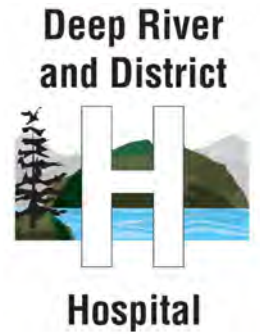


THE ZINGER



Deep River and District Hospital Newsletter

July 2018



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COMMENTS FROM 2017-2018 PATIENT EXPERIENCE SURVEYS

Below are some of the comments we received from patients who completed the patient experience surveys over the last year:

"I was amazed at the level of care & attention to my condition that I received."

"This was my first overnight stay in a hospital as an adult. The experience is not something one looks forward to, but it was necessary and overall very positive. We are fortunate to have such an excellent facility in Deep River."

"We are lucky to have a hospital like DRDH close to us. We have always received excellent care there. Thank you to all the staff for their hard work."

"For as small of a hospital as DRDH is, I have never had such good care as I did from the staff & doctors. Also, it was so clean. Best experience in a hospital ever."

"I have been in many hospitals and I have enjoyed my stay at DRDH. Everyone was very nice. Staying in Deep River was a treat..."

"Nurses are amazing people."

"We are lucky to have a hospital in our area. The staff treated me very kindly and professionally."

"Very thankful for the care we have received from the hospital staff over many years. So glad you are there."

"I cannot say enough good things about the Hospital. The care given to me by the dedicated and compassionate nursing staff was impeccable. My room was comfortable and so very clean. I also need to comment on the food services staff. First of all, the food was excellent. I've only ever heard of horrible hospital food. Not at DRDH. The lovely people who delivered my meals did so with a friendly smile. My thanks to ALL of the staff at this excellent facility. If there is such a thing as a FIVE STAR hospital, DRDH wins."

"I was very well cared for & it's fantastic to have our local hospital with great staff & doctors close by!"

"I have been in several hospitals and the Deep River staff was by far the BEST, the food was amazing and I am a certified chef. The care I received was fabulous—I had several nurses and they were all great! It is a great little hospital."

"We have an excellent hospital facility and consider ourselves very lucky in having confidence in the level of care through the careful management of a great team of people."



Continued on page 12...

EMPLOYEE RECOGNITION BBQ SERIES — ALL SUMMER LONG!

ALL-STAFF APPRECIATION

BBQ S

JUNE 14th from 11:30 am - 1:00 pm

JULY 18th from 11:30 am - 1:00 pm

AUGUST 20th from 11:30 am - 1:00 pm

IN THE CAFETERIA

UPCOMING FOUNDATION EVENT

7TH ANNUAL

KITCHISSIPPI RUN

a FUNDRAISER FOR THE DEEP RIVER AND DISTRICT HOSPITAL FOUNDATION

2KM. 5KM. 10KM. HALF & FULL MARATHON.
AND BIKE EVENTS (21 AND 42 KM DISTANCES)

September 30, 2018 starting at the Chalk River Lions Club



register early:
EARLY BIRD PRICING ENDS AUGUST 31ST

for entry fees, times,
race kit pickup info,
and training programs, visit our



KITCHISSIPPIRUN.WORDPRESS.COM



KITCHISSIPPIRUN@HOTMAIL.COM



FACEBOOK.COM/GROUPS/KITCHISSIPPIRUN



Deep River & District Hospital
FOUNDATION

WANT TO WIN A TIM CARD?

During our recent Strategic Refresh process, can you recall how many patients and how many staff members completed surveys?

Hint: this information may or may not have been delivered at a recent staff forum.



Email amy.joyce@drdh.org with the correct numbers before August 10, and your name will be entered in a draw to win a Tim Card!

