

North Renfrew  
Family Health Team

# THE ZINGER

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

July 2019



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MANDATORY EDUCATION—DUE JULY 31

For the month of July, education regarding Code Orange, IPAC – Mode of Transmission, and Ethics has been assigned to all staff.

Education regarding IV and CADD pumps have been assigned to RNs and RPNs and a review of Informed Consent has been assigned to all clinical staff and the Admin-on-call group.

These modules are now assigned on Surge. They are due to be completed by **July 31, 2019**.



Infectious or communicable disease

*"An illness due to a specific infectious agent or its toxic products that arises through transmission of that agent or its products from an infected person, animal or reservoir to a susceptible host, either directly or indirectly through an intermediate plant or animal host, vector, or the inanimate environment."*

JM Last, A Dictionary of Epidemiology, OUP 1988

SUMMER FAMILY FUN DAY—RESCHEDULED TO AUGUST 17

**- RESCHEDULED -**

THE NORTH RENFREW HEALTH CAMPUS  
INVITES YOU & YOUR FAMILY TO

**SUMMER FAMILY FUN DAY**

**NEW DATE**

**SATURDAY, AUGUST 17<sup>TH</sup>, 2019**

**11:00 AM - 2:00 PM**

**OUTSIDE THE DEEP RIVER AND DISTRICT HOSPITAL**

PLEASE BE SURE TO RSVP WITH AMBER COX – [amber.cox@drdh.org](mailto:amber.cox@drdh.org) or ext. 7114

**HOPE TO SEE YOU THERE!**

**JOIN US FOR A BBQ PICNIC LUNCH,  
TREATS & ACTIVITIES FOR ALL AGES**

**INCLUDING:**  
GIANT BOUNCY CASTLE  
YARD GAMES  
WATER BALLOONS  
FACE PAINTING & MORE

JOIN US FOR A POTLUCK AND INFO SESSION—AUGUST 14



**MORNEAU  
SHEPELL** 

An introduction to your Employee Assistance Program

*NRHC is hosting*

## POT LUCK LUNCH & INFO SESSION

Date: August 14<sup>th</sup>, 2019

Time: 1130 - 1230

Location: Classroom

### Join us to learn:

- The range of concerns your EAP can help you resolve
- How the support process works
- The professional services available
- How to access support

The EAP is a confidential professional counselling and support service provided to you and your family by your employer. Your EAP can help with a wide range of work, health and life concerns – at no cost to you or your family.

Call your Employee Assistance Program (EAP) toll-free, 24 hours a day, seven days a week at **1.844.880-9142.**

To access online counselling or resources, visit [workhealthlife.com](http://workhealthlife.com)

### FRIDAY TREATS



Sandra channelled some summer vibes on June 28 and used beach toys to distribute Friday treats :)



STAFFING UPDATES

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**Kalynn Bludd**

**Joseph Corriveau**

**Stephanie Lachance**

We are pleased to welcome three new members to the team this month. Kalynn is an RPN, Joe is a Food Service Worker and Stephanie is an RN. Please join us in welcoming these new members to the organization!

*welcome*



The DRDH Foundation is proud to announce the successful completion of its Executive Director search and welcomes **Chris Doucette** to the position.

Chris was born and raised in Petawawa and comes to us with experience in charitable organizations, funded programming and program development. The hiring committee was pleased with the positive response that was received as a result of the posting, which demonstrates the dedication and support of the communities we serve.

Please join the Foundation in welcoming Chris to the organization!

RICK WAS ON TV....IN BAHRAIN!



At the beginning of July, Richard travelled to Bahrain in the Middle East to complete a survey with Accreditation Canada. Accreditation Canada surveys organizations both in Canada and around the world. He is pictured here standing next to the Minister of Health on his right, and the country's Lead Physician for Primary Care beside her. Richard lead a team of six surveyors from various parts of Canada.

## SUMMER CAN MEAN INCREASED WORK LIFE CHALLENGES

For some of us, summer means more leisure and vacation time. But when you're juggling work, parenting and elder care responsibilities, the season of vacation and warm weather can bring increased demands on your time. It's important to find strategies to help balance work and family priorities, and to find time for yourself. By doing so, your entire family will be better able to enjoy the summer season—without becoming frazzled!

A little planning can go a long way in making summer easier for everyone. Sit down with the whole family to discuss ideas for fun summer times you can all enjoy.

