0621

7 Hilda Street
Petawawa, ON
(613) 687-SAVE

info@egminsurance.com
egminsurance.com

TWO DIFFERENT MEDICAL CLINICS

Two patients limp into two different medical clinics with the same complaint. Both have trouble walking and appear to require a hip replacement.

The **FIRST** patient is examined within the hour, is x-rayed the same day and has a time booked for surgery the following week.

The **SECOND** sees his family doctor after waiting 3 weeks for an appointment, then waits 8 weeks to see a specialist, then gets an x-ray, which isn't reviewed for another week and finally has his surgery scheduled for 6 months from then.

Why the different treatments for the two patients?

The **FIRST** is a Golden Retriever.

The **SECOND** is a Senior Citizen.

Next time, take me to a Vet!



WANT TO WIN A TIM CARD?

Which of the following outlines the general process for managing complaints at the point of care?

- A) Build a relationship, listen, acknowledge, apologize, set an action plan and follow-up.*
- B) Listen, document the complaint and pass it to the manager.*
- C) Listen, direct the family member to the nurse in charge.*
- D) Acknowledge, write it in the communication book and let the nurse know.*



For your chance to win a Tim Card this month, email amy.joyce@drdh.org with the correct answer to the question above (before November 22) and you will be entered into a draw!

IT SECURITY—DOs and DON'Ts

We will be sharing one of Sophos's Top 10 IT Security Dos and Don'ts in each Zinger to help spread the word about IT security. Here is this month's tip:

Always use hard-to-guess passwords

- Many people use obvious passwords like "password", "cat" or obvious sequences on the keyboard like "asdfg".
- Create complex passwords by including different letter cases, numbers and even punctuation.
- Try to use different passwords for different websites and computers, so if one gets hacked—your other accounts aren't compromised.



DUE NOVEMBER 16, 2018

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In order to continue to meet legislated requirements, new mandatory education has been assigned to all staff on Surge Learning.

All staff are required to complete the following courses and applicable quizzes:

- ⇒ **Concerns, Complaints, Compliments: A Module by Surge Learning**
- ⇒ **WHMIS 2015: An Introduction to the Global Harmonized System**
- ⇒ **WHMIS 2015: Part 2 GHS Classification of Hazards, Labels and Safety Data Sheets**

As an alternative, transcript versions of the courses are available. If you complete the transcript version, please send Michelle Robertson an email to ensure you are marked as completed.

Each course includes a short quiz to confirm knowledge. When completing the course, please ensure that you hit the button "I have completed the course", enter your password, and hit "Submit". The pass rate for all quizzes is 75%. Quizzes that do not meet the pass mark can be retried.

***If you have completed New Hire Orientation Modules through Surge Learning in 2018 you will not be required to complete the WHMIS 2015 Modules again. They should not appear in your Required Courses to be completed.*

In addition, the following DRDH policy has been assigned for all employees to complete a review:

- ⇒ **Patient Feedback (Compliments and Concerns Process)**

THE DEADLINE FOR COMPLETION FOR ALL STAFF FOR ALL OF THE ABOVE MODULES AND QUIZZES IS NOVEMBER 16, 2018.

Thank you for your ongoing efforts in ensuring your education is completed on time.

**CONCERNS,
COMPLAINTS AND
COMPLIMENTS**
A module for all staff

WHMIS2015

EMERGENCY PREPAREDNESS CORNER—PART 1



A Message from the Deep River Fire Department

EXTENSION CORDS and POWER BARS

Typically, the utilization of electrical cords is not an approved method of providing power for long term use. Since it is very simple for an electrical cord to end up unnoticeably worn or over-burden, lasting hard wiring is preferred. An alternative to permanent wiring is a listed (CSA / ULC, etc.) power bar or extension cord equipped with a circuit breaker and with its load capacity in amps clearly indicated.

Keep in mind that extension cords can overheat and cause fires when used improperly. Overheating is usually caused by overloading or connecting appliances that consume more watts than the cord can handle. For example: plugging a portable heater into a power bar. Extension cords should only be used temporarily and are not a substitute for permanent wiring.

WHAT TO LOOK FOR: OVERHEATING OR DAMAGE

- Overheating can occur at the plug, at the socket, or over the entire length of the cord or power bar. Hot plugs and sockets are often caused by deteriorated connections to the cord's wires.
- Look for visible signs of excessive wear or damage to the plug, sockets or insulation. Replace damaged extension cords or power bars immediately.

Practice your due diligence and ensure the extension cord you are using is acceptable for use and does not create an undue fire risk.

Yours Truly in Fire Safety,

Deep River Fire Department



TAKE OUR KIDS TO WORK DAY



Do you have a child in grade 9?