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:

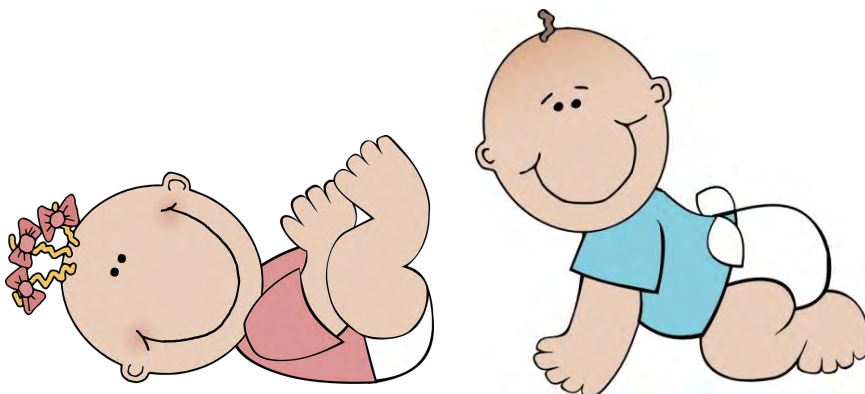
Lock your computer and mobile phone when not in use

- Always lock your computer and mobile phone when you're not using them. You work on important things, and we want to make sure they stay safe and secure.
- Locking these devices keeps both your personal information and the company's data and contacts safe from prying eyes.

NEW CHANGE TABLE INSTALLED

A new baby change table has been installed in the bathroom in the Emergency Department waiting area adjacent to Diagnostic Imaging.

Thanks to the Health & Safety Committee for identifying the safety risks associated with the old table.



DUE JULY 31, 2018

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Under the Long Term Care Homes Act, **all staff** of the organization are required to participate in annual education on a number of key topics. This education assists all of us in promoting quality, safe resident care and services.

The video: *“Resident Abuse and Neglect: A Presentation by Surge Learning”* has been assigned as Mandatory Education for all staff on SurgeLearning. This video covers a number of key topics including residents’ rights, abuse and neglect prevention, recognition and response, and whistleblower protection. DRDH’s Policy on *“Abuse and Neglect – Zero Tolerance and Mandatory Reporting”* has also been assigned for all employees to complete a review.

The education can be accessed via the SurgeLearning website under the tab: “My Courses”

Recognizing the importance of this topic, this will be the primary focus for mandatory staff education this summer.

ALL STAFF ARE REQUIRED TO HAVE THIS COMPLETED BY JULY 31ST.

If you need assistance, or have any questions during or after the course, please contact Janna Hotson at x 7102 or janna.hotson@drdh.org.

LEGISLATION: RESIDENTS’ RIGHTS

Every Resident has the right to be protected from abuse

Every Resident has the right not to be neglected by the Home or staff



ABUSE AND NEGLECT
YOU MAKE THE CHOICE
TO MAKE A DIFFERENCE



BEDSIDE CARE PROGRAM

Pictured here are Pte Devin Moore (left) and Capt Maria Colwill, RN (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 with the support and expertise of DRDH staff. We will continue to host different military med techs each week throughout the summer. This is the first time DRDH has participated in a Bedside Care Program and hopes to continue using a collaborative approach to skill development for DRDH and DND staff.



ALL-STAFF BBQ



Thank you to everyone who helped make the BBQ on July 18 a success. The final all-staff BBQ of the summer will be on Monday, August 20 starting at 11:30 am.

See you there!

HOW THE DEEP RIVER AND DISTRICT HOSPITAL BEAT THE HEAT



Pictured above are two new chillers, which are the backbone of the air conditioning system that is keeping patients, residents and staff cool at the Deep River and District Hospital and the Four Seasons Lodge.

The temperatures may be hot in Deep River this summer, but thanks to funding applied for and received under the Health Infrastructure Renewal Fund (HIRF), the Deep River and District Hospital is able to keep patients, residents and staff cool.

In 2017/18, the Hospital applied for additional grants to replace both the air conditioning unit as well as the back-up generator to keep operations up and running during outages. Funding was received for these projects to the amount of \$906,000.

William Willard, Chief Financial Officer and Vice-President of Operations for the Hospital, indicated that, “for the past two summers, the previous air conditioning unit at the facility had been failing, resulting in high temperatures in the Hospital and in the Long Term Care Home. These high temperatures were seen as a risk by our staff as we could not provide a cool space for patients and residents. High temperatures also made for draining work conditions for staff and put some Hospital assets at risk. Being able to replace this unit with additional government funding allowed the organization to provide a better atmosphere for patients, residents, and staff, as well as continue operations and programs as planned”.

