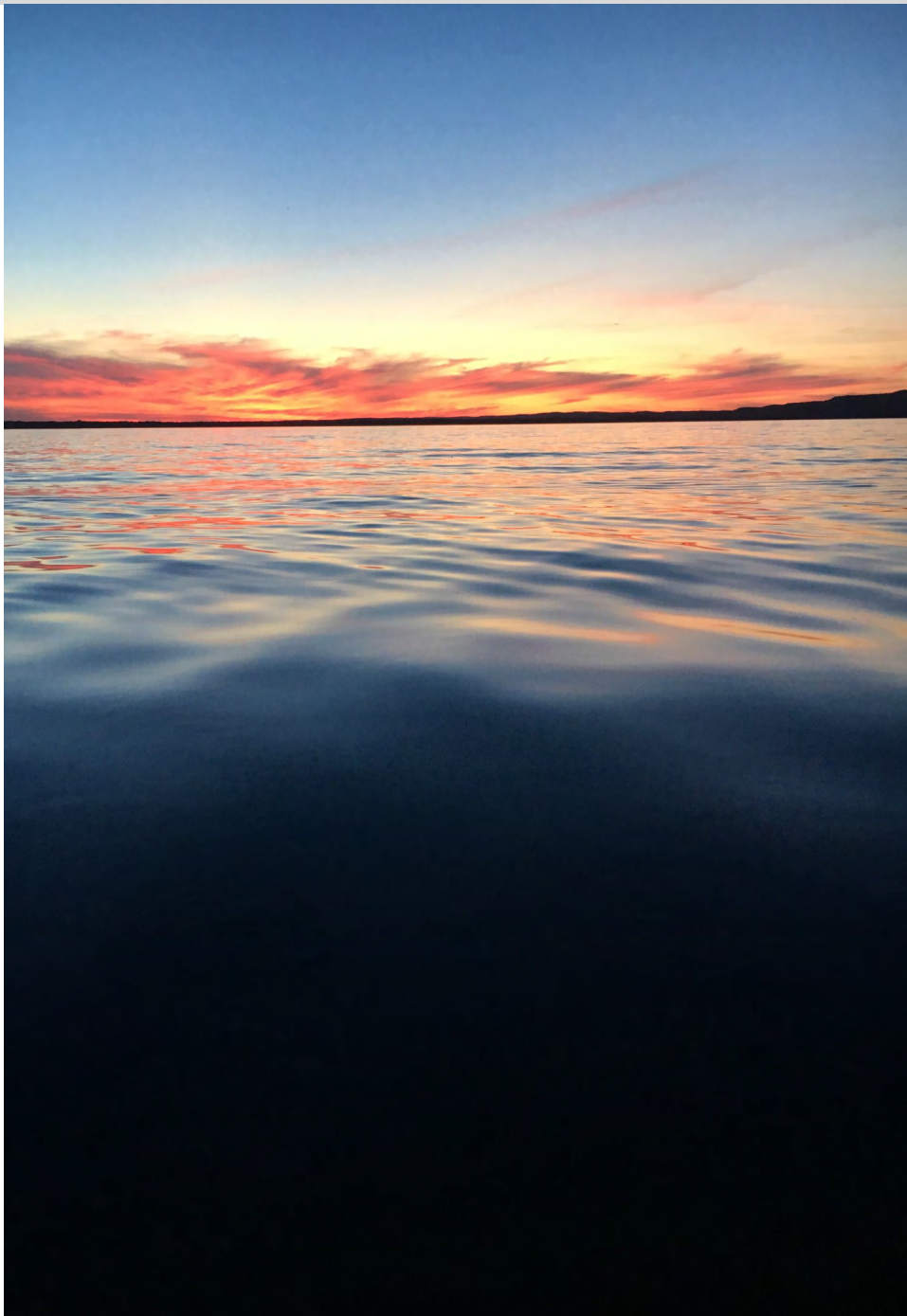


North Renfrew
Family Health Team

THE ZINGER

Newsletter for the Deep River and District Hospital
Four Seasons Lodge and North Renfrew Family Health Team

June 2019



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MANDATORY EDUCATION—DUE JUNE 30

For the month of June education regarding Code Blue has been assigned to **all nursing and personal support staff**.

Education regarding Person-Centered Care, Resident Bill of Rights and Hand Hygiene has been assigned to **all staff**.

