

North Renfrew
Family Health Team

THE ZINGER

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

March 2022



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COUNTING DOWN TO EPIC GO-LIVE

8 MONTHS
AWAY!



COUNTDOWN TO EPIC!

8 MONTHS AWAY

Thank to everyone who participated in the User Readiness Survey. Don't worry if you missed the opportunity to participate in the survey the first time, as the survey will be completed again as we get closer to go-live.

EPIC equipment has started to arrive!

This month, we have started to see the arrival of the new equipment for EPIC including, iPads, barcode scanners and Rovers! What is a *Rover* you might ask?

A Rover is a mobile device that supports "Epic Rover", a mobile app that allows nurses, allied health, clinicians, etc. to record documentation, administer medications, and conduct barcode validation at the point of care, typically right at the patient's bedside.

As an extension to workstation-based system, the Rover facilitates barcoded medication administration (BCMA) ensuring positive identification of patient, medication, and clinician.



The Rover connects in real time to Epic's central database, providing access to other information held in the Epic system, like patient lists and charts. Rover displays relevant medication advisories at the point of care, supports recording of vitals, and provides a clinical summary of allergies, labs, current medications, and intake/ output. Clinicians can also update administration details such as dose, route, or site.

Please stay tuned for more exciting information about EPIC in our monthly EPIC updates!



EXCITING ANNOUNCEMENT—POINT-CLICK-CARE (PCC)



We are thrilled to share that the the Four Seasons Lodge will be upgrading our Electronic Medical Record (EMR) from Med-e-Care to PointClickCare in June 2022!

PointClickCare is the #1 cloud-based EMR for Long-Term Care in Ontario, with over 90% of LTC providers using PCC today—which is over 22,000 organizations! PCC gives our team immediate, point-of-care access to real-time resident information at any stage in their care.

PointClickCare (PCC) will provide a “one-stop shop” for documentation, medication, treatment ordering, and test results. PCC will also improve resident medication safety by integrating medication ordering, review, delivery, administration and monitoring into a closed loop system. PCC will help eliminate the need for paper based charting and also have the ability to “communicate” with EPIC, making information transition for our residents seamless if they seek care in the Emergency Department or in Diagnostic Imaging.

The PCC Implementation team has been hard at work getting things ready for go-live, which is planned for June 1, 2022!

Please stay tuned for more information regarding training and plans for go-live!



PointClickCare

Advancing senior care. Together.



EXCITING NEWS

THE DEEP RIVER AND DISTRICT HOSPITAL IS NOW ON LINKEDIN



Deep River & District Hospital

Our mission is to care for every person like a loved one, within an integrated health system.
Hospitals and Health Care · Deep River, Ontario · 10 followers



William & 4 other connections work here · 9 employees

✓ Following

Visit website

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Better late than never—the Deep River and District Hospital now has a LinkedIn page! If you are on LinkedIn, make sure to update your employer and connect yourself with our new page. We look forward to showcasing all the amazing things we do, growing our professional network, and helping recruit new members to join our fantastic team.

JAM NIGHT AT THE LODGE—APRIL 13, 2022

CALLING ALL STAFF!
COME SHOW OFF YOUR TALENTS AT

SPRING JAM NIGHT 2022

AT THE FOUR SEASONS LODGE

JOIN US
WED. APRIL 13th, 2022
6:00 PM

If you can play an instrument, maybe do some singing or any form of entertainment, we would love for you to come out and show off your great talents to the residents!

Please email Abbie Verch, abbie.verch@drdh.org or give her a call ext. 7301 to confirm your interest in being apart of this musical evening!



The first jam night in the Four Seasons Lodge back in December was so much fun, and we are looking forward to hosting another one!

If you can plan an instrument, sing, or have a knack for some other form of entertainment, we would love for you to come out and show off your great talents for our residents.

Email abbie.verch@drdh.org or call her at x 7301 to sign up!

MANDATORY EDUCATION—due April 30, 2022

Please see the assigned education for the month of April. This is due to be completed by April 30, 2022. If you have any issues kindly let Mary Goodchild know.

MANDATORY EDUCATION

All Staff:

- Code White
- Code Green
- Person-Centered Care
- Privacy and Confidentiality – PHIPA Part 2
- LTC Act, Regulations, Policies & Inspection Protocols
- Customer Service – Annual Refresher Part 2

NP, RN & RPN

- Medication Management and Safety (CNO Video)

Housekeeping/Laundry

- RICN Best Practices for Environmental Cleaning Module 5 – Additional Precautions

RN, RPN & Lab

- Transfusion Medicine



COMING SOON—An Opportunity to Participate in a COVID-19 Research Study!

PARTICIPATE IN A COVID-19 RESEARCH STUDY

—COMING SOON—



Our Long-Term Care Home (LTCH) will be participating in the Wellness Hub Research and Support Program. Through the Wellness Hub program, we are trying to understand the spread of COVID-19 infection in the LTCH population. To do this, the program hopes to estimate:

1. How many people have been infected with COVID-19 in LTCHs.
2. The factors that are associated with COVID-19 infections.

Who is eligible to participate?

You are eligible, if you are a:

- Staff member
- Staff's household member (18 +)
- Resident
- Resident's family member, caregiver, or essential care partner

How do I participate?

- Head to the Wellness Hub station that will be set-up onsite!

The next steps will be to:

1. Determine if you are eligible to participate
2. Fill out the consent form
3. Complete the demographic questionnaire
4. Complete a dried blood spot sample collection

What would my participation require?

Complete a Demographic Questionnaire about relevant characteristics, such as your age, sex, gender, ethnicity, education, and more now and potentially at a follow-up time point (depending on recruitment timelines).