The Hospital was able to replace both units during the winter months, giving much needed peace of mind coming into the hottest season of the year, and a time where power outages are a common occurrence. Richard Bedard, Chief Executive Officer, stated that, “we applied for additional funding through the HIRF program with the Ministry of Health. This program provides funding for capital projects that are considered to be high need for the Hospital. We worked closely with the Champlain Local Health Integration Network to advocate for the DRDH and show how crucial these two projects are to the people of Deep River and surrounding communities. Receiving the funds to complete these projects was a great success for our organization”.

In 2017/18, the HIRF program provided \$175 million dollars to Hospitals across Ontario. HIRF was established in 1999 to assist hospitals in updating infrastructure within their facilities. The amount received in 2017/18 marks the highest infrastructure funding the Deep River and District Hospital has received since the inception of the program.

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Keep Calm and Work On

We all experience anxiety from time to time. It's a normal physiological reaction to stressful situations. In the workplace, anxiety can affect our productivity, performance and relationships with clients and colleagues. It's important that we develop strategies to stay calm and work on. Try the following:

Take breaks. A few minutes spent walking around the block or quietly drinking a cup of tea can help clear your head and calm your body.

Set boundaries. Try not to bring work home with you or check your work email or voice mail after hours.

Set realistic expectations. Being upfront about deadlines and working at a manageable pace can save you hours of anxiety.

Know your triggers. Pay attention to situations that cause you anxiety. Whether it's speaking in meetings, noisy surroundings or last minute requests, when you know what is likely to make you uneasy, you can better anticipate your reactions and find effective coping strategies.

Take care of yourself. Your body is better able to cope with stressful situations when you are eating healthy foods, exercising regularly, getting enough sleep and engaging in social activities outside of work. During stressful periods, it's also wise to limit caffeine, sugar and alcohol intake.

Share your anxieties. Talk to trusted friends, family members and colleagues. People who care about you can provide perspective, support, and sound advice.

Ignore negativity and gossip. Gossiping and venting with coworkers may provide temporary relief but over time increases everyone's stress and anxiety and creates a toxic environment.

Breathe. When we start to feel anxious, we tend to breathe shallowly. This makes our anxiety worse. Try to take a few moments to breathe deeply and slowly.

Lastly, if anxiety becomes part of your everyday life, seek professional help. Contact your family doctor or assistance program for resources and support.

Article from our Employee and Family Assistance Program:

<https://www.workhealthlife.com/Article/Read/keep-calm-and-work-on>

STRATEGIC PLANNING—COMMUNITY MEETING



On June 18, 2018 the Hospital invited many of our community partners together to share an update on our Strategic Planning process. In attendance were representatives from the Town of Deep River, Garrison Petawawa, the DRDH Foundation, Renfrew County Paramedics, North Renfrew Long-Term Care and more.



EMPTY SEATS AVAILABLE ON THE PATIENT AND FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council serves in an advisory capacity providing feedback and input related to the experience of patients and their families at the North Renfrew Health Campus (which includes the Deep River and District Hospital, the Four Seasons Lodge, the Family Health Team and the Physiotherapy Centre). Members of the Council are encouraged to share ideas on how to improve the patient experience, advise on strategies to enhance partnerships with patients, family members and caregivers, as well as provide input into the annual Quality Improvement Plan. The volunteer members of the Council meet an average of four times a year.

Over the 2017-2018 year, the Council accomplished a number of goals that they established for themselves. For example, the Council provided recommendations regarding visiting hours, as well as patient rights and responsibilities. The Council also provided input into the development of the 2018-2019 Quality Improvement Plan as well as the changes that took place in the Emergency Department waiting area to accommodate upgrades in the triage workflow process. Patient advisors provided input on the patient experience in terms of wayfinding and communication in the Emergency Department. One patient advisor also sat on the Accessibility Committee and helped provide input into the development of the 3-year Accessibility Plan for the organization.

The Council has already set a number of goals to work on during the 2018-2019 fiscal year. When they begin meeting again in the fall, the Council will be providing input into the 2019-2020 Quality Improvement Plan, the patient care environment, as well as patient education and safety. Council members also plan to further integrate into existing committees in the Hospital.