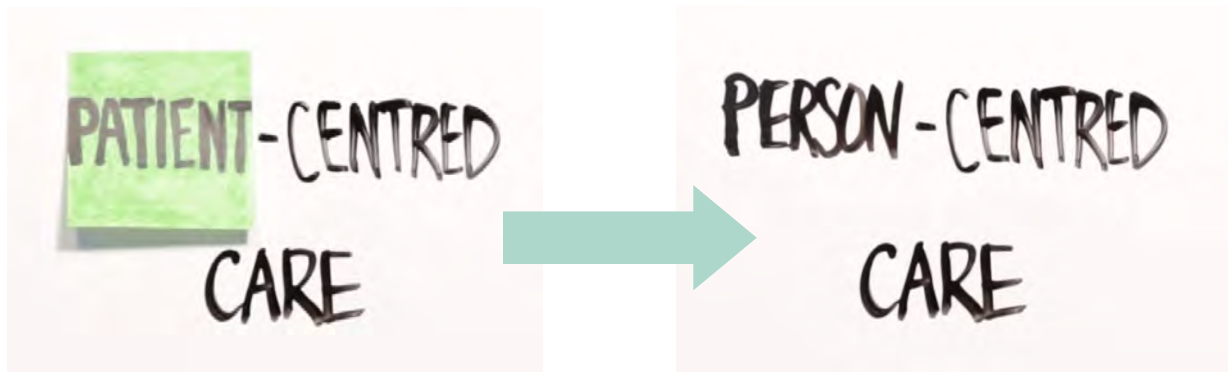
A review and quiz regarding the Fire Watch policy has been assigned to **RN's, the Admin-on-call group and Maintenance staff**.

These modules are available to be completed through Surge Learning and are due to be completed by June 30, 2019.

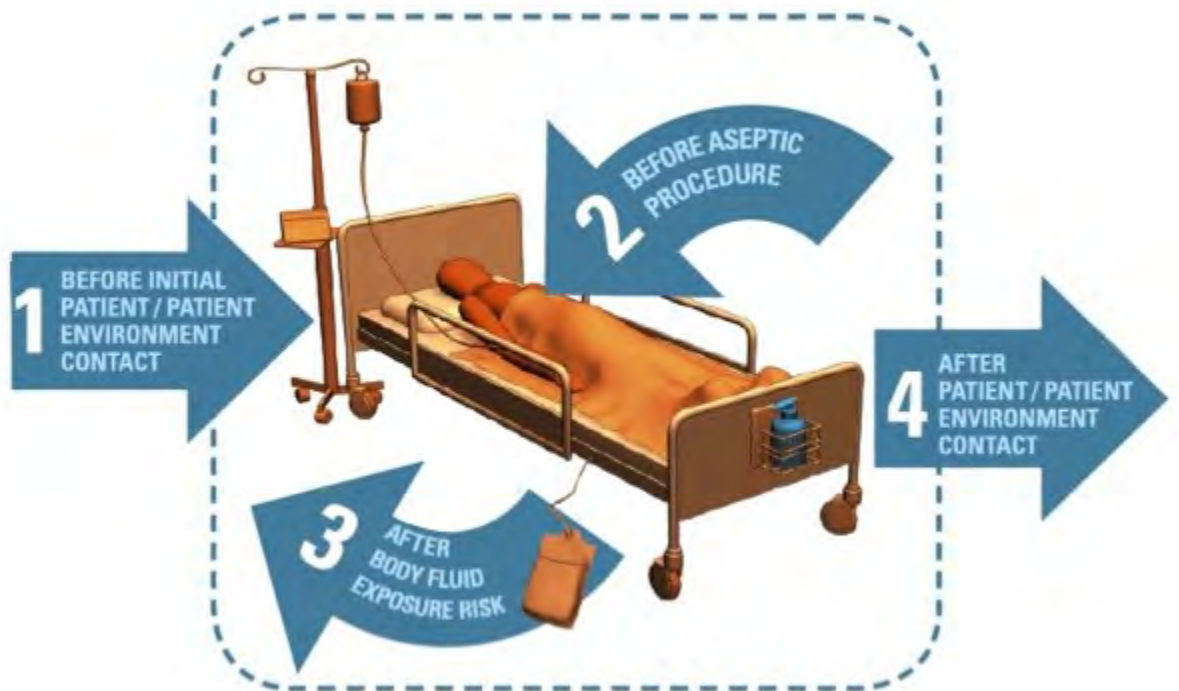
If you have any questions regarding the June education, please see Tabitha Kearney.

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4 MOMENTS OF HAND HYGIENE:



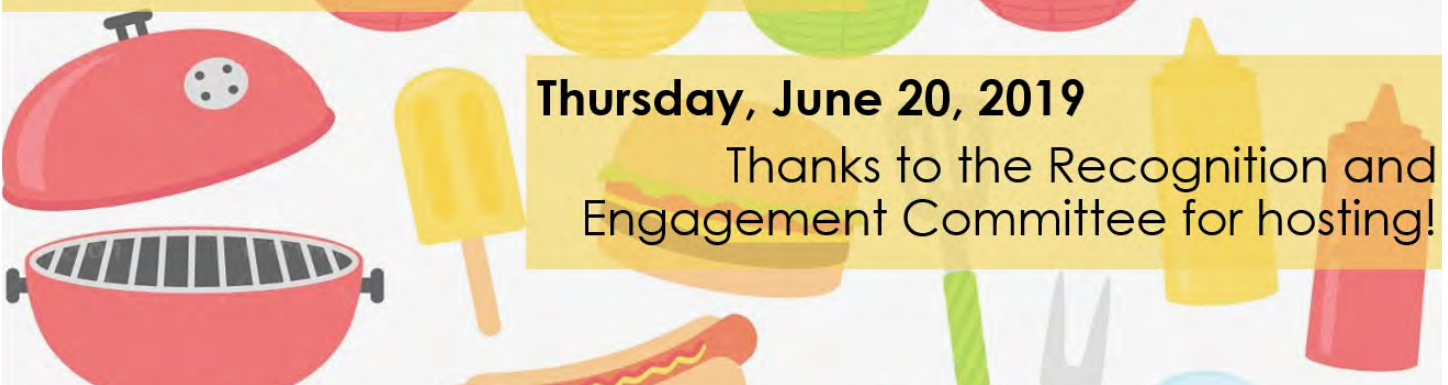
SAYONARA SPRING—HELLO SUMMER BBQ—JUNE 20