### Get organized

- Create a family calendar and post it where it can be easily seen. Include activities, holidays, camp or child care details, chores, celebrations and family projects.
- Make an abbreviated version of the calendar for your older relatives, so that they feel included in the summer planning.
- Add other special dates or plans that are important to your older relative(s).

### Get help

- Involve the entire family in scheduling and sharing chores, so that home and outside activities or vacations are fun for everyone.
- Be realistic—don't plan to spend weekends driving from one child's activity to another, or doing chores. Scheduling time to relax is important too.
- Set a practical schedule that allows time for you and your partner or close friends to be alone.
- Ensure your summer schedule allows for "down time" when your children can just hang out at home and relax.

### Get healthy

- Build exercise into your personal and family schedules. Jog, walk, bike, rollerblade or hike.
- To restore your physical and mental health, find time for relaxation and sleep.
- Curl up with a good book in the garden. It's important to find time to stop and smell the roses!
- Resolve to make this the summer you all learn to eat a healthier diet.



In the time crunch of today's fast-paced world, it can be especially difficult for parents and families to maintain balance—and their sanity.

Fortunately though, with a little planning, and some help from those you're close to, it's possible to get through it in one piece—possibly even with some nice vacation memories to share!

Article from our EFAP provider:

<https://www.workhealthlife.com/Article/Read/summer-can-mean-increased-work-life-challenges>

### FIRE PANEL TRAINING



On July 10, members of the Admin-on-Call team and some of our Charge Nurses participated in training on our new fire panels and suppression system. This updated system brings the organization into compliance with Ontario fire codes.

Stay tuned updates to our Code Red—Fire Safety Plan.



### POP UP ART OPENING RECEPTION



On Thursday, July 4 our main lobby area was host to the opening reception of the Pop Up Art Renfrew County exhibit, ExtraOrdinary Renfrew County. The exhibition remained in the lobby for about three weeks to be enjoyed by patients, clients, residents, and visitors alike.



## EMERGENCY RESPONSE DRILL

# MOCK CODE BLUE



On July 3, a mock Code Blue exercise took place in the Emergency Department. A Code Blue is a planned response to a person that is experiencing a cardiac or respiratory arrest, pre-arrest or whose condition has deteriorated beyond the knowledge, skill or scope of the persons in the immediate area. The mock went very well as a result of the experience of our staff and physicians, and also highlighted areas for improvement. It is planned that mock Code Blue exercises will continue to take place frequently to build confidence and knowledge.

HOSTED BY THE DEEP RIVER & DISTRICT HOSPITAL,  
FOUR SEASONS LODGE and NORTH RENFREW FAMILY HEALTH TEAM

# NINE & DINE

## WITH YOUR COLLEAGUES

JOIN US FOR 9-HOLES OF GOLF  
FOLLOWED BY DINNER

**Friday, September 6<sup>th</sup>, 2019**  
at The Deep River Golf Club

**Tee off starting at 4:30 PM**  
**Dinner at 7:00 PM**

**Ticket Price \$50.00**

Includes round of golf, buffet style dinner,  
and the opportunity to win various prizes!

*(Cart rental available at additional cost by contacting the Golf Club)*

Up for grabs is a chance to win a pair of Senators Hockey Tickets  
donated by Pat St. Michael Insurance!

**Tickets will be available for just the dinner portion of the event at a  
discounted rate.**

**RSVP and Payment by August 16<sup>th</sup>, 2019**

Contact Amber Cox, [amber.cox@drdh.org](mailto:amber.cox@drdh.org) OR ext. 7114 to  
purchase tickets or for any additional information.

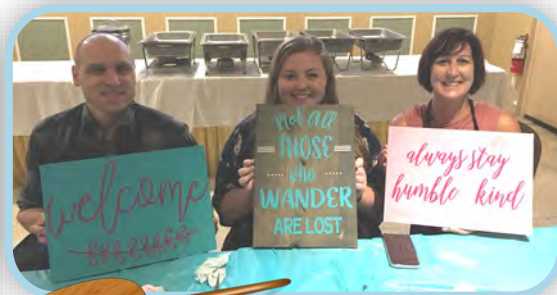
*Ticket cost can be deducted from your pay if preferable.*



RECREATION STATION—SIP AND SIGN WAS A SUCCESS!



The Sip and Sign Night on July 13 was a success! The event was lots of fun, and also raised **\$300** for the Deep River and District Hospital Foundation. A big thanks to *Out of the Woods Pembroke with Amanda* for hosting and to the Recognition and Engagement Committee for organizing the event.