Take Our Kids to Work Day is coming up on November 14, 2018.

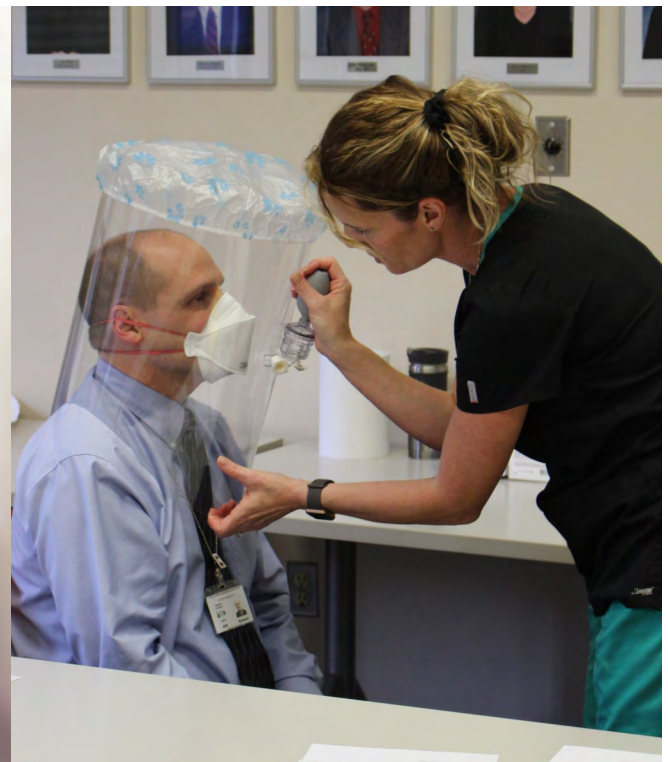
Contact Amy Joyce at x 7100 or amy.joyce@drdh.org to register your child **BEFORE OCTOBER 31**.

FLU SHOT / MASK FIT TESTING CLINIC

There was a great turnout for the Flu Shot/Mask Fit Testing Clinic on October 17. Over one-third of the staff have been vaccinated and fitted in just one day! Thank you everyone that came out and for protecting yourselves, you family, your patients and your co-workers.

A big thank you to Brandy Raven and James Elliott for all their work in running the clinic.

To anyone who was not able to make it on October 17, please stop by the Infection Control / Occupational Health office (located in the shortcut between the two main hallways) anytime and James will gladly give you your shot and do your fitting if time permits.



RED HOT MAMAS CHOIR



On October 17, members of the Red Hot Mamas choir group put on a great show for the residents and visitors in the Four Seasons Lodge.

FOUNDATION ERECTS DONOR WALL



Pictured here, from left to right, are Leo Buckley, Jim Gibson, Ashley Pardy, Paul Fehrenbach and Wayne Inch—who are among the Foundation members who have been working diligently on the creation of a donor wall. The Tree of Caring provides recognition to those who support the Hospital Foundation. A special thanks to Wayne for making the base of the tree! The Foundation will soon be doing a grand reveal once the Tree of Caring is complete.

STAFFING UPDATES



Sarah-Lynn Parker

We are pleased to welcome Sarah-Lynn and Laura to the organization this month.

Sarah-Lynn is an RN and Laura is a Food Services Worker.



Laura Mayo



Tabitha Kearney

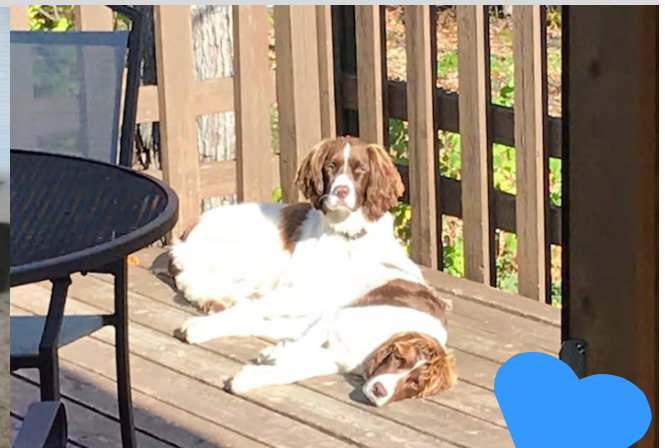
We are pleased to announce that Tabitha Kearney has been hired as the Manager of Quality, Risk and Innovation. Tabitha comes to us with experience in Emergency and Intensive Care Units and Education. Please join us in welcoming Tabitha!

WELCOME to the TEAM!

