

North Renfrew  
Family Health Team

# THE ZINGER

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

May 2019



## Inside This Issue:

MANDATORY EDUCATION	2
HAND HYGIENE	3
STAFF HAPPENINGS	4
MENTAL HEALTH WEEK	5
AUXILIARY NEWS	6-7
POLICY UPDATES	8
ACCREDITATION COUNTDOWN	9
MEMOS	10
NEW PRINT DEVICES	11
LODGE AT HOME	12
NURSING WEEK AND PSW DAY	13-16
UPCOMING EVENTS	17
WIN A TIM CARD	18
MOTHER'S DAY IN THE FOUR SEASONS LODGE	19
FALLS AWARENESS WEEK	20
DOCTOR'S DAY	21
ADVANTAGE CONF.	22
DOOR ACCESS	23
ENTERING FEEDBACK	23
FOUNDATION NEWS	24

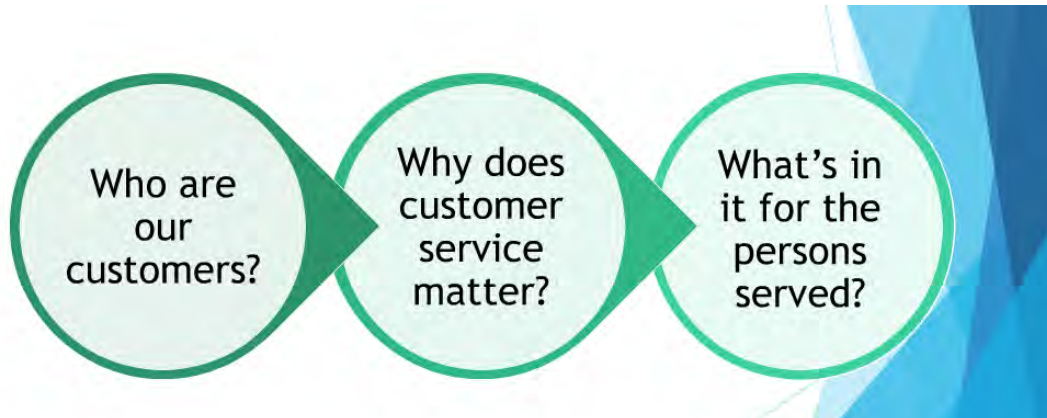
MANDATORY EDUCATION

MANDATORY EDUCATION—DUE MAY 31

For the month of May, education regarding Code Yellow, Customer Service, and management of feedback has been assigned to **all staff**.

These modules are now assigned on Surge Learning and are due to be completed by May 31, 2019.

If you have any questions regarding this education, please contact Tabitha Kearney.



## Who Are Your Customers?



Residents/Clients



Staff



The Community



Stakeholders

COSTCO POP-UP COMING JUNE 5



**Date:** Wednesday, June 5  
**Time:** 11:00 am—1:30 pm  
**Location:** Cafeteria



**Purchase of new Executive Membership receives a \$20 Costco card + a \$50 voucher for Costco.ca**  
**Purchase of new Regular Membership receives a \$10 Costco cash card + a \$25 voucher for Costco.ca**

*\*These offers are also available on any membership that has been expired over 18 months, and 15% of any sales will be donated to the Foundation!*

Please note: Costco ships to your door, no charge on orders over \$75, including non-perishable food items!

FAMILY HEALTH TEAM HOLDS PLANNING WORKSHOP



On Wednesday, May 22, the Family Health Team took part in a planning workshop with CSV Architects as the next step in the business case submission for a new primary care building . The Family Health Team discussed “day in the life” scenarios to determine how staff, patients, and partners would need to move through the clinic. We will continue to work with the Ministry with hopes of making this new building a reality!

HAND HYGIENE

The updated hand hygiene program is officially launching! Education will follow shortly, and in the mean time—you may notice some hand hygiene champions around the organization reminding us all to wash up!