The Patient and Family Advisory Council is looking to grow their membership this fall to further integrate and share the patient voice throughout the organization. If you are interested in keeping the patient experience central to all who help make every patients experience exceptional, we would love to hear from you. To serve as a volunteer Member of the Patient and Family Advisory Council, please submit your expression of interest to Amy Joyce by email at amy.joyce@drdh.org or by phone at 613-584-3333 x 7100.

EMERGENCY PREPAREDNESS CORNER

Over the course of the last year, the Emergency Preparedness Committee has successfully updated the Emergency Operations Center Policy, the Incident Management System Policy, the Code Red – Fire Safety Plan as well as Code White – Violent Situation. This year the committee plans to review and update Code Green, Code Yellow and Code Grey.

Throughout the policies you will see terms such as Incident Commander, Operations Chief or Safety Officer. These titles are used to ensure that during any type of emergency situation, whether the incident occurs in the organization or outside in the community, all emergency responders are speaking the same language. Within our organization there is an Incident Management Team structure in place which includes backup for each team member:

Incident Commander – Chief Executive Officer

Back up – Admin on Call

- Initiates the IMS, is in overall charge of the response and coordinates all response activities in support of emergency operations.

**Operations Chief – Chief Nursing Officer**

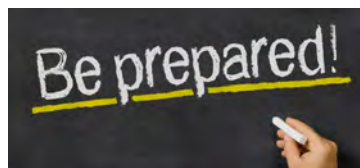
Back up – Manager of Clinical Services

- Organizes and directs aspects relating to the Operations of the DRDH. Carries out directives and incident objectives set out by Incident Commander. Coordinates and supervises the activity of the following subsections:
 - ◇ Medical Care (Holding area, Emergency Treatment Area, Decontamination, Inpatients and Residents)
 - ◇ Clinical Support (Lab, Medical Imaging, Pharmacy, Infection Prevention and Control)

Logistics Chief – Chief Finance Officer

Back up – Family Health Team ED

- Organizes and directs operations associated with the maintenance of the physical environment and there is adequate food, shelter and supplies to support the medical objectives.

**Safety Officer – Human Resource Officer**

Back up – Manager of Clinical Services

- Responsible for the safety of assigned staff for the duration of the emergency. Maintains authority to temporarily suspend any plan, procedure or strategy considered to be unsafe.

Information and Liaison Officer – Chief Executive Officer

Back up – Admin on Call

- Reports directly to Incident Commander and serves as the point of contact for assisting and coordinating activities between the IMT and various agencies and groups e.g. Ministry of Health, LHIN, Public Health and First Responder services such as Police, Fire or Ambulance.

Finance Chief – Chief Finance Officer

Back up – Business Analyst

- Tracks incident costs and monitors the utilization of financial assets. Oversees the acquisition of supplies and services necessary to carry out the hospital's medical mission. Supervises the documentation of expenditures relevant to the emergency incident.

**Planning Chief – Family Health Team ED**

Back up – Chief Nursing Officer

- Organizes and directs all aspects of the planning section and all incident-related data gathering analysis regarding incident operations and assigned resources. Conducts planning meetings and prepares Incident Action Plan (IAP) for each operational period. Responsible for both short and long-term planning. This information is required to understand the current situation, predict a probable course of incident events and prepare alternative strategies for mitigating incident effects.

Administrative Support – Executive Assistant

Back up – Administrative Assistant

- Supports the Incident Commander and other IMT in whatever way is required. Chief responsibility is recording information.

COMMENTS FROM 2017-2018 PATIENT EXPERIENCE SURVEYS

“Love that DRDH is a teaching hospital. All the students we interacted with were great!”

*“Your emergency room is amazing. The staff are great. It's an all around great experience.
Keep up the good work.”*

“I have been to the Hospital several times with often quite serious symptoms. I have always received prompt, courteous, caring & excellent medical care.”

“During my visit, I was impressed by the politeness, professional attitude and excellent technical skills of the staff. I would like to express my big thanks to the DRDH staff. Great job!”

“Very friendly, short wait times, we are extremely lucky to have the DRDH!”

“A well-respected, well used ED, often by ‘out of towners’ (i.e. good reputation) in a large rural area. First class in my opinion. Recent change to “triage first” before registration - a good move. Lab responses always quick and again, first class.”