## SIGNAGE POLICY CHANGES

As you may have noticed, we are in the midst of a major signage clean-up throughout the organization, as per updates to our **Signage, Bulletin Boards and Wayfinding** policy. The policy ensures that the consistency and quality of the environment is maintained, that appropriate communication is promoted through a consistent process, visual clutter is minimized, and unnecessary maintenance costs and safety hazards are avoided. All signage will follow the standard format, be housed within a standardized frame, and must be approved by the Manager. Signage that has not been approved will be removed.



## POLICY UPDATES

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

*Signage, Bulletin Board and Wayfinding*

*Disclosure*

*Progressive Discipline*

*End of Employment*

*Policy and Procedure Development*



# 4 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.

### WHAT HAS BEEN ACCOMPLISHED SO FAR:

- Code Orange launch and education
- Mock Code Yellow and Blue
- Review of skin and wound program
- Continued Hand Hygiene education
- Patient Safety Culture Survey completed
- Accreditation Team meetings and reviews
- SBAR audit
- Infusion pump education

### WHAT IS COMING UP IN AUGUST:

- Code Brown policy development
- Code Black education
- Client identification education
- Medication Management policy updates



**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

## WORKPLACE VIOLENCE REPORT

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Workplace Violence Report – July 2019			
	Q1 2018/19 (This quarter, last year)	Q1 2019/20 (This quarter)	Notes/Comments
Total number of Workplace Violence incidents in facility	12	5	
With injury	5	1	Q1 2019/20 – Resident struck staff member in head causing pain
Without injury	7	4	
Incidents in:			
Emergency Room	2	0	
Medical Inpatient Unit	10	3	
The Four Seasons Lodge	0	2	
The North Renfrew Family Health Team	0	0	
Ambulatory Care Clinics	0	0	
Administration	0	0	
Laboratory	0	0	
Diagnostic Imaging	0	0	
Outside	0	0	
Incidents involving:			
Threat	1	2	
Discrimination	0	0	
Physical assault	9	1	
Verbal assault/abuse	3	2	
Sexual assault/abuse	0	0	
Physiological abuse	0	0	
Robbery, arson, vandalism	0	0	
Other	0	0	

- The Q1 2019/20 Workplace Violence Incident Report demonstrates overall stability of the frequency of incidents occurring, recognizing the small sample size due to the population. Relatively few incidents of violence against employees have occurred. The goal remains to have zero incidents occur.
- Q1 2019/20 shows an increase in violence between patients/residents. This can be linked to 1 patient and 1 resident with aggressive tendencies. The Four Seasons Lodge had 2 events, 1 of which was between residents. The Medical Unit had 3 events, 2 of which were between patients.
- In Q1 2019/20, no injuries required medical attention.
- 7 out of 10 instances of violence on the Medical Unit in Q1 2018/19 were perpetrated by 1 patient over an extended admission.

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 – June 2019					
	Goal	June	May	April	March
Clinical Nutrition	>92%	100%		0%	
Diagnostic Imaging	>92%	100%		67%	0%
Emergency Department (RNs & MDs)	>92%	80%		49%	
Family Health Team (All staff)	>92%	80 %		75%	
Four Season’s Lodge (RPNs, PSWs, MDs, Rec. Therapy)	>92%	40%		67%	
Laboratory	>92%	80%	100%	33%	0%
Medical Unit (RNs, RPNs, MDs)	>92%	80%	65%	42%	71%
Pharmacy	>92%	100%		100%	
Physiotherapy	>92%	40%		100%	0%
Support Services (Hsk, Food Service)	>92%	40%	18%	67%	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	June 2019
Organizational Hand Hygiene Compliance	>92%	74%



## DRDHF Receives \$10,000 Grant from TC Energy



The Deep River and District Hospital Foundation (DRDHF) is very pleased to receive a \$10,000 grant from TC Energy to support the Foundation's "Focused on You" campaign. The campaign goal is to raise \$1.75 Million dollars to replace aging diagnostic equipment necessary for ongoing care at the Deep River and District Hospital. TC Energy representatives, Dan Stencill and Chris Murray, were at the Deep River and District Hospital on June 11th, to present a cheque for \$10,000 to the Foundation.

TC Energy, formerly TransCanada, is a leading North American energy infrastructure company, whose business includes pipelines, power generation and energy storage operations across North America. TC Energy supports local initiatives to build strong and vibrant communities where they live, work and operate.

