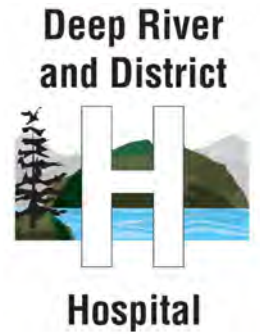


THE ZINGER



Deep River and District Hospital Newsletter

March 2018



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Strategic Refresh—Coming this Spring!

Dear Colleagues,

I am writing to announce that the North Renfrew Health Campus (NRHC) which includes: Deep River & District Hospital, North Renfrew Family Health Team, Four Seasons Lodge, and the Deep River Physiotherapy Center is initiating a planning process to develop a new 3-5 year Strategic Plan. The aim of the strategic planning process is to identify future directions and initiatives to strengthen and enhance NRHC's ability to deliver services to its patients and community. The Strategic Plan, once developed, will guide how NRHC plans for and allocates resources to meet the current and future health care needs of the community.

As part of this process we will be inviting input from all staff through an online survey that will be administered by our external consultant Strategisense. Please note that feedback and input from all staff will be kept confidential and Strategisense will only report back in aggregate themes to NRHC's leadership and Board.

Our strategic planning process will examine the current context in which NRHC provides programs and services; establish an understanding of organizational strengths and areas requiring improvement; and, identify service gaps as well as future opportunities for the hospital. The process will explore a number of themes, such as:

- The challenges facing the campus partners within the existing health care system.
- The programs and services that the campus partners excel at and those that could be improved.
- Areas in which NRHC should focus its energies over the next few years.
- Opportunities for NRHC to enhance services by working with other providers (other hospitals, the community sector, primary care or social services) to improve accessibility of services.
- Community expectations of the campus.
- Opportunities for innovation and improvement (delivery models, technology, and collaboration).

I would very much value your insights and participation in this process and we will be in touch soon with details about how to access the survey.

Sincerely yours,

Richard Bedard
President & CEO



ST. PATRICK'S DAY



Roddy McCann, 2017 inductee into the Ottawa Valley Country Music Hall of Fame, played for Residents of the Four Seasons Lodge at an early St. Patrick's Day celebration this year.

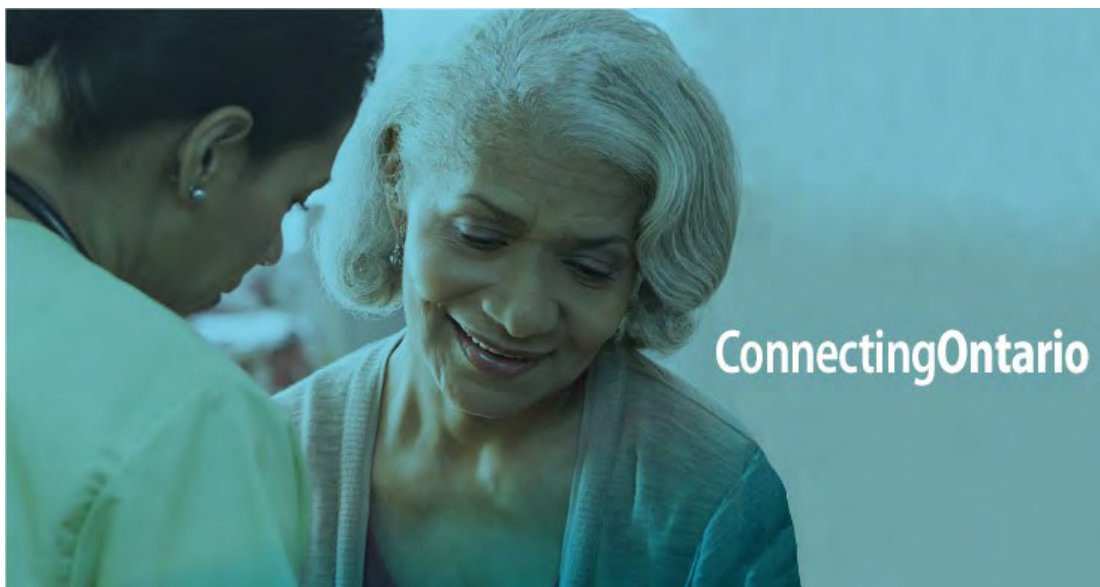
Roddy McCann is pictured here, to the right, and the always festive Leanne Robison, is pictured here, to the left.



