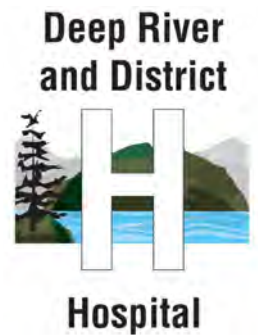


# THE ZINGER



Deep River and District Hospital Newsletter

September 2018



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FOUNDATION RECOGNIZES DONORS



The Deep River and District Hospital Foundation is in the process of building a “donor wall” inside the front entrance of the Hospital, which is pictured above along with Foundation Executive Director Ashley Parady and Foundation Board Member Wayne Inch. Leaves will be used to bring the tree to life and showcase the tremendous support that our donors provide to the organization. A huge thank you to Wayne for building the tree!

THE FIRST WEEK OF OCTOBER IS MENTAL ILLNESS AWARENESS WEEK

The first week of October is Mental Illness Awareness Week. To mark this important week of awareness, Morneau Shepell has created a new microsite: *Mental illness and relationships*, which is now live!

This microsite features resources that explore how to build and maintain healthy relationships, the benefits of support systems and relationships, how to create a support system, and the role of self-care.



[Click HERE to visit the microsite](#)



## AUXILIARY MAKES GENEROUS DONATION



On Friday, September 14, members of the Auxiliary donated \$960 to the Four Seasons Lodge. The money was raised from the silent auction that took place at the Auxiliary's Annual General Meeting earlier this year. Pictured here, from left to right, is Four Seasons Lodge recreation staff member Leanne Robison, Auxiliary members Joan Hallet and Jenny Ward, along with Four Seasons Lodge Director of Care Allison Lepack.

## EDUCATION OPPORTUNITY

Once again DRDH has **FREE** spaces available for staff to participate in the online Indigenous Cultural Safety Training program to support their ongoing professional development.

The training addresses the need for increased Indigenous cultural safety within the healthcare system by bringing to light service provider biases and the legacies of colonization that continue to affect service accessibility and health outcomes for Indigenous people. The course provides an opportunity for healthcare professionals to examine the ways in which their own culture, education and history have shaped their health practice, especially with regards to stereotypes that impact Indigenous experiences with the health system.

Learning is self-paced over an eight-week window and typically takes between ten and twelve hours to complete, though this could be longer or shorter depending on your style of learning.

If you are interested in participating, please send an email to Michelle in Human Resources ([michelle.robertson@drdh.org](mailto:michelle.robertson@drdh.org)). Spaces will be filled on a first come basis until the allotted seats for DRDH have been filled.



### *Community Laboratory Work*

In collaboration with our regional lab partner, we have negotiated an agreement for completion of community lab work. The new agreement, with Dynacare, provides for improved revenue and service delivery. We anticipate transition to occur on November 1, 2018.

### *Family Health Team Business Case*

We are continuing to work closely with the Ministry on the development of a Request for Proposal (RFP) for a business case for the Family Health Team building. We anticipate releasing the RFP with the next 60 days.

### *Finance Updates*

At July 31, the organization is at a deficit position of \$10,541, which is mainly due to a low patient count over the summer and a low income from sources outside of government funding.

It is unknown at this time whether or not any whether historical funding programs (Transformational, HIRF and HEEP) will continue into this fiscal year.

The budgeting process for 2019-2020 has already begun. There is a Fiscal Advisory Committee meeting scheduled for the morning of October 25 to discuss the budgeting process.

### *Physiotherapy*

The Physiotherapy Board held its annual meeting on September 5. The Physiotherapy Centre Board has been reconstituted having its membership made up of elected positions from the Hospital Board (Chair, Vice-Chair, Treasurer, Chair of Quality, and Chair of R&A).

### *Strategic Refresh*

The Board of Directors have now approved the final strategic planning documents as well as the updated corporate scorecard and operational plan. The Hospital will be working with the Foundation to develop a communication strategy.

## WANT TO WIN A TIM CARD?

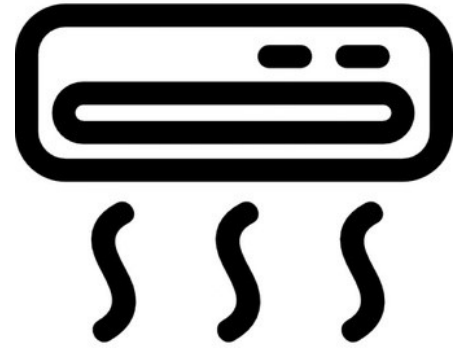


***Which employees are considered Custodians of Health Care Information have the legal responsibility to protect privacy?***

For your chance to win a Tim Card this month, email [amy.joyce@drdh.org](mailto:amy.joyce@drdh.org) with the correct answer to the question above (before October 25) and you will be entered into a draw!

## NOTICE: IT ROOM AC UNIT INSTALLATION

Please be advised that Custom Mechanical will be on site the week of October 2 to install a new air conditioning unit in the IT room. The IT server room air conditioner is required to cool the room for the new Hyper-Convergence Infrastructure.