Sayonara Spring
Hello Summer BBQ

Thursday, June 20, 2019

Thanks to the Recognition and Engagement Committee for hosting!



STAFFING UPDATES

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Rayan Ben Letaifa



Nastassia Burke



Megan Caldwell

We are pleased to welcome three new members to the team this month. Rayan is returning to the Foundation as a summer student again this year, so welcome back! Megan is also returning to the organization, as she completed her BScN consolidation with us, and has now been hired as a Graduate Nurse. Nastassia is a Registered Nurse who is new to the organization.

Please join us in welcoming all three of our new team members this month.

welcome

FAREWELL ASHLEY!



We said good-bye to Ashley Parady, Foundation Executive Director, at the end of May. We wish Ashley all the best with her future endeavors and we will miss her greatly!

Ashley lead the Foundation's fundraising efforts since March 2017, and among many other things, she was instrumental in launching the **Focused on You** Diagnostic Imaging campaign.

farewell

FITNESS WHEN LIFE FEELS FRENZIED

Whether you travel for work, have a busy schedule with your family, or have frequent disruptions to your daily routine, life can feel frenzied. During these times, you may be tempted to move exercise to the bottom of the to-do list because there is so much else to do. But try to resist that urge. Exercise improves your overall quality of life, releases tension, boosts your energy levels, and helps you sleep better.

The good news is, even during hectic times, you can fit fitness into your daily schedule without finding an hour to go the gym or run for five miles. Consider giving some of these tips a try to work fitness into your life:

Travel and commute in your athletic shoes. If you're travelling for business, take laps in the airport. If you commute to work, get off the subway or train a couple of blocks short of your destination and walk the rest of the way. Or if you drive, park your car farther away from the door in the parking lot at work or the store.

Put fitness clothes or your swimsuit on your packing list. When you're travelling, use your hotel gym equipment, swim laps in the pool, or ask about local hiking trails to explore if time permits. Even a walk around the building or a stroll in a pedestrian-friendly local neighbourhood can help keep you on track.

Get out of the car to stretch and walk. Research roadside parks or scenic lookouts along your route if you're going to be driving for a long time.

Use your own body weight. Whether you are at home or away, do jumping jacks, squats or push-ups. Find an exercise video to follow on your laptop or smartphone.

Use the stairs instead of the elevator when at the airport, subway station, office or mall.

Exercise while watching TV. Use dumbbells, do crunches or jump rope while you're catching up on your favorite shows.

Go for a stroll while watching your kids. If your kids are enrolled in sports or other activities, consider asking another parent to join you as you walk and watch them participate.

Take a walking break. If you're at work, use part of your lunch break to get up from your desk. You can also have a walking meeting with colleagues. At home, try taking a walk around the block or to the end of the road and back after putting the laundry in the dryer or dinner in the oven. Your spouse, children or neighbour may enjoy going along, too.

Set your alarm 30 minutes earlier. Use this time to exercise before the day gets busy.

If you have young kids, purchase a jogging stroller or a bike trailer. It's cheaper than the gym in the long run and there is no need for a babysitter. Your kids will enjoy the workout as much as you will.

Making fitness flexible and varied can help keep it fun. Stay away from the "all or nothing" approach. Any time dedicated to exercise is better than none. Your body and mind will thank you.



<https://www.workhealthlife.com/Article/Read/fitness-when-life-feels-frenzied>

LEADERSHIP COUNCIL—JUNE 14

On Friday, June 14 a Leadership Council session was held at the Deep River Legion. The group that attends Leadership Council will include not only leaders with a capital “L”, but also those who are informal leaders in their departments and with their peers. Membership at future sessions will change depending on the topics of discussion. Below are a just a few highlights of what was shared:

CEO Updates

- The Operational Plan tracks what we are doing to progress our strategic initiatives forward in addition to other mandatory, day-to-day, and active projects. The Operational Plan can be found on PolicyMedical in Organizational Resources → Operational Plan → 2019-06-Operational Plan.
- **Strategic Initiatives for 2019 include:**
 - ◇ Accreditation in November
 - ◇ Diagnostic Imaging equipment replacement and move to McKesson with The Ottawa Hospital
 - ◇ Ontario Health Team (OHT) formation as per direction from the Ministry
 - ◇ Re-Branding “soft” approach to be inclusive of the hospital, primary care, and long-term care aspects of our organization
 - ◇ Risk mitigation as per results of HIROC Risk Assessment program
 - ◇ Family Health Team business case submission for a new primary care building
 - ◇ LTC Bed Application advocacy
 - ◇ Maintaining a balanced budget when funding increases continue to be lower than the cost of living increases and increases to union contracts

Accreditation Updates and Next Steps

- There are less than 150 days until our on-site survey with Accreditation Canada!
- Surveyors are not going to expect everyone to know the answers to all the questions, and there is nothing wrong with delegating a question to someone who can better answer it.
- If responses are “wishy-washy”, additional evidence will be requested and surveyors will dig deeper.
- Surveyors may ask many different people the same question to see if there is a consistency in responses.
- Be honest – the goal of Accreditation is self-improvement!