DRDH IS NOW LIVE WITH CONNECTINGONTARIO CLINICAL DATA REPOSITORY AND PROVINCIAL CLIENT REGISTRY CONTRIBUTION

As of Friday March 9, 2018, Deep River and District Hospital began contributing to the ConnectingOntario Clinical Data Repository.

In a letter from eHealth Ontario, thanks were expressed to Deep River and District Hospital, The NER Program Delivery Partner, the Champlain and NE Service Delivery Partners, NEODIN, Dapasoft, Anzer and eHealth Ontario teams for their dedication, collaboration, and hard work towards the success of this project. eHealth Ontario congratulated everyone for completing this project, as we work to expand province-wide access to digital health service and improving quality health care for Ontarians.



Just in the nick of time...

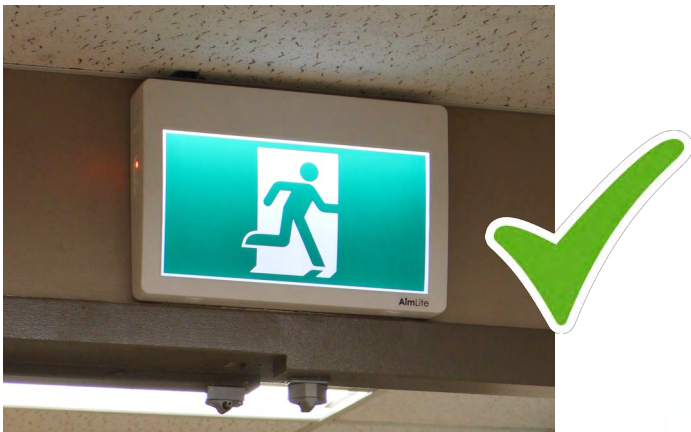
On March 15, a number of trees were removed in order to ensure a clear landing area for the helicopter pad. These trees were removed upon direction from our insurance provider and in partnership with the Town of Deep River. As the Public Works staff were working away, they had to stop to allow a helicopter to land and pick up a patient. The uncanny timing of the tree removal and (unplanned) helicopter landing can be seen below:



Hospital Energy Efficiency Program—Project Updates

Emergency Exit Signage Upgrade

This upgrade helps us be more energy efficient, meet code, as well as more accessible for those who do not read English.



Emergency Lighting Upgrade

The majority of our emergency lighting has now been upgraded to LED lighting.



Building Automation System Upgrade

Changes to the Building Automation System allow for on-site adjustments to temperatures in specific areas and move the organization to a more advanced system.

FINANCIAL POSITION

Financial position based on agreement with the LHIN, as of January 31, 2018

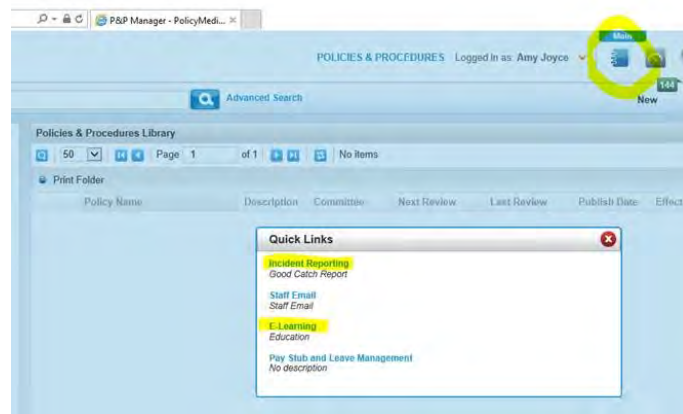
Surplus of \$2,890

NEW LEARNING MANAGEMENT AND INCIDENT REPORTING SYSTEM

We are excited to announce that we have a new incident reporting and learning management system. The new system by Surge Learning will replace our old systems (RIMS and MedWorx). We are making the switch to Surge very soon – April 2! Most of our education courses will be offered through Surge moving forward.