COLD WEATHER IS COMING—SNUGGLE UP WITH YOUR CUDDLE BUDDY



Squip and Mabel



Webster and Charlie



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PERSONAL RESILIENCY IN LIFE AND AT WORK

Life just seems easier when you're in a good mood. You can cope with work and family issues more smoothly, achieve goals more effectively and face challenges with less stress and frustration.

Although none of us can expect to feel this way 100 per cent of the time, you can experience deeper happiness in life by building your personal resiliency. The more resilient you are, the more we can bounce back from adversity and overcome challenges and change.

Research shows that a number of personal qualities build resiliency and lead to happiness, these include:

- Optimism
- Humour
- Spirituality
- Courage
- Sense of purpose
- Honesty
- Self worth
- Sense of community
- Perseverance
- Flexibility
- Life-long learning
- Generosity
- Work ethic
- Creativity
- Strong interpersonal skills



In the same way that you develop physical strength, you can build these inner strengths by exercising them regularly. Embrace new experiences and focus on positive outcomes. Believe in yourself and keep going. Take responsibility for your own happiness.

Workplace Resiliency

The qualities listed above are valuable both in private life and the workplace. They don't offer guarantees, but the more of them you embrace, the better equipped you'll be to tackle whatever challenges come along.

Remember that having a positive focus is one of the most important attributes in the workplace. Try to project an upbeat and enthusiastic attitude, no matter what the challenges. Here are some questions to ask yourself as you work toward building your value at work:

- Do you have ongoing communication with your boss?
- Do you accept new tasks and challenges with a positive outlook?
- Do you take advantage of training opportunities to upgrade your skills?
- Are you seen as a team player?
- Do you stay clear of the rumour mill?
- Are you able to take criticism professionally and keep your emotions in check?

Positive energy and resiliency are contagious. This is the old principle of "like attracts like." Good things happen to those who project good energy. It's not always easy. Draw strength and support from your family and friends, and work on your inner strengths. This will ensure you become a valuable and sought-after friend, loved one and colleague, who is able to weather any storm.

Article adapted from our Employee and Family Assistance Provider:

<https://www.workhealthlife.com/Article/Read/personal-resiliency-in-life-and-at-work>

DEEP RIVER AND DISTRICT HOSPITAL PATIENT SATISFACTION AMONG HIGHEST IN PROVINCE

The results are in, and the Deep River and District Hospital (DRDH) continues to demonstrate high levels of patient satisfaction, well above the provincial and Champlain LHIN averages for the 2017-2018 year.

Patients who have been admitted to hospital, or have visited the Emergency Department, are randomly selected through National Research Corporation Health (NRC Health) to receive a standardized survey to provide feedback regarding the care that they received. Standardized patient experience surveys and measures are utilized across Ontario to support consistent measurement and benchmarking of care provided in emergency and inpatient care units.

DRDH has demonstrated consistently high levels of patient satisfaction, and continues to remain above provincial and Champlain LHIN averages in overall performance, as well as in several key indicators in the 2017-2018 fiscal year. For example, the survey indicates that ninety percent of patients “would recommend” DRDH, compared to the provincial average where only sixty-five percent of people “would recommend” the hospital they visited. Further, DRDH received an “overall rating” score of seventy-five percent, compared to the provincial average of fifty-five percent. Both of these indicators improved in 2017-2018 from the already high scores received the previous year.

Janna Hotson, Chief Nursing Executive, says the results are a credit to the efforts of all care providers and all departments in the hospital that come into contact with patients and help facilitate patient care.

“These results rank us above the Ontario and Champlain LHIN averages and highlight our outstanding performance from the patient’s perspective”, says Hotson. “It is because of the dedication and hard work of all staff, physicians, and volunteers that our patients provide such positive feedback about their care experience year after year.”

“Measuring our patients’ experience in the health care system is extremely important to us,” adds Chief Executive Officer, Richard Bedard. “Listening to patients and their families is one of the most important ways we can better understand their needs and preferences, and help us to ensure an excellent, compassionate health care experience, every time”.



EMERGENCY PREPAREDNESS CORNER—PART 2

NOTICE: MEETING AREAS HAVE CHANGED!

After a discussion with Deep River Fire Department and Emergency Preparedness Committee regarding the Meeting Areas within the facility, the decision was made to relocate **Meeting Area #1** from Reception to the **Cafeteria**. Meeting Area #2 remains in the Family Health Team Building waiting room.

In the event of a fire, having staff congregate around the main reception area poses an obstacle to the Fire Department. Since the Fire Department enters the building through the main entrance, they require a clear area for equipment and resources.