Present to receive the cheque were: Leo Buckley - DRDHF Board Chair, Dan Stencill - TC Energy Community Relations and Indigenous Relations Liaison, John Walden - DRDHF Board Member, Tina Shorter - DRDHF Board Vice-Chair, Chris Murray - TC Energy Area Manager, Dianne Lemire - DRDHF Major Campaign Team, Jim Gibson - DRDHF Board Member, and Richard Bedard - DRDH President & CEO.



## MENTAL HEALTH WALK-IN CLINIC CALENDAR



Optimal Health For All in Renfrew County and District



Clinics &amp; Classes

Healthy Living

For Professionals



A Mental Health and Addiction Calendar for walk-in clinics/events is now "live" on the health unit website. The calendar and fact sheet on Mental Health and Addiction Resources for Residents in Renfrew County can be found on the health unit website by clicking on the following link:

[https://www.rcdhu.com/healthy-living/mental-health/.](https://www.rcdhu.com/healthy-living/mental-health/)

## 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: webinarrdh*

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.



CAPITAL UPDATES



Earlier this month a new ice / water dispensing machine was purchased to replace the old one, which had broken.

Thank you to everyone for their patience during these warm months as we awaited the arrival of the new machine.



Repairs have been completed to the cladding on the outside of the building, due to some furry friends making themselves at home within the old wooden cladding. The cladding has been replaced from outside of the cafeteria around to the lab area.



During the repairs, the old “Main Entrance” sign pictured above was removed from the front of the building. The lights behind the sign have been burnt out for some time, and the cost to repair it is high. The sign, which was not inclusive of all aspects of our organization, will not be going back up at this time.



## OFFER FROM ROGERS

Get an exclusive employee offer on a **Share Everything™** plan.



**SAMSUNG** Galaxy A70




You can now take advantage of special employee pricing on a **Share Everything™** plan<sup>1</sup>. With shareable data and unlimited messaging<sup>2</sup>, you can stay connected to all the people and things you love.

Deep River And District  
Hospital Corporation  
employees get a discount of

**30%**

on new and existing lines.

#### What's Included:

-  Roam Like Home™<sup>3</sup>
-  Worry-free data management
-  Stream up to 3x more video with your data<sup>4</sup> with Stream Saver™



Choose your data. 1GB – 80GB



Share with family, friends and devices.

### Offers Exclusively through RogersDirect!

Order Online\*:

- [www.rogersidv.ca](http://www.rogersidv.ca) to create an account:
- Register using Passcode: **OMDRDHIDV** 

For more information:

Email us at: [RDIDV@rogersdirect.ca](mailto:RDIDV@rogersdirect.ca)

\*Offer not available in-store or by ordering through Rogers Customer Service.

 **ROGERS.**

Offers are available for a limited time and subject to change without notice. A Setup Service Fee of \$35/line applies to setup your device and related services. Early cancellation fees apply. Data Coverage Rate of \$10/100MB. <sup>1</sup> The discount is a pre-tax discount of the Monthly Services Fee (MSF) for the primary Individually Paid Line associated with any such price plan. Rogers reserves the right to request proof of employment from each Individually Paid Employee at the time of activation and throughout the duration of the Line Term, and any Individually Paid Employee who ceases to be an employee of the Customer may be subject to price increases or other restrictions. <sup>2</sup> Compatible device required. Includes unlimited text/picture/video messages sent from Canada to a Canadian wireless number and received texts from anywhere. Sent/received premium texts (alerts, messages related to content and promotions), sent international texts and sent/received picture/video messages (as applicable) while roaming are not included and charged at applicable rates. <sup>3</sup> Excluding prepaid accounts, most enterprise plans as well as monthly plans that include roaming services. Additional restrictions apply for My 570 customers. See FAQ for details. Tax extra. Roam Like Home daily fee is a Pay-Per-Use rate and subject to change without notice. Fee is charged per line (added to your monthly service fee) and applies for 24 hours from first use while in the U.S. See [rogers.com/terms](http://rogers.com/terms) for full terms and conditions. Roaming charges apply when outside the eligible destination. Data: Usage exceeding plan allotment charged in increments rounded up to next MB or GB (as per plan). Texts: Includes texts sent to local wireless number while in eligible destination or to Canadian wireless number. Sent/received premium texts and sent international texts to destinations other than eligible destinations charged at applicable rates. Calls: While in eligible destination, includes unlimited calls to local numbers or Canadian numbers. International long distance rates apply to calls to other destinations. See [rogers.com/terms](http://rogers.com/terms). <sup>4</sup> Based on Rogers internal testing dated September 11, 2017, relying on total amount of data used to view mobile video content from the 30 content providers most often used by Rogers customers with Stream Savers, without. Customer-initiated service reduces available bandwidth while viewing select mobile video-streaming content, resulting in delivery of a lower-resolution video stream. Stream Saver may not be able to recognize all video content; unrecognized higher-resolution video will continue to stream at its normal speed and resolution. ©2019 Rogers Communications.