“Simply the best care I've ever experienced.”

“My visit included going to the lab...Both at that time and on subsequent visits, the staff were extremely helpful & polite.”

“The Deep River and District Hospital has been my go-to for years. The doctors, nurses and staff adhere to the very highest degree of professionalism, courtesy and compassion”

“My wife died in the hospital in palliative care. One could not ask for a more compassionate and caring staff. My family and I can never thank everyone enough for the love, care and friendship we were given. Thanks to all staff and volunteers.”

“Deep River Emerg is the best I've ever been to!”

“I would like to provide a thank you to the physician in the Emergency Department for her professionalism and perfect diagnosis, treatment and follow up. Her care was above and beyond anything I have experienced. Thank you.”

“They do an excellent job. When I need to, I use this emergency department always.”

“It was excellent. The staff were friendly and approachable. I would definitely recommend it to anyone and will continue to visit for any future medical needs.”

“We have an excellent hospital in Deep River with efficient and respectful doctors & nurses. I would recommend my family & friends to go to the Emergency Department whenever needed.”

“Having neighbours & friends working & volunteering in a small neighbourhood hospital makes patients feel comfortable and that they are truly being cared for. I have not experienced this confidence in big city hospitals.”

*“The professionalism of this facility is 100%.
Cleanliness—100%. Efficiency— 100%.
Staff—100%. Nurses—100%. Doctors—100%.
I highly recommend this hospital to family & friends.
Thank you.”*



FOUNDATION NEWS

The progressive jackpot grew to \$8599.50 after last week's draw.

Next week, the estimated **jackpot** will be somewhere in the vicinity of **\$9050** based on 300 tickets being sold.

The combined net proceeds to the DRDH Foundation from week 1 of the first lottery held back in early November last year to this present draw, has reached **\$20,000!** The support from our community has been just amazing. The lottery is getting more popular and there has been a general acknowledgment from ticket buyers that the proceeds are going to a wonderful cause.

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



TRACY WINS BIG!

Tracy Govereau, pictured to the right, was the lucky winner of the contest in the June Zinger. Tracy successfully identified the six types of abuse from our mandatory training video.



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.

Your Hospital... Together we are the future!

2017/18 Business and Community Organization Donors over \$500

- | | |
|------------------|--|
| Jan's Valumart | Petawawa Legion |
| CNL | CNL Blackbears Hockey Club |
| Petawawa Rotary | Scotia Bank Deep River |
| EGM Insurance | Northern Credit Union Deep River Delegates |
| Kitchissippi Run | Ontario Power Generation |
| Maven Catering | Mike Walsh Memorial Dart Tournament |



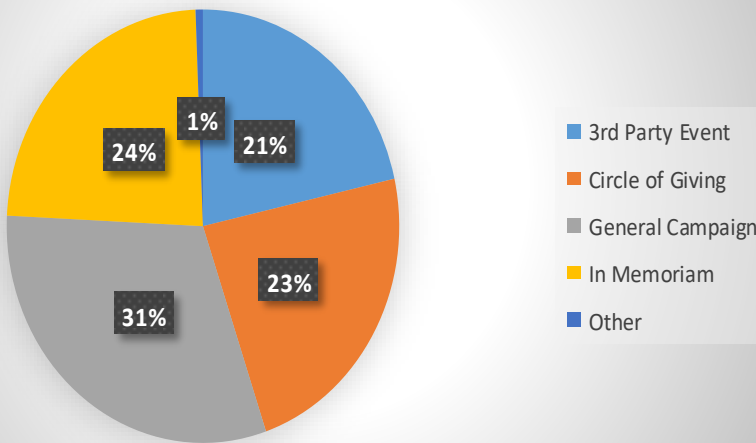
Total Donors

3,061

Average Gift
\$659

To date, there have been 3,061 donors to the DRDHF. We continue to grow this number annually. Thank you donors!

Total Amount by Campaign



"Thank you to all of our donors! You are making a difference in our community by helping equip the Hospital so that it is prepared to treat your loved ones in their time of need with the best technology available."

Ashley Pardy Executive Director DRDHF

We depend on our Circle of Giving donors for 23% of all our donations. We can do so much more because of you! Thank you monthly givers, you are the backbone of our organization.