The decision was also made to relocate **Outdoor Assembly Area #1** from the Front Parking Lot to the **Garage – Staff Parking Lot**. Outdoor Assembly Area #2 remains the Family Health Team Building Parking Lot.

The Code Red policy has been updated to reflect the changes noted above. The Code Green policy is currently under review by the Emergency Preparedness Committee and will also be updated to reflect these changes.

PORTABLE HEATERS: HOW TO REDUCE THE RISK OF FIRE

1. Always unplug heater when not in use.
2. Always plug heaters directly into all outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
3. Do not operate heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater or return to an authorized service facility for examinations and/or repair.
4. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
5. Check your heater cord and plug connections.
 - i. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet.
 - ii. Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the use of other appliances.
 - iii. During use check frequently to determine if your plug outlet or faceplate is HOT!
 - iv. If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).

**FINANCIAL POSITION**

Financial Position Based on Agreement with LHIN as of August 31, 2018:

(deficit of \$30,083)

BREAST CANCER AWARENESS MONTH



October 10, 2018 was “Pink Day” across the organization in recognition of Breast Cancer Awareness Month. A special thanks to Amber Cox and Ashley Pardy for baking the tasty cupcakes pictured here! Pink Day was a great opportunity for us to talk about breast health and screening practices. If you know a woman over 50, let her know that she can have her mammogram done right here in Deep River through the Ontario Breast Screening Program!

Why Choose the Ontario Breast Screening Program?

- ☺ No physician referral required
- ☺ Reminder letter sent from OBSP for future appointments
- ☺ Report mailed directly to you and your family physician
- ☺ OBSP provides large database for breast care research
- ☺ Best practice for breast screening



Women over 50 who would like their Mammogram in Deep River:

Call 613-732-1463 and request your appointment in Deep River.



CHEO ED OUTREACH

On Tuesday, October 2, 2018 the CHEO ED Outreach program provided a clinical review day for 18 participants. Topics covered included asthma, bronchiolitis, croup, DKA, concussion/ minor head injuries and fever using CHEO and TREKK clinical resources as well as pediatric mock codes and RN skills.



Long-Term Care

An environmental review of the Four Seasons Lodge was conducted with Home Leadership, Geriatric Mental Health and Behavioral Supports Ontario representatives to plan for updates to model of care to improve the resident experience with integration of regional supports, best practices and a focus on the promotion of a home like environment. A plan is under development to outline action items and end vision for Long-Term Care.

Senior Friendly Improvement Plan

As part of the organization’s Senior Friendly improvement plan, all patients admitted to Long-Term Care and Medical inpatient unit are now be screened for delirium using a standardized assessment tool (Confusion Assessment Method Assessment tool or CAM).

Healthy Foods Audit

A Healthy Foods audit was completed over the summer. We are in compliance and have maintained our Silver status in the Champlain LHIN Healthy Foods Initiative!



POLICY UPDATES

The following new and/or updated policies can now be found on PolicyMedical:

Non-Residents of Canada



FOUNDATION NEWS

See Ashley in the Foundation office to grab a \$5 ticket for your chance to be the lucky winner this week!



FOOD SERVICES WEEK



October 7 – 13 was Healthcare Food Service Week! Thanks to those who helped us celebrate at lunch on October 10 and thanks to our fantastic food service workers for everything that you do!



TIM CARD WINNER

Congratulations to Lesley Buckingham for correctly answering the question in the September Zinger and winning a Tim Card! For your chance to win this month, see page 5!



FAMILY HEALTH TEAM UPDATES

Family Health Team Urgent Care Clinic

Due to unforeseen circumstances, please be advised that Family Health Team Walk-In/Urgent care Clinic will be temporarily unavailable until further notice.

Please contact the office at 613-584-1037 to schedule an appointment with your practitioner or for urgent issues please present to your closest Emergency Department for medical attention.

*Family Health Team Patient Portal*

A Patient Portal called HealthMyself will soon be available for Family Health Team patient use. Patients who wish to utilize the portal will be provided a link via email to set up their family portal. Patients will have the capability to schedule appointments online as well as communicate with staff through a secure portal. By providing patients the ability to schedule their own appointments and have direct communication with nursing and reception staff, we are increasing access to care.

The Portal also has the capability to send out patient information to all patients who sign up for the portal. The team can alert patients to upcoming flu clinics, as well as send Preventative Care Screening reminders.



*Is there something you would like to see appear in the next issue of the Zinger?
Please submit photos and information to amy.joyce@drdh.org.*

The Deep River and District Hospital receives funding from the Champlain Local Health Integration Network (LHIN).
The opinions expressed in this publication do not necessarily represent the views of the Champlain Local Health Integration Network.