Deep River and District Hospital, Four Seasons Lodge,  
North Renfrew Family Health Team and Deep River Physiotherapy Center

Hand Hygiene Report – April 2019

	Goal	April	March	February	January
Clinical Nutrition	>92%	0%			100%
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%	33%	0%		
Medical Unit (RNs, RPNs, MDs)	>92%	42%	71%	63%	58%
Pharmacy	>92%	100%			
Physiotherapy	>92%	100%	0%	100%	
Support Services (Hsk, Food Service)	>92%	67%	50%	50%	0%

S  
T  
A  
F  
F  
  
H  
A  
P  
P  
E  
N  
I  
N  
G  
S

STAFFING UPDATES



Jessica Cox



Erin Campbell



Debora Stewart

We are pleased to welcome seven new members to the organization this month. **Jessica and Erin** are Medical Radiation Technologists (MRTs) who will be working in Diagnostic Imaging, and Debora is a Food Service Worker.



Valerie Bergevin



Lindsay Couture



Mistura (Tola) Ewumi



Rebecca Langille

*welcome*

**Valerie, Lindsay, Tola, and Rebecca** are all Registered Practical Nurses (RPNs). Please join us in welcoming our newest staff members!

EMERGING LEADER

Remember when Will was recognized with the CPA's "Emerging Leader" award a few months back? Well a display was created in Union Station to recognize all of the recipients, and we finally found it (...and made Will pose in front of it to embarrass him)!

We are all proud of you Will, congratulations!

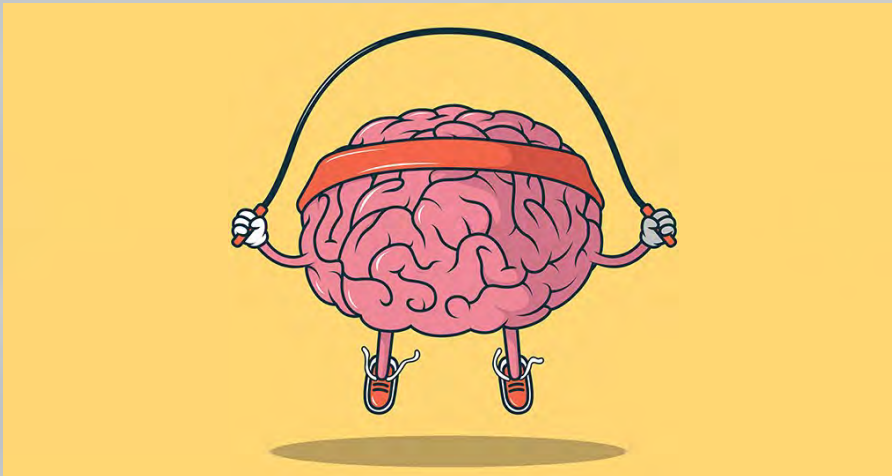


## MENTAL HEALTH WEEK

May 6—12, 2019 was **Mental Health Week** in Canada. To help bring awareness to this important aspect of total well-being, Morneau Shepell's new microsite - **Mental fitness** - is now live!

This multimedia microsite features articles, infographics and a video that explore how to care for and nurture your well-being by staying "fit" in four pillars of mental health: physical, emotional, social and financial.

To access the site visit: [workhealthlife.com/mental-fitness](http://workhealthlife.com/mental-fitness)



## THE FOUR PILLARS OF MENTAL FITNESS

We all know the importance of physical fitness in keeping us healthy and vibrant throughout our lives. What we may not know is that mental fitness is equally important. In fact, the two are intertwined. Neglecting our mental health can make us less resilient to

life's ups and downs, leaving us more likely to make poor lifestyle choices. We can only achieve mental fitness if our bodies are functioning well.

### WHAT IS MENTAL FITNESS?

Just as there are four components to physical fitness – cardiovascular endurance, strength, flexibility and a healthy weight – there are four components to mental fitness. These are:

1. **EMOTIONAL.** This includes self-acceptance, self-esteem, resilience and the ability to manage strong emotions.
2. **SOCIAL.** Friends are important because they bring companionship, support and enrichment to our lives. According to the Mayo Clinic, people who have friends are generally physically and emotionally healthier and enjoy a better quality of life.
3. **FINANCIAL.** According to a 2016 study, 40 percent of us experience stress due to money issues, often enough to negatively affect our work and relationships. Financial wellness is not about having a certain amount of money at our disposal, it's about feeling in control of our finances, being able to handle financial setbacks, and being on track to achieve our financial and life goals.
4. **PHYSICAL.** Mental and physical fitness and health are intertwined. We can improve both through a healthy diet, regular exercise and enough sleep. We can also reduce our risks of developing chronic illnesses such as diabetes, cardiovascular disease and depression.