ALL-STAFF ARE REQUIRED TO WATCH THE FIRST TIME USER GUIDE VIDEO

Surge can be accessed through PolicyMedical, or by going to surgelearning.ca. After you are logged in to PolicyMedical, hover over the “Main” icon (circled below) and click on “Quick Links”. The screen below will appear and you can click on “Incident Reporting” or “E-Learning” to be directed to Surge, where you can login as per the instructions below.



Username: drdh.firstname.lastname

Password: your DRDH email password

HOW TO ACCESS THE FIRST TIME USER GUIDE VIDEO:

Click on the “My Courses” icon on your home page. There you should see the assigned education (video). Click on the link and watch the video. The system tracks completion of assigned education.

Click [HERE](#) for Karen’s step-by-step guide on how to submit an incident report.

Incident reporting is required for Good Catches, to report incidents and also critical events. Incident reporting includes events that involve patients and visitors (e.g. fall, dangerous situation noted, wrong medication administered, patient hit their head etc.). Once you enter an incident report, your supervisor will receive an email alert. For more details regarding Incident reporting, please see the Critical Events, Adverse Events and Good Catches Policy located on PolicyMedical.



EMERGENCY PREPAREDNESS CORNER

Code Green – Are we being overrun by leprechauns?

The aim of a Code Green is to maximize the protection of patients, residents, visitors and staff from injury. A Code Green occurs in any event that makes the North Renfrew Health Campus unsafe to occupy. There are three different evacuation levels, **Level One** – Horizontal Evacuation, **Level Two** – Code Green Evacuation and **Level Three** – Code Green Stat. The level used and the urgency will depend on the nature of the event, the external environmental conditions and the resources available at the time. So in essence, a Code Green would not be called due to the invasion of leprechauns.

*Did you know?*

- If you discover any situation you believe to be cause for any type of evacuation, you should immediately report to any supervisor.
- The Outdoor Emergency Assembly Area is used in **Level Three**- Code Green Stat situations and is located in the Front Parking lot.
- Residents from the Four Seasons Lodge will be relocated to the North Renfrew Long Term Care Centre in the event the building is deemed unsafe to occupy.
- Finally, did you know that in during a **Level One** Horizontal Evacuation, Code Green is paged over-head and that the alarm will ring 60/minute to signal a **Level Three** – Code Green Stat.

PLANS

The following plans are now available on PolicyMedical:

2018-2021
Patient Safety
Plan

2018-2021
Accessibility
Plan

2018-2019
Quality Improvement
Plan

2018-2021
Human Resources
Plan



Policy Updates:

The following new and/or updated policies are now available on PolicyMedical:

Harassment and Aggressive Behaviour

Recruitment & Selection Policy

Criminal Record Check

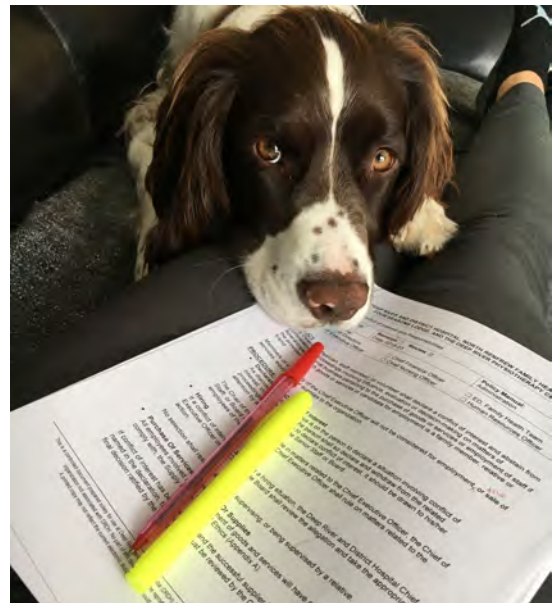
Vulnerable Sector Check Disclosure

Mobile Devices Acquisition and Usage Policy

When you're done reading these policies can we please, please, please go to the park!?