ACCREDITATION
CANADA

Diagnostic Imaging

- With the procurement of new equipment thanks to the Foundation's **Focused on You** campaign, we will be moving to digital radiography. The transition will have significant improvements for patient safety, as we will no longer need to leave patients on the table alone to go develop images.
- These equipment upgrades will require a fundamental re-design of the physical department, and we also plan to make improvements to the reception / patient waiting area as well as the patient washroom / change rooms.



Resident-Centered Care

- Kim Rodgers, Administrator of the North Renfrew Long-Term Care, attended Leadership Council to share her experiences with providing resident focused care.
- The NRLTCC was built in 1994 without a pre-conceived medical model of care, so the organization had an opportunity to implement a social model of care.
- Kim shared examples of how the NRLTCC foster a home-like environment for residents. Examples include:
 - ◇ Staff do not wear uniforms at the NRLTCC, but they do follow a dress code.
 - ◇ The NRLTCC have recreation activities every single day of the year, and the staff schedule shifts depend on the activity that is taking place.
 - ◇ There is no dictated wake-up and bed-time at the NRLTCC
 - ◇ The Nursing desk was removed, and a family style dining table is where people hang out instead.
 - ◇ Rooms are decorated individually by the Residents. Some rooms have crazy wallpaper, and some are decorated quite simply.

The group participated in two different activities that were both related to the importance of communication, which was the theme of the day!



RECREATION STATION

*Saturday, July 13, 2019 –
Sip & Sign Night*

Join us at the Bears Den from 6-9 PM to create your own customizable sign and enjoy a drink. Cost to partake is \$55.00 (with \$15.00 being donated back to the Foundation!) Payment to be made via EMT **before June 28**, at ootwpembrokewithamanda@gmail.com, quoting your choice of stencil.



*Sunday, July 28,
2019 – Summer
Family Fun Day*

Bring the family out for a BBQ picnic lunch and plenty of activities for all ages! Come out from 11am-2pm to enjoy the warmer weather and celebrate summer with our co-workers, families, residents and friends of the organization.

Please RSVP for events with Amber Cox (amber.cox@drdh.org). Also feel free to contact Amber if you have any questions about these events, suggestions of events you would like to see planned, or would be available to assist in coordinating upcoming activities.

Coming Soon – Golf Tournament

Save the date for Friday, September 6th, 2019. Details to follow.



DISCLOSURE

Our Disclosure policy has been updated with input from our Residents and Patients to help them through the disclosure process.

So...what is Disclosure?

Disclosure is this process when we tell our patients/residents/clients when something happens that isn't an anticipated or expected part of their experience with us. Ask this question to determine if disclosure needs to happen:

Would a reasonable person in this patient's/resident's position want to know?

To help our patients and residents make informed choices, health care providers are responsible to ensure that information is not only given, but understood, by those making decisions. Information that needs to be understood to make informed decisions includes:

- The condition for which treatment is proposed.
- The nature and purpose of proposed treatment(s), including any relevant alternative and adjunct treatments.
- The potential risks and benefits involved in undergoing proposed and/or alternative treatments, including any significant potential harms and the most common side-effects.
- The potential risks and benefits in not having treatment(s).

(Reibl v Hughes, 1980, Supreme Court of Canada)

Remember:

- The health care professional is responsible for sharing relevant information.
- This responsibility can be delegated, but only to other health care professionals or learners who have the appropriate knowledge necessary to explain harms, benefits and alternatives, and to answer patient questions.
- In a process of shared decision-making, information should come from both parties – this entails that disclosure and understanding apply to both patients and health care professionals.
- Tailoring information for a particular patient can be helpful based on their needs, questions or values.
- The patient may want to know the qualifications and experience of the health care professionals.

More information and education is to come on Disclosure & Informed Consent!

DEEP RIVER AND DISTRICT HOSPITAL FOUR SEASONS LODGE NORTH RENFREW FAMILY HEALTH TEAM	
Policy: Disclosure	
Original Date: 2017-11-20	Policy Manual: Administration
Approved by:	
<input type="checkbox"/> Board of Directors	<input type="checkbox"/> Chief Financial Officer
<input checked="" type="checkbox"/> Chief Executive Officer	<input type="checkbox"/> Chief Nursing Executive
	<input type="checkbox"/> ED, Family Health Team
	<input type="checkbox"/> Human Resources Officer
Policy	
The North Renfrew Health Campus (NRHC), consisting of the Deep River and District Hospital, the Four Seasons Lodge Long-Term Care (LTC) Home and the North Renfrew Family Health Team is committed to patient/resident safety and ensuring that all personnel understand their individual, ethical and professional responsibility in disclosing all patient/resident safety events to patients/residents and families.	