Taking steps to build our mental fitness enhances our ability to cope with stress and improves our physical health, our productivity at work, our relationships, and our overall happiness.

*Article from our Employee and Family Assistance Provider:*

<https://www.workhealthlife.com/Article/Read/four-pillars-of-mental-fitness>

## AUXILIARY VOLUNTEERS OFFER REMARKABLE SUPPORT



***On April 25, the Deep River and District Hospital Auxiliary provided a second \$60,000 donation towards the purchase of a new nurse call system as well as their annual \$10,000 donation to the Pre-School Speech Therapy program. Pictured here, from left to right, are DRDH CFO William Willard, Auxiliary President Eileen Burke, DRDH Manager of Clinical Services and Director of Care Allison Lepack, DRDH CEO Richard Bedard, and DRDH Board Chair Janet Gow.***

The Deep River and District Hospital Auxiliary again provided remarkable financial support to our organization at their Annual General Meeting and Luncheon again this year. The Auxiliary made two donations - one for \$60,000 which will be added to the \$60,000 given last year to be put towards the purchase of a new nurse call system, and one for \$10,000 which allows the Hospital to continue to offer the Pre-School Speech Therapy program to the children and families in our region. Since the Annual General Meeting last year, where donations were given for the nurse call system and speech program, an additional \$6,000 was donated for the purchase of over-bed tables and an additional \$13,000 was donated for the purchase of new mattresses for the Four Seasons Lodge.

Janet Gow, Board Chair for the Deep River and District Hospital, Four Seasons Lodge Long-Term Care, and North Renfrew Family Health Team, provided opening remarks at the event. Janet shared a poignant quote from Sherry Anderson that states, *“volunteers don’t get paid, not because they are worthless, but because they are priceless”*. Richard Bedard, President and CEO, further acknowledged the intangible value that our team of Auxiliary volunteers provide in numerous areas across the organization, in addition to the tremendous financial support that they provide.

Added to the luncheon, silent auction, and regular meeting business, Auxiliary members in attendance also received a presentation from Allison Lepack and William Willard regarding the transformation of our Long-Term Care, and our application for expansion. Significant transformation of the Four Seasons Lodge is planned to move from a ‘medical model of care’ to one that has the Resident at the center of focus. These changes will take time to carry-out, and will involve a shift in culture for staff to embrace the idea that our Residents do not live in our workplace, but we work in their home.

N  
E  
W  
S

R  
E  
L  
E  
A  
S  
E

First steps in the transformation process include changes to the physical appearance of the entrance to make it more like a home, changes to the dining experience to meet individual Resident needs, and changes in the care delivery model to move from staff-centric patterns to those that are Resident-centric.

The need to strengthen senior's services has been identified as a strategic goal for the organization, with the outcome to seek opportunities to support our aging population as it grows over the coming years. To this end, it was shared that the organization is pursuing an application to bring an additional 86 Long-Term Care beds to our community. It is hoped that Deep River will receive some of the 15,000 beds that the current government is looking to issue in order to meet the current and future needs of our senior population.

The organization would like to extend a sincere thank you to every member of the Auxiliary for their efforts in making a difference in the lives of others. Members of the Auxiliary volunteer at the Whistle Stop (located in the Community Centre downtown), the Hospital Gift Shop, evening nutrition, the Ontario Breast Screening Program, the palliative care program, and in the Four Seasons Lodge. Since 1974, the Auxiliary has contributed an astounding \$1,462,468 and 366,531 volunteer hours.

#### MORE FROM THE AUXILIARY ANNUAL GENERAL MEETING



Allison Lepack and William Willard, pictured above to the left, provided a presentation on the "Lodge at Home" Long-Term Care transformation plan at the Auxiliary's AGM and Luncheon. In addition, the Auxiliary President, Eileen Burke, was sworn in with the help of Richard Bedard, pictured above to the right. Below, Richard can also be seen helping to swear in all members of the Auxiliary Executive.



## WHAT IS AN ADVERSE PATIENT / RESIDENT EVENT?

Below are some examples of what constitutes an adverse event and therefore would require the completion of an incident report on Surge.