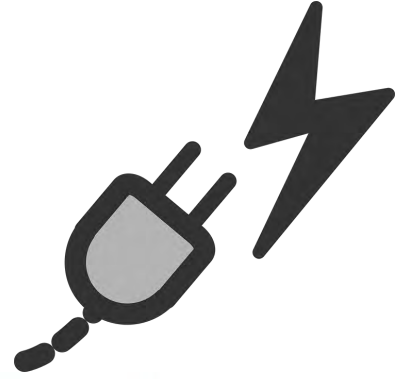
Expense and Reimbursement Policy

Expense and Reimbursement Form



NEW EMERGENCY GENERATOR INSTALLED

On March 5, 2018, the new emergency generator was lifted up and **OVER** the building and installed on the new concrete pad. The generator was purchased with funding from the Health Infrastructure Renewal Fund (HIRF). When the new generator is finished being installed and hooked-up, the majority of the building will have emergency power in the event of an outage.



NEW H-SAA TEMPLATE

The *Local Health System Integration Act* (LHSIA) requires LHINs to sign accountability agreements (SAAs) with the health service providers funded by the LHINs. The H-SAA template forms the basis of all accountability agreements for funding for hospitals services in Ontario. All LHINs use the H-SAA template and add specific performance targets and local terms and conditions in appropriate Schedules, which reflect the specific services that are provided within each LHIN.

The OHA and LHINs recently concluded negotiations regarding a new H-SAA template. As such, the new 2018-2020 H-SAA is being rolled out for the 2018-2019 funding year. As a result, DRDH is working diligently to ensure compliance with the requirements.



VISIT FROM THE MINISTRY OF LABOUR

On March 14 and 15 the Ministry of Labour was on site as part of a healthcare enforcement initiative with a focus on Workplace Violence prevention. The inspectors acknowledged the work that has already been developed and partially implemented that addresses elements of the workplace violence provisions, but in order to be compliant we received 4 orders. The orders focus on:

- Assessment of the risks of workplace violence that may arise from the nature of the workplace, the type of work, or the conditions of work
- Code White Policy review
- Information and instruction to workers in regards to Code White
- Measures and procedures in existence for the health & safety of workers (i.e. personal alarms) put in writing

We will be working over the next couple months to complete these orders.

Thank you to everyone that participated in the visit and to all workers that contribute to making DRDH a safe place to work.



WHAT IS THE JOINT HEALTH AND SAFETY COMMITTEE (JHSC) ALL ABOUT?

The Committee shall consist of representation from management and the workers. The Committee's primary role is to identify workplace hazards and to make recommendations to the employer to improve worker health and safety. The committee plays an integral role in supporting the Internal Responsibility System, and promoting health and safety in the workplace through involvement in investigations for work refusal, critical incidents and injuries, workplace inspections and safety initiatives.

The JHSC and/or designated members will additionally:

- make recommendations on monitoring, maintaining and improving health and safety practices in the workplace
- Review accident and occupational illness statistics and other related information, and provide recommendations to preventing future occurrences
- review and participate in investigations related of all workplace accidents, including fatal and critical injury workplace accidents
- review and support education and orientation of employees on safe practices and hazards of the workplace
- assess and evaluate programs as required under the regulation
- obtain information and be present during workplace testing as outlined in OHSA 9(18)e-f. 9(19) fulfill other responsibilities and powers as outlined in the Occupational Health and Safety Act

If you have any Health and Safety concerns or questions please do not hesitate to contact one of the members of the JHSC:



Co-Chairs

Tracy Govereau, Ext. 7710
(Certified)
(OPSEU Support)
Housekeeping Department

William Proulx, Ext. 7700
(Certified)
(Management)
Food Services

Management Members

Janna Hotson, Ext. 7102
(Certified)
Administration

Sandra Griffiths, Ext. 7201
(Certified)
NRFHT

Michelle Robertson, Ext. 7130
(Certified)
Human Resources

Worker Members

Guy Frappier, Ext. 7403
(Certified)
(ONA)
Medical Department

Mallory Everick, Ext. 7602
(Non-certified)
(OPSEU-PARA)
Imaging

Stacey McDonald, Ext. 7114
(Non-certified)
(Non-Union)
Administration

Nutrition Month – March

March WAS nutrition Month!

This month's theme, "Unlock the Potential of Food" focused on 5 main are-as:

1. **The potential to fuel**
2. **The potential to prevent**
3. **The potential to heal**
4. **The potential to discover**
5. **The potential to bring us together.**

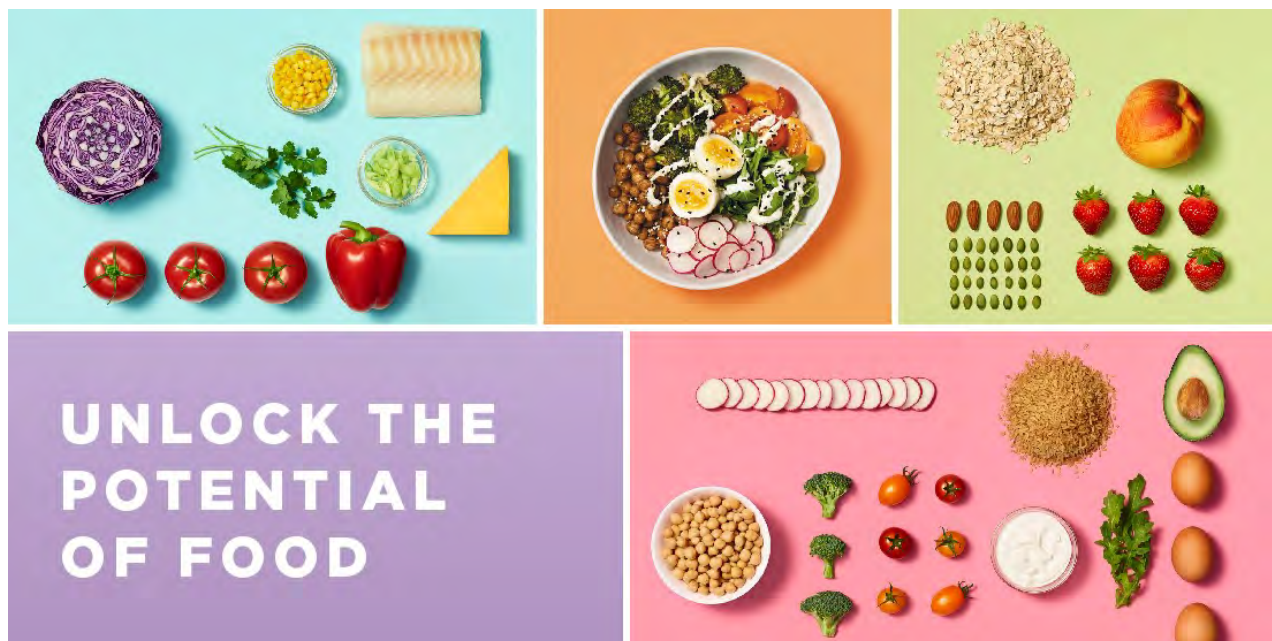
That's a lot for one theme! Want the Cole's notes version? In general, Dietitians were promoting proper fueling: snacking IF needed, on healthy whole foods (preferably veggies and protein). Some tricks included checking IF you were hungry (vs bored), and to be organized by packing healthier choices (instead of relying on take-out or quick processed choices).