LEVELS OF HARM

In order to ensure consistent reporting on Surge, here is a reminder of the difference between levels of harm. Note: if the patient/resident has no noted injury on assessment, pain or adverse effect the “level of harm” is None. Your options for level of harm are:

None: Incident occurred but no discernable harm resulted

Mild: Patient is symptomatic, loss of function is minimal/intermediate but short term and may or may not require extra observation and/or minimal treatment (ex. bruising, complaints of pain)

Moderate: Patient is symptomatic requiring intervention but the incident did NOT result in an increased length of stay or cause permanent harm (ex. requiring x-rays or wound care)

Severe: Patient is symptomatic requiring intervention or surgical treatment and an increased length of stay. The harm sustained is permanent and causes some long term loss of function and/or decreased quality of life (ex.: x-ray finding something broken, obvious deformity, sever wound)

Critical: Patient is symptomatic requiring life-saving or major surgical/medical intervention and results in shortened life expectancy and/or interferes significantly with the patient's functional ability and quality of life (ex. severe injury, maybe requiring hospitalization, CPR, etc.)

Death

Unknown/unclear

BOARD HAPPENINGS

June 19 was a busy day for our Board of Directors, as they held the last regular meeting of this Board year, the Annual General Meeting, and then the first meeting of the new Board. From the meeting extravaganza, a few items to note are:

- Janet Gow’s term as Board Chair ended and Dick Rabishaw was appointed as the next Chair of the Board of Directors.
- Chris Carroll was appointed as the Vice-Chair of the Board of Directors.
- Brian Cheadle’s term as a Board Member ended. Brian, pictured here partaking in one of his favorite activities outside of his work on the Board, has been an extremely valuable member of our Board for at least ten years. Thankfully, Brian will be continuing his involvement on the Board as a Patient Representative on a Board Committee. The Board expressed their thanks for his many contributions to quality initiatives and dedication during his time as a Board Member.
- David Cox, Douglas Champ, and Alan Carmichael were elected to the Board of Directors.



AUXILIARY NEWS



On Monday, June 24 members of the DRDH Auxiliary presented a \$6,494 donation to the Four Seasons Lodge from funds raised at a silent auction on April 25 and specialty sale on May 18. Pictured here, from left to right, is sale organizer Joan Hallett, Auxiliary Treasurer Judith Cloutier, sale organizers Jenny Ward and Aliyah Ebrahim, Four Seasons Lodge Administrator Janna Hotson, and Lodge at Home Project Advisors Melinda Lorbetskie and Leanne Robison.

\$840 of the donation was raised through the silent auction at the Auxiliary's Annual General Meeting on April 25, and will be applied to recreation discretionary spending. The remaining \$5,654 of the donation was raised at the specialty sale on May 18 and will be applied to initiatives under the Lodge at Home transformation project.

AUXILIARY HOSTS SUPER SUCCESSFUL SPECIALTY SALE

Below is information about the specialty sale from our Auxiliary:

WHAT A BLAST! The benefit sale was a great success, thanks to the fantastic response from the many generous donors who provided a wonderful variety of items to select from. Our thanks go out to each and every one of you.

We also extend our thanks to Claire Kennedy who brought her hats, donating all sale proceeds to the Four Seasons Lodge Project, in spite of the fact that she was dealing with flooding at her home during this time. To the enthusiastic volunteers who helped with the pricing, transportation and set up of the displays, as well as manning the booths and cash points over a ten hour period. To the Deep River Public Library and the Library Arts Committee for the use of the Program Room and the loan of tables etc. To Doug Connelly for the colourful eye catching posters, and to the NRT for their co-operation in giving us such great public coverage during the build up to the actual event. Thank you to the General Public for turning out and supporting us. Congratulations everyone. **THE GRAND TOTAL RAISED WAS \$5,815.**



The Community working together accomplished a great deal for this worthwhile project. BE PROUD.

On behalf of The Deep River Hospital Auxiliary [Whistle Stop], thank you.

LODGE AT HOME TRANSFORMATION PROJECT—UPDATES

Lodge at Home Transformation 2019-2022 Project Updates:

With more ideas and enthusiasm than could be captured in one meeting, Project Advisors for the Lodge at Home Transformation project have started to create a vision for what the journey to home-like, resident centered care will look like at The Four Seasons Lodge (FSL).

Based on their expert knowledge of our residents and long-term care combined with input from our residents and family members, the group worked on plans for immediate and long-term actions for improvements. Plans have started to form for education of the whole care team on communication, ageing and resident specific care, as well as many updates to the physical environment and space needed to create a home-like feeling. A focus on the dining and recreation/activity areas was decided to be most important for the resident, staff and family experience and will be the first focus for the groups physical environment improvements.