***An adverse event is anything that happens to a patient/resident that is not an normal part of a hospital admission/living in Long Term Care or a predictable/possible outcome of their disease process.***

This can include (but is not limited to) things like:

- Development of pressure ulcers
- Worsening of pre-existing ulcers
- New onset of antibiotic resistant organisms (MRSA, C-diff, ESBL, etc.)
- Adverse drug reactions (which would also need to be reported to the Ministry)
- Patient/resident receiving the wrong meal consistency and aspirating
- Patient/resident reactions to cleaners/detergents
- Blood work or imaging being done on the wrong patient/resident due to mislabeled requisitions/ armbands
- Delays in reporting to the physician of significant findings that delay treatment

If you have any questions at all about what constitutes an adverse event, please feel free to ask Tabitha Kearney or Allison Lepack.



## POLICY UPDATES

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

*Employee Personal Information*

*Bereavement Leave*

*Working Alone*

*Workplace Violence*

*Payroll*

*Health & Safety*

*Paid Holidays*





North Renfrew  
Family Health Team

# 6 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:

- Feedback Management policy
- Updated Code Yellow policy
- Monthly Hand Hygiene compliance is tracked, by department, on the IPAC dashboard (found by reception)
- Accreditation teams for survey established
- Updates to Medical Admission package
- Updates to Client Identification policy (education in June)

### WHAT IS COMING UP IN JUNE:

- Skin and Wound Program
- Updated Code Blue policy
- Fire watch policy
- Hand Hygiene education
- Bed Surge Management Policy

## MEMOS

*Food Club Orders*

Just a friendly reminder that when ordering through food club to please place the completed order form in the black wall bracket titled “**FOOD CLUB ORDERS**” in red to ensure your order will be coming on the next shipment.

*New Lab Standard Simplified*

Laboratory Standards now require the Lab double check all patients ABO and Rh group prior to releasing units of blood for transfusions. If the patient has no previous ABO Rh records then the Technologist is required to draw a second sample from the patient for confirmation. The aim is to eliminate any identification or technical errors. When two determinations of the recipients blood group are not possible, the patient must receive group O red blood cells.

*Print Devices*

New print devices are being deployed throughout the organization beginning on May 22, 2019. These six printers will become print stations and will be located in the following areas:

<b>Administration</b>	<b>Four Seasons Lodge</b>	<b>Emergency Department</b>
<b>Classroom (hallway outside)</b>	<b>Family Health Team</b>	<b>Inpatient Medical</b>

Each of these printers will have a ‘tap’ pad on them. Print jobs will hold in queue until you tap into the device. In order for the device to print what you have sent for printing, you will need to use your ID badge. For computers that have a generic log in or are used by many users, the computer will prompt for your username and password (used to access your email) prior to sending your file to print. You will be able to use the tap pad at these computers to verify your username and password. See page 11 for a step-by-step how to!

Regardless of which computer used, you will be able to tap your badge at any of the new printers and your documents will print. If you do not tap a pad at a printer within 24 hours of sending the file to print, the system will delete the file from the queue. These new print devices will also have copying, scanning and faxing capabilities.

Some multifunctional printers will be remaining throughout the organization to provide functions that are required for work flow.

Over the next three weeks, we will be moving the printer from the administration office to the office beside the Foundation in the Emergency Waiting Room. This room will have an electronic door access installed and will provide a centralized, secure location for faxing and photocopying. This room will also house the mailboxes which are currently outside of Administration.

## HOW TO USE THE NEW RICOH PRINT DEVICES

**Instructions for Printing**

1. Print from your computer selecting the printer 'Find me Ricoh'
2. Go to the desired printer – Admin, Family Health Team, Four Seasons Lodge, Emergency Department, Medical Floor, or Classroom
3. Use your ID badge on the tap pad pictured
4. Take your print out and have a nice day



## CHEO TREKK



On April 26, CHEO hosted an ED Outreach / TREKK course here at the Hospital. Eight physicians and Registered Nurses from the area took part to further their skill sets in caring for pediatric patients in the Emergency Department. Topics covered included asthma, bronchiolitis, croup, DKA, fractures, status epilepticus and more.