Campaign	Count of Donors	Count of Gifts	Average Amount	Total Amount
3rd Party Event	113	139	287.5	39,962.21
Circle of Giving	98	1080	123.75	43,366.50
General Campaign	101	118	488.41	57,632.82
In Memoriam	163	220	281.84	43,932.47
Other	10	10	67.5	1,125
Total				186,019.00

Major Donations in Memory of those we lost this year...

Alexandra Leishman, Jean Beauprie, Alison Goodale, Ken Turcotte, Carolyn Lori, Annette Miller, Dianne McCreedy, Dorothy Spinks, Mary Ulisko, Bill Shorey, Lawrence Howe, Sarah Baird, Jean Charron, Nancy Osborne, Clara Wymerszberg, Marriette Shurrock, Ruth McAnulty, Pauline Groulx, Wilson Law, Isobel Whittaker, Mike Walsh, Phil Brennan, Kevin Griffiths

May the gifts made in honor of your memory continue to help others in our communities



Communications and Awareness

We had our first ever mail out this year as well, with 9,000 flyers sent out to households and businesses in our catchment area. This initiative was aimed at spreading awareness about the Foundation and increasing our circle of giving program. As a direct result of this mail out, the Foundation received 4 new Circle of Giving Donors and increased public knowledge and awareness of our mission.

The Foundation also increased its presence in the community by handing out candy canes at the Santa Clause Parade, selling baked goods at the Deep River Players show "Anything Goes", volunteering at Summerfest and initiating a Christmas ornament fundraiser. To build on these efforts, the DRDHF will be participating in 2018-19 in DND family day in Petawawa, and will be looking to participate in other events high profile events in our catchment area.

The Foundation was also very successful this year in building partnerships with a number of stakeholders in our area. The Foundation now has a presence at the Upper Ottawa Valley Chamber of Commerce

Foundation Firsts

Daddy Daughter Ball– \$10,000
Catch the Ace– \$17,800 and growing

Donor Appreciation and Stewardship

The DRDHF held a Donor Appreciation event in September of 2017 to thank our current donors and show our gratitude for their contributions. The DRDHF intends to build on these initiatives in the upcoming year by saying thank you regularly through email and letters, and by establishing a donor wall at the Hospital to showcase the generosity of those in our community.

In Q4 and continuing onto Q1 of this year, the foundation has been changing its donor management software from GiftWorks to Donor Perfect. The new donor management software will allow the DRDHF to send thank you's and automatic receipts, easier reporting, streamline recording of donor information and processing, and tracking of our donations. This switch offers new opportunity for the Foundation and will be a huge asset in growing our donor database.

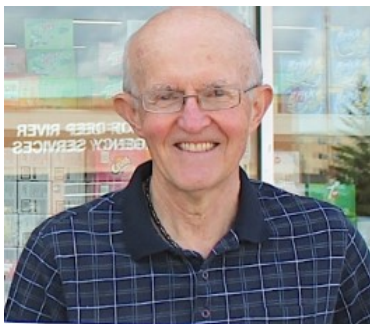
Thank you for your service past Board Members!

Your contribution has helped the foundation grow to where we are today. Your support and kindness has been a great service to our communities.

- Philip Cahoon
- Bob Drouin
- Colleen Payer
- Jennifer Olfert
- Paul Fehrenbach

Welcome new Board Members

- Cathy Fisher
- Tina Shorter
- John Walden
- Melissa Blimkie



A Message from the DRDHF Chair

"Thank you to all of those who have given to the Foundation this past year, whether it be through your time, money, or effort. We appreciate you! To continue to provide the best of care, close to home, close to your heart, we will be asking for your support. With your assistance, our excellent hospital that has a passion for putting patients first can continue to care for the growing needs of our community. Support the hospital you trust and rely on. Help ensure we have the equipment we need to care for those you love." *Leo Buckley, Board Chair*



Looking to the Future

The DRDHF is undertaking its first ever major campaign to raise 1.75million for new diagnostic imaging equipment. We will be building on our successes and embarking on the quiet phase of the campaign starting in June 2018. Stay tuned for more on the major campaign and how to support the Hospital.