The group was able to recognize several successes already made in shifting the focus to a resident-centered care delivery model, including leadership presence in long-term care, and communication and support for staff to be flexible in care delivery to focus more on the 'person' than the 'task.' The positive difference in resident experiences, including satisfaction, decreased behaviours and more positive staff to resident interactions was noted already as a result of enthusiastic staff taking the leap to move away from routines to being responsive and flexible.



Lodge at Home — Project Advisors

Back row: Ian Wilkie, Olena Jensen, Kerry Sinikivi, Marian Walsh, Leanne Robison, Janna Hotson, Allison Lepack. **Front row:** Ann Kelly, Melinda Lorbetskie, Bonnie Dumont.
Not pictured: Amanda Pleadwell, Amber Cox

LODGE AT HOME TRANSFORMATION PROJECT—UPDATES CONT'D

The Lodge at Home shift from an institutional model of care to a **person-centered, social model of care** will require effort from all areas and departments across the organization. This group of dedicated Project Advisors will be Champions of the move to resident-centered care, who will be able to share perspectives and experiences of residents and staff, that will come together to plan, make and assess changes. Just at the starting point of the journey, the Project Advisory Team has many ideas, lots of enthusiasm and heart to make the journey to resident centered care at home a reality.

If you have ideas on improvements, suggestions or would like to be involved in the transformation, please speak to one of the Project Advisors.

Next Steps:

- ⇒ Forming a plan to transform the “Chapel” into a multi-purpose transformable room to provide activity, private dining/gathering space, spiritual space, and small group space
- ⇒ Pleasurable Dining improvements, including dining room furniture updates, more flexible dining times and food availability and changes in the dining atmosphere
- ⇒ Improvements to TV/sitting area to remove clutter, make more visually appealing and dedicate space to resident activities
- ⇒ Adding colour through painting, murals and pictures
- ⇒ Education planning for fall for resident centered communication/care



BASEMENT FLOOD



During the month of May, the basement ceiling experienced some water damage from a plumbing issue in the bathroom above.

Maintenance staff were able to replace the damaged part of the ceiling and install a bulkhead so any future repairs can be made more easily. The old fluorescent lights were also replaced with new LEDs during the repair. A special thank you to both maintenance staff and volunteers of the Food Bank for all of their efforts!



BEFORE

AFTER

POLICY UPDATES

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

Code Orange

Code Blue

Disclosure

Critical Events, Adverse Events and Good Catches

Fire Watch

Incident Reporting

Recruitment and Selection

Professional Appearance and Dress Code

Ethics Framework



5 MONTHS TO GO!



ACCREDITATION CANADA

WHAT IS ACCREDITATION?

Accreditation is an ongoing process of assessing health services organizations against standards of excellence to identify what is being done well and what needs to be improved

It allows you to understand how to make better use of your resources, increase efficiency, enhance quality and safety, and reduce risk.

OUR MISSION: Caring of every person like a loved one, within an integrated health system.

OUR VISION: An excellent, compassionate health care experience, every time.

OUR VALUES: Caring | Excellence | Safety | Integrity | Partnering | Innovation

WHAT HAS BEEN ACCOMPLISHED SO FAR:

- Medication Management Policy updates
- Skin and Wound Program Review
- Code Blue Updates
- Mock Code Yellow
- Require Organizational Practices (ROPs) update
- Updates to Admission policy
- Admission package launched on Medical

WHAT IS COMING UP IN JUNE:

- Code Orange launch and education
- Skin and wound education
- Continued hand hygiene education
- Mock code blue





North Renfrew
Family Health Team

Medication Management



ACCREDITATION CANADA

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WHAT'S NEW?

In May the Pharmacy and Therapeutics Committee updated many of the policies that were due for review.

The committee has updated 15 Pharmacy policies in recent months.

These updates can be found on Policy Medical at:

Policies & Forms → Pharmacy

WHAT DOES THAT MEAN?:

Some of the policies that have been updated include:

- The Formulary
- Tylenol Overdose/N-acetylcysteine.
- Allergy Assessment and Documentation
- Auto substitution Policy.
- Medication Shortage
- Medication Prescription, Ordering and Transcription
- Medication Administration Safety and Patient Education
- Non-formulary Medication Request
- Return and Destruction of Medication
- Formulary Systems Policy

HAND HYGIENE—By Department

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report – May 2019					
	Goal	May	April	March	February
Clinical Nutrition	>92%		0%		
Diagnostic Imaging	>92%		67%	0%	0%
Emergency Department (RNs & MDs)	>92%		49%		57%
Family Health Team (All staff)	>92%		75%		
Four Season’s Lodge (RPNs, PSWs, MDs, Rec. Therapy)	>92%		67%		30%
Laboratory	>92%	100%	33%	0%	
Medical Unit (RNs, RPNs, MDs)	>92%	65%	42%	71%	63%
Pharmacy	>92%		100%		
Physiotherapy	>92%		100%	0%	100%
Support Services (Hsk, Food Service)	>92%	18%	67%	50%	50%

HAND HYGIENE—Organizationally

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report		
	Goal	May 2019
Organizational Hand Hygiene Compliance	>92%	61%



ETHICS

Our organization is supported by the Champlain Center for Healthcare Ethics – a program operating throughout the Champlain LHIN to support healthcare organizations and providers in improving ethical awareness and knowledge, and to support ethical decision making across the region. The organization is committed to ethical action and decision making, and works to improve capacity of all of its team members to take ethical action in all situations.