LODGE AT HOME LAUNCH



At an all-staff forum on May 15, Janna Hotson (pictured here) and Allison Lepack provided information on the “Lodge at Home” multi-year transformation project. The project will move us from providing an institutional / medical model of care in Long-Term Care to one that is centered around Residents.



Below are four of the first areas we will be focusing on as part of the transformation this year:

*Entry to Home*

Physical Entrance will be refreshed to reflect Lodge/home entry & entry flow to Long-Term Care via front entrance.

*Dining Experience*

Pleasurable dining experience will be implemented according to Resident preferences.

*Resident Centered Staffing Patterns*

Interdepartmental shift routines will be established and implemented to provide continuity of care and support.

*Communication Strategy*

Education will be provided to staff on Resident Centered Care philosophy, a News Release will be shared and discussion / stakeholder input will continue at Residents’ and Family Council.

Below are just a few examples of language shifts that will be made as we move to a Resident-centered model of care. The words that we use every day have a significant impact on the attitudes that we project and the outcome of the environment in the Home.

Medical Model of Care	Resident Centered Care
Allow	Encourage, welcome, support
Diaper	Brief
Patient	Resident, individual, elder
Admit	Move in
Staff	Team member
Suffering from...	Is living with...

MONDAY



*Thank you for being so "sweet"  
Candy Cart*

TUESDAY

*Thank you for being a "piz-za" the team!  
Pizza Lunch and Dinner*



N  
U  
R  
S  
I  
N  
G  
  
W  
E  
E  
K  
  
&  
  
P  
S  
W  
  
D  
A  
Y

N  
U  
R  
S  
I  
N  
G  
  
W  
E  
E  
K  
  
&  
  
P  
S  
W  
  
D  
A  
Y

WEDNESDAY



*We "do-nut" know what we would do without you  
Donuts and Coffee*

THURSDAY

*This may be "corny", but we think you are great  
Popcorn Station*



FRIDAY

Thank you for everything that you do  
*Potluck*



N  
U  
R  
S  
I  
N  
G  
  
W  
E  
E  
K  
  
&  
  
P  
S  
W  
  
D  
A  
Y

## HAPPY NURSING WEEK FROM OUR CEO AND CNE

A message from our Chief Executive Officer, Richard Bedard:

*One of the best parts of my job is hearing kind words and receiving notes of praise about our staff from patients, residents, and their loved ones. It's an affirmation of the compassion, empathy and caring of staff at our organization. Often, the encouragement and gratitude I hear about is regarding our nursing staff — both individual nurses and our nursing team.*

*The praise is well deserved. Over my three decades in healthcare, I've learned that to be a nurse is to be a servant to others. There is no more noble a calling. From the most trivial of tasks to the most significant, our nurses care for patients and residents in a way that no one else can.*

*In addition to hands-on care, our nurses are there to offer a warm smile or words of reassurance that many patients need to overcome whatever challenges they face. Our nurses are there long after physicians finish their rounds and friends and family have left for the evening. They are there no matter how challenging a case may be. They are there for our patients and residents no matter what. Behind every message of appreciation, every exceptional satisfaction score and every great outcome are our amazing nurses.*

*I am forever grateful to our entire nursing staff for your selfless dedication to our patients, residents, and our organization.*



A message from our Chief Nursing Executive, Janna Hotson:

*Thank you to everyone for their participation this week in our Nursing Week 2019 Celebrations. This week we have recognized the significance of nursing in healthcare and the lives of our patients, and more specifically appreciated our nurses for the caring, dedication and commitment to our patients that they display every single day.*

*Nursing week is not only a celebration and recognition of our nurses, it also brings attention to the nursing profession as a whole. The messages we celebrate during this week increase the awareness of public, policy-makers and governments of the many contributions and importance of nursing to the well-being of Canadians. The public recognition of nurses during Nursing Week highlights for all the importance of nurses in all of our lives — as both as co-workers and as patients in the healthcare system.*

*This year's theme: Nurses - A voice to Lead is an accurate and telling one. Every day nurses use their voices to lead teams, make critical decisions and be one of the central foundations of healthcare in this*

*province and across the country. Leadership is a natural and critical part of nursing, one which truly shows how much of an impact nurses make on others and the health system as a whole. Each and every day at our organization, nurses use their voices to lead care and improve lives.*