Next, looking at the potential to have food choices help prevent disease and heal illnesses. We know that a diet high in added sugars, added salt, unhealthy fats, red meat or high in processed foods in general increases our risk of chronic disease (obesity, diabetes, hypertension, high cholesterol, cancer etc.), and reducing these foods or replacing with lots of whole foods (fish, nuts/seeds, veggies and fruit) can help us heal...think Mediterranean Diet....(<https://intermountainhealthcare.org/ext/Dcmnt?ncid=527023066>)

Lastly, we know that cooking together (discover!) and eating together as a family helps our kids and grandkids learn valuable understanding and appreciation for healthy foods, as well as reduce behavioral issues, increase academic performance and reduce risk of drug/alcohol abuse.

If you have any questions related to food choices, meal planning, chronic disease management or prevention, stop by to see Erica or myself. We're always happy to chat!

- Jenna Walsh, RD, CDE ext. 7471



IT'S BACK...

CATCH the ACE



Progressive Raffle Lottery

JOIN US EVERY THURSDAY FOR YOUR CHANCE TO WIN!

At the Deep River Curling and Squash Club
Club Open At 6:00 pm - Weekly Draw Takes Place At 8:00 pm

The next round of Catch the Ace has started! Tickets are for sale at the Foundation office and at reception. Draws take place on Thursdays at 8:00 pm at the Deep River Curling and Squash Club—join us for some snacks and drinks!

Come and see Ashley for your tickets...remember, you can't win if you don't play!

PETAWAWA LEGION CONTINUES TO SUPPORT DRDH FOUNDATION



The Petawawa Legion made an \$8,000 donation to the DRDH Foundation on January 21 this year, as part of their Poppy Fundraising Campaign.

This generous donation will be put towards the purchase of new digital imaging equipment.

Pictured here, from left to right, presenting the donation is Service Officer Paul Paris, Foundation Executive Director Ashley Parady, and Branch 517 Public Relations Officer Helen Hahn.

BLACK BEARS GIVE BACK

This year's CNL Black Bears hockey tournament provided tremendous support to our community, once again. The Foundation was the grateful recipient of a \$15,955, which will be put towards the purchase of new digital imaging equipment. Pictured here, from left to right, is John Hoyle, Richard Bedard, Ashley Parady, Jessica Brum, and Danny Venne. Dean Johnson, another one of the tournament organizers, is missing from the photo.



Bon App -tempt

Curious to try a new recipe? Jenna Walsh has shared this Veggie Burger recipe for Nutrition Month.

This super easy (literally 10 minutes and it's on the table) and super cheap (can of lentils is \$0.99) recipe is DELICIOUS. 3/5 in my house loved it! *Note: I added about 1 clove minced garlic, 2 tsp chilli powder and 1 tsp tumeric. I used leftovers in salads and in a wrap.

- Jenna

VEGGIE BURGERS

RECIPE PROVIDED BY: Diabetes Canada

RECIPE SOURCE: Cookspiration.com

INGREDIENTS

1 can (19 oz/540 mL) brown lentils, drained and rinsed

2/3 cup (150 mL) dry bread crumbs

1/4 cup (60 mL) finely chopped onion

1/4 cup (60 mL) finely chopped celery

1/2 tsp (2 mL) salt

1/2 tsp (2 mL) freshly ground black pepper

1 tsp (5 mL) Worcestershire sauce

1 tbsp (15 mL) vegetable oil

1/2 cup (125 mL) shredded Cheddar or Swiss cheese (jalapeno cheese is great too)

STEPS:

STEP 1

In a large bowl, mash lentils. Stir in bread crumbs, onion, celery, salt, pepper, 1/3 cup (75 mL) water and Worcestershire sauce until well blended.

Form into five 3/4-inch (2 cm) thick patties.

STEP 2

In a skillet, heat oil over medium heat. Cook burgers for about 5 minutes per side or until browned on both sides. Top each with cheese.



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.