## UPDATES TO OVERHEAD PAGING



Please note that the organization is currently transitioning our Overhead Paging System to an upgraded system. As part of this transition, the way in which we page throughout the organization is being re-configured. In support of our 'Lodge at Home' initiative, our paging system is being split into two zones, separating the Four Seasons Lodge from the rest of the organization. The purpose of this is to facilitate a more 'home-like' environment for the residents of the Four Seasons Lodge.

At this point in the transition and until further notice, in order to page throughout the entire organization you must follow these steps:

- **Pick up the phone and dial 7999**
- **Pause for 2 seconds**
- **Choose one of the following:**
  - ⇒ **Press 1 to page the building *excluding* Four Seasons Lodge**
  - ⇒ **Press 2 to page the entire building**

We are working with our phone system provider to re-program the page buttons on each phone. Until further notice, these buttons are not functional.

We thank you for your patience through this transition. Should you have any questions, please contact IT.

## 2019 MAMMOGRAPHY QMP FACILITY REPORT SUMMARY



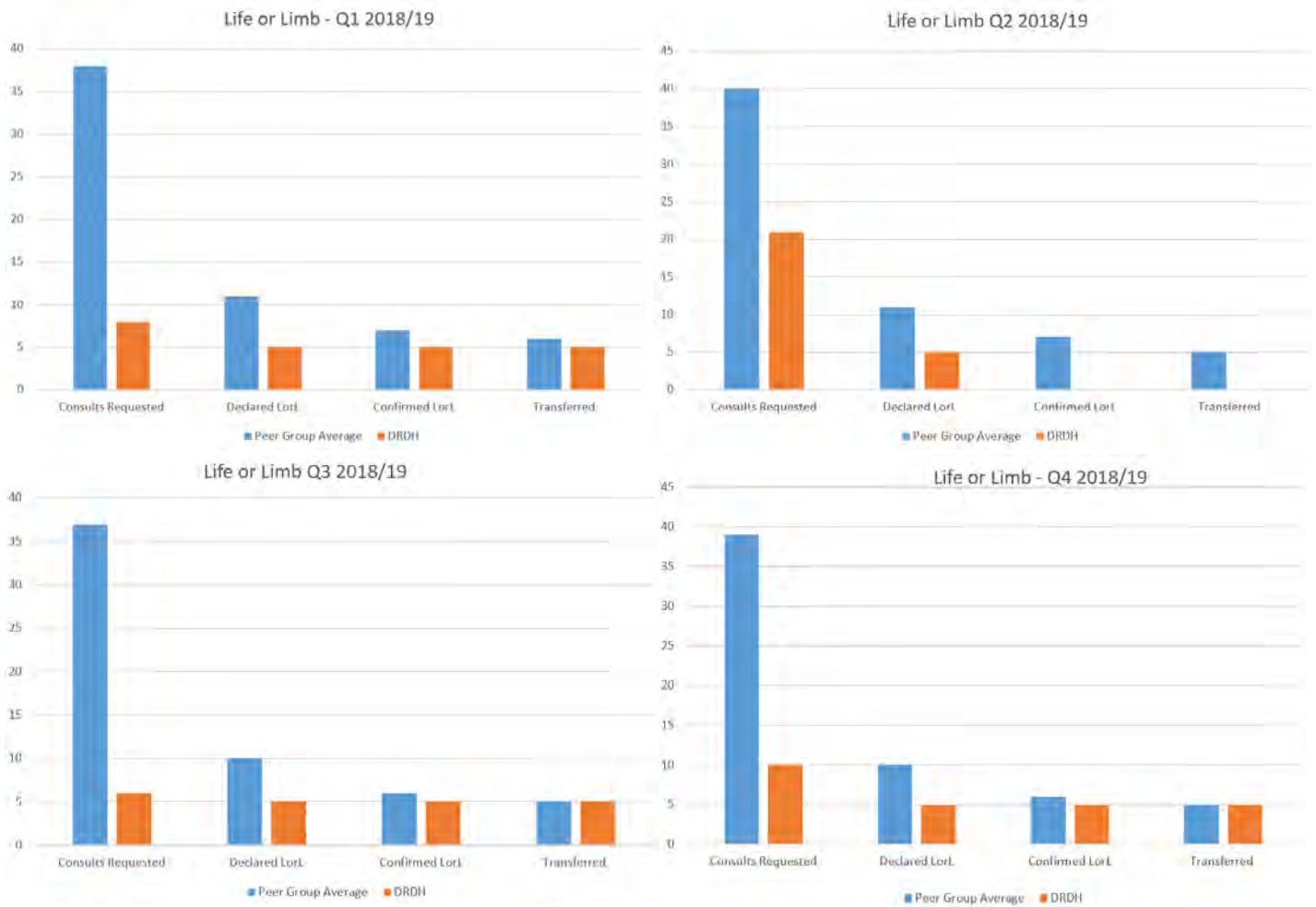
The Champlain Region has exceeded the targets in abnormal cell rate: rescreens, positive predictive value: rescreens, invasive cancer detection rate: rescreens, tumor size and negative nodes. Wait times in the Champlain Region fell short of the target.