So how to do you know if you are facing an ethical dilemma? And if so, what do you do?

A simple way to know if you find yourself facing an ethical issue or dilemma is to use the “yuck, muck, pluck” method:

YUCK- expressive; When you realize you face a decision or situation where you have a gut reaction or bad feeling about a situation- that “yuck!” feeling. This may happen when you have a decision to make that is unclear, or you are faced with something that just doesn’t “feel” right.

MUCK – pre-reflective; This is the reason why you are having that “yuck” or gut reaction. When you think about your gut reaction, this may make you think about your own values, religion, codes of ethics or standards, or about applicable laws, social or organizational values. It is important to think about the reason why (or “muck”) that is causing the “yuck.”

PLUCK- reflective; After thinking about the “yuck” and “muck”, make a decision to “pluck” or find a reasoned ethical response to the ethical issue or dilemma. This response should be based on values and principles.

To help with Ethical Decision Making, the organization has an Ethical Decision Making Framework that provides step-by-step tools for structured exploration, problem solving and communication of hard to make decisions.



The **IDEA Framework**, and tools for organizational and clinical ethical decision-making are available on Policy Medical.

Other supports to help in Ethical Decision Making include:

- Standards of Behaviour
- Mission, Vision and Values

When faced with a difficult ethical decision, supports are available to help work through the framework and provide assistance to reach an ethical decision:



If you have questions, or are facing an ethical dilemma, reach out to a peer, supervisor, or the Chief Nursing Executive (Janna Hotson).

“Ethics is knowing the difference between what you have a right to do and what is the right thing to do”

Potter Stewart, Associate Justice of the Supreme Court of the United States

JUNE IS SENIORS' MONTH



**AGING
STRONG**



**RESPECT AND
PROTECT**

www.ontario.ca/seniors



JUNE IS SENIORS' MONTH

AGING STRONG: RESPECT AND PROTECT SENIORS

ONTARIO'S SENIOR POPULATION

- Most seniors living in Ontario want to age at home and in their community.
- Ontario seniors' experience with aging may be impacted by a variety of factors such as gender, ethnicity, health, education, financial security, etc.
- Ontario has the most culturally diverse seniors' population in the country and is home to over half of all immigrant seniors in Canada. Almost half (53 per cent) of seniors in Ontario are immigrants.
- 28% of seniors in Ontario, aged 65-69 are working.
- 30% are at risk of becoming socially isolated.



PARTNERSHIP CONTINUES WITH DND



Pictured here are Lt(N) Andrea Feist, RN (left) and Cpl Troy Swanson, Med Tech (right) who are at DRDH as part of 1 Canadian Field Hospital's Bedside Care Program. This partnership with Garrison Petawawa allows military med techs to practice skills in a hospital setting under the direction of an RN and with the support and expertise of other DRDH staff. This is the second time DRDH has participated in the Bedside Care Program with hopes to continue using a collaborative approach to skill development for DRDH and DND staff.

NEW HIRE ORIENTATION



On June 5, an orientation session was held for a number of our new employees. Topics covered during the orientation included:

- Mission, Vision, Values & Strategic Plan
- Organization Structure
- Standards of Behaviour
- Social Media Policy
- Privacy & Confidentiality
- Information Technology
- Quality Framework
- Feedback (Compliments, Complaints, Comments)
- Joint Health & Safety Committee
- Internal Responsibility System
- Workplace Violence - Flagging
- Emergency Codes
- Ethics
- Infection Control
- Meeting with Union Representative
- Resident and Patient Experience

New hire orientations will continue to be held every other month when we have three or more new hires.

JUNE IS STROKE AWARENESS MONTH

On June 5, members of the Pembroke Regional Hospital's District Stroke Center were on-site to test the blood pressure of staff members and inform us about the warning signs and symptoms of stroke, as well as stroke risk factors.



REMEMBERING LONG-TIME TEAM MEMBERS

Frances Ann (Sue) Newton

On May 10 this year, our hospital and community lost one of our greatest treasures. Sue worked for many years at DRDH, starting at the old hospital downtown and then moving to the new location here in 1972.

Sue graduated from St. Michael's School of Nursing in 1961 and moved to Deep River shortly after to raise her family and solidify her career. Although she worked in all departments, her passion was emergency medicine.

Sue will be remembered as the nurse who always wore the signature white cap until her retirement in 2005. Although Sue returned to work part-time in the ER, she gave up her white cap and dress for the less formal scrubs.

Sue was very active in ONA, both locally and provincially. She held the position of BUP for many years and was the driving force for the annual Nurses Week Dinner. While campaigning for the provincial negotiation team, she handed out Fig Newton cookies to everyone who stopped by her booth.