## 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:

*Password-protect sensitive files and devices*

- Always password-protect sensitive files on your computer, USB flash drive, smartphone, laptop, etc.
- Losing a device can happen to anyone. But by protecting your device with strong passwords, you make it difficult for someone to break in and steal data.



DUE NOVEMBER 16, 2018

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

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

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

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

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

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

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

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

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

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

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

**WHMIS2015**

EXERCISE COLLABORATIVE SPIRIT

On Monday, September 24, Ashley Parady, Sandra Griffiths, Richard Bedard and Amy Joyce were invited to participate as representatives from the Hospital in Exercise Collaborative Spirit with our DND partners at Garrison Petawawa. This annual exercise is a chance for civilian participants to be immersed in military life and gain a better understanding of the lives of our Canadian soldiers. A huge thanks to Colonel Lapointe for including the Deep River Hospital in this amazing opportunity!



STAFFING UPDATES



**Chantal Ament**



We are pleased to welcome one new employees to the organization this month. Chantal is an RN, who will be working in our nursing departments. Please join us in welcoming this new hire!

STAFF FORUM

If you missed the staff forum on September 25, the presentation is now available on PolicyMedical (Announcements and Memos —> Staff Forum). Included in the presentation were the results of our 2017-2018 Patient Experience Survey Results. The survey results were extremely positive and something we should all be proud of—congratulations! DRDH has historically demonstrated consistently high levels of patient satisfaction, and continues to remain above both provincial and Champlain LHIN average in overall performance, as well as in several key indicators in the 2017-2018 results.

**2017-2018 Patient Experience Survey Results**

|           | Overall 'Would Recommend Average" | Emergency Care | Inpatient Services |
|-----------|-----------------------------------|----------------|--------------------|
| 2017-2018 | 89.7%                             | 89.5%          | 90.4%              |
| 2016-2017 | 82.4%                             | 82.8%          | 81.0%              |

|           | Overall 'Overall Rating' Average | Emergency Care | Inpatient Services |
|-----------|----------------------------------|----------------|--------------------|
| 2017-2018 | 75.0%                            | 73.4%          | 79.5%              |
| 2016-2017 | 69.4%                            | 68.4%          | 73.3%              |

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## BE MINDFUL – NOT MIND FULL: FIVE STEPS TO IMPROVE YOUR MENTAL HEALTH

“Where did the time go?” This is a common question nearly all of us have thought at some point. Time seems to fly in our busy lives, as we juggle demanding jobs, parenting responsibilities, social commitments and household chores. We can often be so busy that life seems to pass us by. We may fail to see when someone we care about needs our attention, or notice a glorious day or even acknowledge that we may not be living our lives to the fullest.

More people are feeling this way, which is why the practice of mindfulness is becoming increasingly popular. It is a way of pulling us back to the present and living in the moment.

Though it has its roots in Buddhist meditation, a secular practice of mindfulness has recently entered the mainstream, in part through the work of Dr. Kabat-Zinn and his Mindfulness-Based Stress Reduction (MBSR) program, which he introduced in 1979. Since that time, thousands of studies have documented the physical and mental health benefits of mindfulness in general – and MBSR in particular – inspiring countless programs to adapt the model for schools, prisons, hospitals, veteran centres, and beyond.

### FIVE STEPS TO MINDFULNESS

There are many ways to become more mindful and care about your life moment by moment. Five tips are:

1. **Take five minutes each day to stop “doing” and experience “being.”** Take a bath, quietly drink some tea, listen to music, meditate or pray. Try mindfulness meditation: sit in a comfortable chair. Empty your mind and focus on your breathing – the “in” breath, then the “out” breath. If your mind begins to wander, refocus on your breathing.
2. **Practice gratitude.** Think about things for which you are grateful. This brings your mind to the present moment and the things that are important in your life. Many people find it helpful to keep a gratitude journal in which they write down a certain number of things they are thankful for every day.
3. **Have compassion.** When we are feeling stressed and overwhelmed it is easy to think we are the only ones struggling. Having compassion for others makes it easier to think about the positive aspects of our lives.
4. **Accept yourself and others.** Stop striving for perfection and berating yourself because you are not perfect. Negative self-judgment damages your self-esteem and how you interact with others. It will also prevent you from taking action to improve your life.
5. **Do not take life’s challenges too personally.** When we are confronted with a job loss, the end of a relationship or any difficult situation, we tend to blame ourselves and get stuck in “if only” thinking. This can send us into a state of inaction and depression. Instead, bring things into the present moment by acknowledging your feelings and asking what you are going to do, right now, to move forward.

If you fill every moment of your life with doing things – working, talking, playing on the computer, running errands – you may never give yourself a chance to simply *be*. Simply sitting and smelling the coffee isn’t just pleasant, it is important for our happiness and mental health.

Article from our Employee and Family Assistance Provider:

<https://www.workhealthlife.com/Article/Read/be-mindful-not-mind-full-five-steps-to-improve-your-mental-health>

## PAID PARKING AT THE DEEP RIVER AND DISTRICT HOSPITAL: A YEAR IN REVIEW

It has almost been a full year since paid parking was introduced at the Deep River and District Hospital, with the goal of preserving our ability to provide exceptional care. Thank you for your ongoing cooperation with the “pay by plate” system. The funds generated from parking this past year have provided necessary financial support for the organization to maintain vital services for our communities.