*As nursing week 2019 draws to a close, I wish to offer each and every one of our Registered Nurses, Registered Practical Nurses and Personal Support Workers a sincere and extended thank you. Through long, trying and exhausting shifts, you consistently display an enormous amount of dedication, caring and professionalism. You care for others and each other every day in some of life's most challenging situations and when people are at their most vulnerable. Not only in those times, but every single day you come to work, you truly do change lives.*

*I am so incredibly proud and grateful to be able to work with such an amazing nursing team. I see the passion and caring you have for your work and patients, the advocacy and caring you provide for all you interact with and the incredible knowledge and professionalism you displayed every day. Thank you very sincerely for all that you do, not only on nursing week but every day.*



UPCOMING EVENTS



# HELLO Summer

## RECOGNITION AND ENGAGEMENT EVENTS

sayonara spring bbq

JUNE 20 11:30AM - 1:00PM CAFETERIA

sip & sign night

JULY 13 6-9 PM (\$55 - \$15 GOES TO FOUNDATION)

family fun picnic

JULY 28 11AM-2PM, ON-SITE

golf tournament

TBD

IF YOU HAVE ANY IDEAS OR WOULD  
LIKE TO VOLUNTEER AT ANY OF  
THE EVENTS PLEASE CONTACT TABITHA

SENIORS WITHOUT WALLS TELEPHONE TRIVIA



Seniors in the Four Seasons Lodge have been participating in telephone trivia sessions. These trivia sessions were started in Barry's Bay and enable players to call in and play trivia with other seniors throughout Renfrew County!



FINANCIAL POSITION

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

Anticipating small surplus, audit underway!

WANT TO WIN A TIM CARD?

**What is the difference between a Code Yellow and a Code Amber?**

Email the correct answer to Amy at amy.joyce@drdh.org before **June 21** to be entered in a draw to win a Tim Card!



MOTHER'S DAY IN THE FOUR SEASONS LODGE



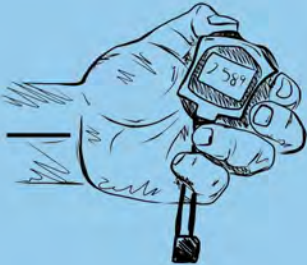
On Saturday, May 4 there was a Mother's Day celebration in the Four Seasons Lodge. Staff members brought their children or other little loves ones to plant a flower and make crafts with Residents!



FALLS AWARENESS WEEK

Ontario's second annual Falls Awareness Week was May 6 to 10, 2019. Falls are a leading cause of workplace injuries and deaths in Ontario. Seventy-three workers died due to falls between 2011 and 2017. Everyone – employers, workers, government and others – has an important role to play in keeping workers safe on the job. For Tips on Prevention of Slips, Trips and Falls please see the graphic below:

# Prevention of Slips, Trips and Falls



**Over 42,000**  
workers are injured annually due to fall accidents

**That's more than one injury every 2.5 minutes!**

This number accounts for **17%** of the "loss-time injuries" that were accepted by workers' compensation boards or commissions across Canada. (in 2011)

### HOW CAN YOU PREVENT FALLS DUE TO SLIPS AND TRIPS?

**1 Housekeeping**

Good housekeeping is the key to the most fundamental level of preventing falls on construction sites.

- 1. Sweeping, dusting and mopping
- 2. Mopping spills and wet areas
- 3. Mopping or sweeping down
- 4. Keeping aisles clear
- 5. Keeping work trays and carts in
- 6. Keeping the cabinet of change drawers
- 7. Keeping doors open and unlocked
- 8. Keeping work areas clear of materials, tools, equipment, and right-of-way and safety barriers

Without good housekeeping practices, any other preventive measures are less effective. The best fall prevention strategy is to keep the workplace clean and free of clutter.

**Footwear**

Wear shoes or footwear with slip-resistant soles. The soles should be made of a material that provides good traction. It is highly recommended to select safety footwear.


Properly fitting footwear increases comfort and prevents fatigue, which in turn increases safety for the employee.

**Flooring**


Use slip-resistant, non-slippery flooring on all the work surfaces and reduce the level of slip. It is highly recommended to reduce foot fatigue. Sweeping or mopping floors, installing mats, cleaning work areas, etc. are all ways to reduce slip risk. And, make sure you are wearing comfortable shoes to do a preventive inspection.