Our facility's data has been suppressed due to <1000 rescreens, however our specific site for wait times (to first assessment and diagnosis without tissue biopsy) are noted and we scored VERY well in the QMP report time frame of 2017-18 and 2016-17.

Wait times with tissue biopsy fell short of the target in 2017-18 but was 100% for 2016-17.

DRDH has received a thumbs up for participating in the OBSP program, as well as for being CAR accredited with a digital unit.

LIFE OR LIMB DATA FOR 2018-2019



Physicians can deem patients as “life or limb” depending on the severity of their condition. Patients who have been deemed as “life or limb” are expedited for transfer to appropriate services elsewhere.

*What do these numbers mean?*

**Consults Requested**

The number of Life or Limb consults received by Criticall.

**Number Declared Life or Limb**

The number of consults received for cases that are classified as Life or Limb at the onset of request for consult.

**Number Confirmed Life or Limb**

The number of consults confirmed as Life or Limb at the by the consultant.

**Number Transferred within 4 hours of Consult**

The number of cases transferred to receiving organization within 4 hours of consult.

**Blue bars show the data for our peer group average, orange bars show data for DRDH.**

# Looking for a copy of your immunization record ?



VISIT OUR WEBSITE

## WWW.RCDHU.COM

- 1 **CLICK ON "HEALTHY LIVING"**
- 2 **CLICK ON "IMMUNIZATION"**
- 3 **CLICK ON "IMMUNIZATION CONNECT ONTARIO ICON TOOL"**



Renfrew County and District Health Unit  
*"Optimal Health for All in Renfrew County and District"*



You can update, view and/or print your immunization record through ICON.

If you need assistance, call  
613-735-8653 ext. 666



CATCH THE ACE IS BACK



**ESTIMATED  
WINNINGS FOR  
WEEK 18 =  
\$75,000**



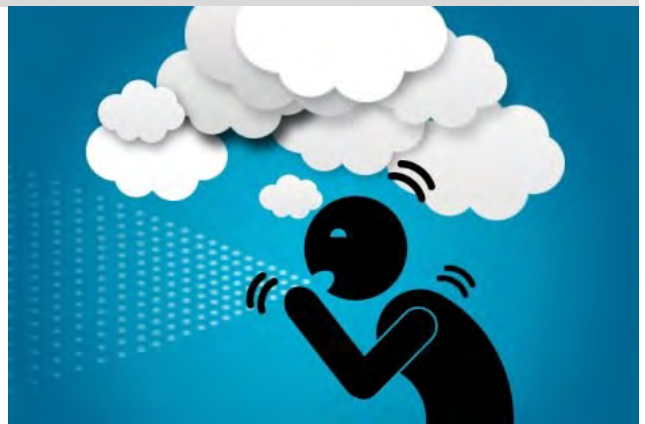
The DRDH Foundation’s progressive lottery is back in full swing, in order to raise even more funds for the *Focused on You* Diagnostic Imaging Campaign.

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

WANT TO WIN A TIM CARD?

From this month’s education on infectious and communicable disease, what is the missing type of person-to-person transmission?

- **ACTUAL CONTACT**
- **FOMITES**
- **SHORT DISTANCE**
- **???-?????**



Email Amy at [amy.joyce@drdh.org](mailto:amy.joyce@drdh.org) with the correct answer before August 20th for your chance to win a Tim Card this month.

*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](mailto: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.