With the system in place, individuals enter their license plate number to pay for parking when they arrive at one of two parking kiosks located inside the building. Once their license plate is registered and the fee is paid (*by coin or credit card*), the individual does not need to return to their car. Failing to pay for parking, or parking along the roads in violation of the Town of Deep River bylaw, may result in being ticketed or being towed at the owner’s expense. The rates for parking continue to be \$5 for 24 hours, \$30 for a 30-day pass, or \$300 for a 365-day pass.

While the Hospital receives tremendous financial support through the Deep River and District Hospital Foundation and Auxiliary for equipment, DRDH is facing difficult challenges in meeting its day-to-day operating costs. Many of these costs are beyond the Hospital’s control and continue to increase at a higher rate than government funding. Implementing paid parking has allowed the Hospital to focus the government funding received on direct patient care and programs inside of the Hospital, while using the proceeds from parking to pay for overheads in relation to the outside of the Hospital.

The implementation of paid parking, in November of 2017, was a contributing factor to the organization being able to end the 2017/2018 fiscal year in a balanced position. In the previous fiscal year, with voluntary paid parking in place, the organization received just over \$8,400. In 2017-2018, which only included five months of mandatory paid parking, the organization received over \$44,000.

Revenues from paid parking are an important factor as the development process for the 2019/2020 budget is underway. Budget development is taking place in a tough economic climate this year, where it is unknown if the three significant government funding programs from which the Hospital received funds last year will continue moving forward.

There will be a change coming to the Hospital parking lot in the next month. To assist the Auxiliary Gift Shop, two parking spots will be designated for Gift Shop patrons – allowing 20 minutes of free parking for people to shop within the store front. The hours of operation at the Gift Shop are generally 10:00 am – 4:00 pm, and 6:30 – 8:00 pm on Monday through Friday, depending on volunteer availability.



## EMERGENCY PREPAREDNESS CORNER

Three new fire blankets were purchased and installed throughout the organization for both patient and staff safety in response to a recent Code Red debrief.

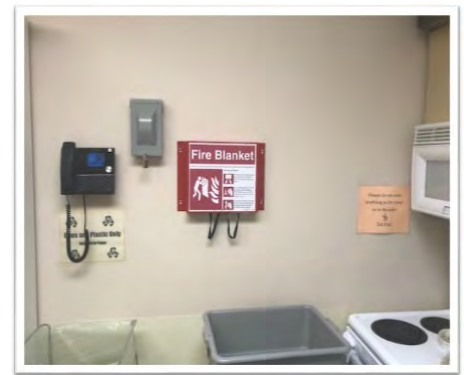
Fire blankets are non-flammable safety items that can protect people from fires and high temperatures. Due to the simplicity of use, a fire blanket may be easier to use for someone who is inexperienced with fire extinguishers. Fire blankets are made with fire-resistant material to smother a fire and block out one of the elements that keeps a fire going.

Fire blankets can be utilized to smother small fires, as well fire blankets are used to wrap around a person who is on fire, or to act as shield from fire or heat when exiting the building.

**To use the fire blankets, pull down the black handles at the bottom of the blanket box to release the blanket from the box. The blanket is now ready for use.**

The new Fire Blankets are located in the following areas:

- Medical Floor Kitchen
- Main Kitchen
- Four Seasons Lodge Kitchen



## AUGUST CODE RED: Lessons Learned



There was a great response from all, great job!

**Reminder:**

When the fire is in Zone B, as it was this time around, the alternative meeting area (FHT Waiting Room) is where staff should meet.

Be sure you are not gathering in the same fire zone as the fire!

## FINANCIAL POSITION

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

**(deficit of \$10,541)**

DRDH WELCOMES BScN STUDENTS



Pictured here are students Josee Duewel and Celene Stamper from the University of Ottawa with the Algonquin College Waterfront Campus. Josee and Celene are part of a group of fourth year BScN students who will be at DRDH as part of their Community Health Nursing Placement. Four students will be at DRDH almost every Thursday until the end of November. Josee and Celene will be working alongside our Clinical Leader, Guy Frappier, on patient oriented discharge planning and the other two students will be working alongside one of our Registered Dietitians, Erica Van Drunen.



POLICY UPDATES

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

*Immunization and Communicable Disease Surveillance for Employees (policy and protocols)*

*Records Retention*

*Privacy Breach Management*

*Records Retention— Destruction of Records*

FOUNDATION NEWS

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



REMINDER: KEEP OUR WORKPLACE SAFE & TIDY



For everyone's safety, please remember to tidy up after yourself in the stores room. Break down empty boxes and put them in the cardboard recycling area—do not leave them in a pile!

Let's all do our part to keep our workplace tidy and safe.

JEREMY WINS YET AGAIN!

Mary deRuitter was the lucky winner of the Tim Card this time! Answer the question on page 5 for your chance to win 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.