### WHAT CAN YOU DO TO AVOID FALLING AT WORK?

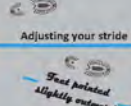
YOU CAN REDUCE THE RISK OF SLIPPING ON WET FLOORING BY:




**A** Paying attention to where you are going



**B**



Adjusting your stride



Making wide turns at corners

**66%**

of falls happen on the same level resulting from slips and trips

**34%**

are falls from a height

### SLIPS

SLIPS HAPPEN WHERE THERE IS TOO LITTLE FRICTION OR TRACTION BETWEEN YOUR FOOTWEAR AND THE WALKING SURFACE.

**COMMON CAUSES OF SLIPS ARE:**

- 1. wet or oily surfaces
- 2. weather hazards
- 3. loose rugs or mats
- 4. walking surfaces with unequal traction

### TRIPS

TRIPS HAPPEN WHEN YOUR FOOT COLLIDES WITH AN OBJECT CAUSING YOU TO LOSE BALANCE AND EVENTUALLY FALL.

**COMMON CAUSES OF TRIPS ARE:**

- 1. obstructed view
- 2. poor lighting
- 3. clutter
- 4. unbalanced carpeting
- 5. uncovered cables
- 6. open drawers/hut
- 7. being clouded
- 8. uneven walking surfaces

### YOU CAN REDUCE THE RISK OF TRIPPING BY:

- 1. Always using installed light sources that provide sufficient light for your tasks
- 2. Ensuring that things you are carrying or pushing do not prevent you from seeing any obstructions or spills
- 3. Keeping walking areas clear from clutter or obstructions
- 4. Keeping flooring in good condition

### YOU CAN REDUCE THE RISK OF FALLING FROM A HEIGHT BY:

Establishing a complete fall protection program (if one is not in place), including:

- 1. Train employees and supervisors
- 2. Select appropriate equipment
- 3. Fit the equipment to individual workers
- 4. Inspect the equipment
- 5. Use equipment cleaner

### FALLS

Each type of fall requires different features in a fall prevention program.

FALLS FROM AN ELEVATION COMMONLY OCCUR FROM HEIGHTS DUE TO:

- 1. ladders
- 2. roofs
- 3. down stairs
- 4. bumping to a lower level

FALLS FROM AN ELEVATION HAPPEN WHEN WORKERS ARE AT RISK OF FALLING THREE METERS OR MORE.

Source: www.PSHSA.ca

Volume 10 Issue 6

PALLIATIVE VOLUNTEER COURSE



DRDH collaborated with Carefor Home and Community Services to host a palliative volunteer course on site during the month of May. The course is intended to support those interested in becoming a palliative volunteer through in-person training and discussion. The course aims to support the role of volunteers in palliative care through building knowledge on topics such as understanding the dying process, spirituality, grief and bereavement, care for the care-giver and additional topics related to palliative care.



DOCTOR'S DAY LUNCH



On Wednesday, May 22, members of the Executive Leadership Team and Board Executive took a group of our Doctors out to lunch in honour of Doctor's Day, which takes place on May 1 each year. Pictured here, from left to right, is Dr. McLeod, Dr. Kipp, Dr. Bushby, Dr. Noulty, Michelle Robertson, Janet Gow, Dick Rabishaw, Brian Cheadle, Tom Greenfield, Sandra Griffiths, Richard Bedard and William Willard.

FOUR SEASONS LODGE REPRESENTED AT ADVANTAGE CONFERENCE

Earlier this month, Allison, William and Janna represented the Four Seasons Lodge at the annual AdvantAge Ontario Long-Term Care Conference in Toronto. The conference, in addition to being a ton of fun, was extremely educational and offered an opportunity to network with our peers at other Long-Term Care Homes. Pictured here, from left to right, are Janna Hotson, William Willard, AdvantAge CEO Lisa Levin, Danny Zuko, and Allison Lepack.

Much of what was learned at the conference will be implemented through the “Lodge at Home” transformation project.