Sue will be remembered for her compassion and care shown to everyone who passed through our doors. Her professionalism, dedication to her calling, and sense of humour will be greatly missed by her colleagues, who were fortunate to work with her.



A Nurse is an angel on earth, but in heaven she earns her wings.

Author Unknown

**Dr. Donald Yee Park**

Dr. Donald Park passed away on May 26, at the age of 82. He will be fondly remembered by the community and his infectious laughter will be missed. Dr. Park joined the Deep River medical community in 1966, after serving in the Canadian military. He was stationed at CFB Petawawa and loved the area so much that he moved his wife and twin daughters to Deep River and opened a practice at the "old" Deep River Hospital.

Dr. Park spent tireless hours working in the hospital delivering babies, working the emergency department and running his own practice. Dr. Park was active in the community and was especially known for his love of sailing and tennis. In fact, one nurse remembers calling Dr. Park into the emergency department one night and he arrived fully dressed in his tennis gear, racquet included as he was playing a game of tennis. Dr. Park practiced medicine until 2013 when he decided to hang up his stethoscope one last time and retire.

Do not cry now that he is gone; feel joy that you have known him. And laugh, because it's what he would have wanted. Doctor's orders.

FINANCIAL POSITION

Financial Position Based on Agreement with the LHIN as of March 31, 2019:

\$16,892

FOUR SEASONS LODGE RESIDENTS AND STUDENTS CELEBRATE THE END OF THE SCHOOL YEAR



The grade 6/7 class from St. Mary's came to the Four Seasons Lodge on June 17 for a BBQ to celebrate the end of another school year!

EDUCATION OPPORTUNITY

In the survey that was completed earlier this year, staff indicated that they would like to develop their soft skills (i.e. communication, conflict resolution, etc.). The leadership team, in partnership with Morneau Shepell, is pleased to offer an opportunity to expand your soft skills.

Having to work with others is almost inevitable in the workplace. When collaboration is successful, team members feel positive, productive, and able to face any challenge. This seminar will build on the theme of cooperation and that building bridges can be learned and should be practiced. This seminar focuses on the key elements of teamwork and provides tools for collaboration-building.

Please click the link below for the recorded webinar for ***Building Bridges: Collaboration at Work***. The length of the webinar is approximately 30 minutes.

<https://vimeopro.com/user65099910/deep-river-and-district-hospital>

Password: webinardrdh

Access is available at anytime and from any computer until access expires on August 23.

Unfortunately, a transcript of the course is not available.

Please feel free to provide Michelle Robertson with any feedback about your experience or thoughts on the webinar.



POP-UP ART—RENFREW COUNTY

POP UP ART

EXTRAORDINARY RENFREW COUNTY

ELEVEN ARTISTS • MULTIMEDIA EXHIBIT
exploring how the extraordinary can be found
in our everyday lives in Renfrew County

DEEP RIVER and DISTRICT HOSPITAL
Deep River | July 4 to 21 | 2019

#popupartrc   www.ov-caos.org



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Opening Reception in Deep River

Mark your calendars — Deep River and District Hospital is hosting an opening reception for Pop Up Art Renfrew County on Thursday **July 4, 1:30 to 3:30 pm**. This opening event will include light refreshments and an in-process community art piece with artist-facilitator Bozena Hrycyna. Everyone is welcome!

Pop Up Art and the ExtraOrdinary exhibit will be on display at the Deep River and District Hospital until July 21.

Pop Up Art features an exhibit titled ExtraOrdinary which explores how ordinary objects can take on a larger meaning in our lives. The exhibit includes eleven artists — each has chosen an object as a source of inspiration for their art pieces.

Ottawa Valley Creative Arts Open Studio (OV-COAS) received funding from the Ontario Trillium Foundation to construct and deploy this mobile art gallery, Pop Up Art. To learn more, visit www.ov-caos.org or email anya@ov-caos.org.

CATCH THE ACE IS BACK



ESTIMATED
WINNINGS FOR
WEEK 13 =
\$46,500



The DRDH Foundation’s progressive lottery has started up again, to raise even more funds for the *Focused on You* Diagnostic Imaging Campaign.

Head to reception or the Foundation office or reception to grab a \$5 ticket for your chance to be the lucky winner this week!

TIM CARD WINNER



Congratulations to **Pierre Turenne** for correctly answering the question in the **May Zinger** and winning a Tim Card!

Pierre correctly answered that a **Code Yellow** involves a missing patient or resident over the age of 18, whereas a **Code Amber** is for those under 18 years of age.

SUGGESTION BOXES

The old patient comment card boxes have been re-purposed in the Emergency Department and on the Medical Unit to now be “drop-off” boxes for the newly launched patient surveys.

The staff comment boxes in the lounge and cafeteria have been removed. No feedback has been provided through these boxes in the last year, and the anonymous nature of past feedback did not allow an opportunity for follow-up. Staff are always welcome to provide any feedback to their direct supervisor, and staff surveys will continue to be carried out regularly.



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.