AdvantAge  
Ontario

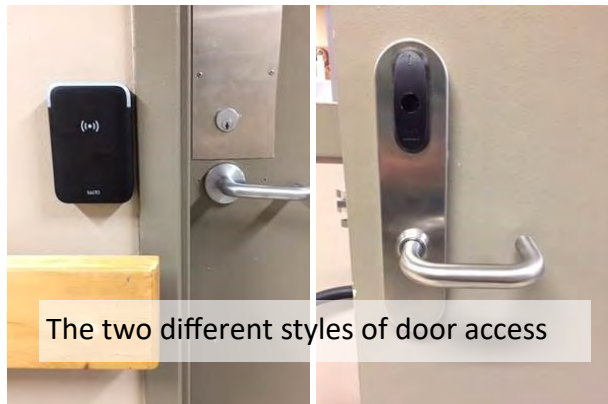


Advancing Senior Care



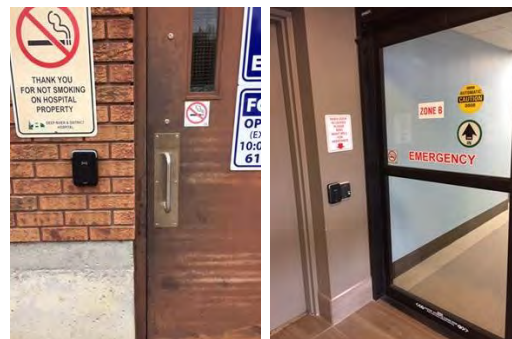
DOOR ACCESS

Everyone should now have two cards in their plastic pouches, one with your photo ID name tag and one blank card. The old card gives access to computer single-sign-on via the Imprivata system, while the new card gives copy, fax, scan and print access to the Ricoh printers via the Paperclip system (see pages 10 and 11). Your new card also gives you access, as appropriate, to doors that have been converted to the new system.



There are now two doors employees can access with their card after-hours: (1) the entrance adjacent to the staff parking lot, and (2) the Emergency Department entrance.

While using the intercom system, nurses will still control after-hours patient access.



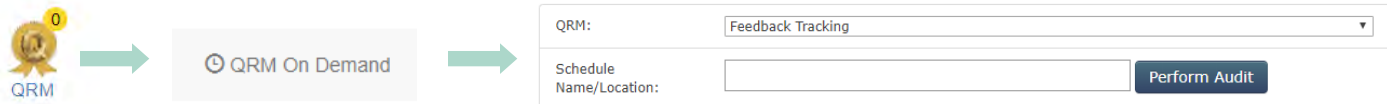
ENTERING FEEDBACK (POSITIVE, NEGATIVE, OR NEUTRAL)

As per the updates to the *Complaints and Compliment Management for Patient/Resident/Family Feedback* policy, we will all now be entering feedback into Surge as of May 1, 2019. This will allow us to track that acknowledgement is provided within 5 business days, as well as track resulting actions. There are three sections to the online tracking mechanism:

1. Filled out by the person who received the feedback –Primary Responder (**ANY** staff member)
2. Completed by that persons supervisor (if should be someone else –for example, if reception receives complaint about nursing –an action can be created for the Manager of Quality, Risk and Innovation (Tabitha) to review and any actions required)
3. All feedback received will be reviewed by the CNE for possible further organizational implications

**HOW TO ENTER FEEDBACK**

When you are logged into Surge, click on the QRM icon, then “QRM On Demand” in the top right, and then select QRM: Feedback Tracking and enter your name and department to begin before clicking “perform audit”.



You will then complete questions 1 through 5 in Section 1: Feedback Details. You can scan and upload documents to support the feedback and your actions completed to try to resolve the incident at the time. The more detail you can provide, the better!

Once all information is entered, click on...



then select...



CATCH THE ACE IS BACK



ESTIMATED WINNINGS FOR WEEK 9 = \$28,000

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 to grab a \$5 ticket for your chance to be the lucky winner this week!

TIM CARD WINNER



Congratulations to **Jeremy Palmer** for correctly answering the question in the April Zinger and winning a Tim Card!

Jeremy correctly answered that the acronym used to represent our Standards of Behaviour (Code of Conduct) is PIECES: Partnering, Innovation, Excellence & Professionalism, Caring & Compassion, Ethical, Accountable & Integrity, Safety & Privacy.

For your chance to win this month, see page 18.



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.