Complete a Dried Blood Spot (DBS) sample that will identify whether you have antibodies against COVID-19 now and potentially at a follow-up time point (depending on recruitment timelines).

- Wellness Hub will provide you with your antibody results with interpretation and supports.

Provide your OHIP number. This will allow Wellness Hub to link your study data to your health information, and access information about COVID-19 infection and re-infection, hospitalizations, vaccination status, health conditions, and more.

- *Participation in this component is optional.*

Provide consent for having your personal health information (PHI) and COVID-19 exposure and diagnostic status securely transferred to Sinai Health System who may contact you to invite you to participate in other COVID-19 studies.

- *Participation in this component is optional.*

To find out more about Wellness Hub, please visit:
www.wellness-hub.ca



NEW EQUIPMENT HAS ARRIVED



Our new Accudose medication dispensing units have arrived. These new units are a welcome upgrade from the previous equipment, which was failing and had outdated software. The new equipment will result in great improvements for medication storage, security, wastage, and more. We need to give a huge shout out to Bev Bergin in Pharmacy who has been working so hard to prepare all our medications for these new machines—thank you Bev! With the final pieces set to arrive soon, it shouldn't be long before these new units are up and running!

THANK YOU FOR HELPING SUPPORT HUMANITARIAN RELIEF EFFORTS IN UKRAINE



*We wanted to reach out and say thank you for your participation in our 50/50 draw to support The Red Cross's humanitarian efforts in Ukraine. Thanks to your generous contributions we were able to collect a total of \$600, with **\$300** going to our cause and **\$300** to our lucky winner - Janet Madore!*

In the coming weeks we will be prepping a raffle basket to raise funds to further support The Red Cross and once we have all the donations in we will update you on our total funds collected so keep your eyes on your email for further details.

Thank you so much for all of your support!

Maddie & Lauren



RENFREW COUNTY COVID-19 VACCINE COMMUNICATIONS COMMITTEE

Our organization continues to participate on the Renfrew County and District COVID-19 Vaccine Communications Committee to share information with residents in our County about the vaccine roll-out in our area. In addition to regular media releases to keep everyone up to date, the Committee also shares information regularly through a “News Brief” as well as an infographic. Click on any of the images below to visit the Renfrew County and District Health Unit’s webpage for the most up to date versions of the News Brief and infographic (*scroll down to the accordion folder titled: COVID-19 vaccine news briefs, media releases, and infographics*):

Renfrew County and District (RCD) COVID-19 Vaccine Rollout at a Glance

Updated: March 09, 2022

Key Messages

- ➊ Due to a reduction in demand for the COVID-19 vaccine, mass immunization clinics across RCD will be decreasing in number and frequency. **Pop-up clinics will occur more frequently and on a walk-in basis (no appointment required).**
- ➋ Be sure to check in with your local pharmacy, as another option to receive the COVID-19 vaccine if you are unable to attend a pop-up clinic.
- ➌ Youth aged 12 to 17 will become eligible for the booster dose 6 months (168 days) after a second dose. **Walk-ins will be accepted at all clinics. [Click here to see the latest clinic schedule.](#)**
- ➍ **Eligible residents (18+)** can receive their third dose this week, if they received their second dose of the COVID-19 vaccine **on or before December 12, 2021 (September 15, 2021 for youth 12-17).**

Local Snapshot

As of 8:00 a.m. March 07, 2022

Total doses administered to date*	220,385
Percentage of population (12+) with at least 1 dose**	91.6%
Percentage of population (12+) with 2 or more doses**	89.3%

It is advised that **all residents in the general population 5 years of age or older (including those who are, or plan to become, pregnant)** receive their COVID-19 vaccine. It is important to be fully vaccinated as quickly as possible, as vaccines are safe, effective and the best way to protect you and those around you from serious illness.

Local Snapshot

As of 8:00 a.m. March 07, 2022

Total doses administered to date*	220,385
Percentage of population (12+) with at least 1 dose**	91.6%
Percentage of population (12+) with 2 or more doses**	89.3%

*Does not include Armed Forces
**Include Garrison

Renfrew County and District COVID-19 Vaccine Communications Committee

COVID-19 VACCINE NEWS BRIEF

FEBRUARY 23, 2022 | EDITION 37



Booster Dose Eligibility Expands to Include Residents 12-17 Years of Age

Immunocompromised individuals and those receiving dialysis (hemodialysis or peritoneal dialysis) are eligible for a third dose after 8 weeks (56 days) since their second dose.

- Residents 12-17 years of age or older are eligible to receive a booster dose 6 months (168 days) after a second dose. Residents 18+ are eligible to receive a booster after 3 months (84 days).
- Residents who have been infected with COVID-19 after their primary series but before their booster dose are recommended to wait at least 3 months (84 days) after symptoms or when the positive test result was received.

Ontario Moving to Next Phase of Reopening on March 01

Effective March 1, 2022, Ontario will lift proof of vaccination requirements for all settings. Businesses and other settings may choose to continue to require proof of vaccination. Masking requirements will remain in place at this time, with a specific timeline to lift this measure to be communicated at a later date. Full details at: [Ontario Moving to Next Phase of Reopening on February 17.](#)

Clinic Updates

- No appointments are necessary as walk-ins for residents 12 years of age and older are accepted at all COVID-19 vaccination clinics across Renfrew County and District.
- Walk-in availability for children 5-11 years of age varies based on paediatric vaccine supply.
- To book your vaccination appointment in Pembroke or to access your COVID-19 vaccination receipts visit: <https://covid19.ontariohealth.ca/>
- Continue to monitor www.rcdhu.com and RCDHU's Facebook and Twitter for clinic announcements.

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NEW HIRES

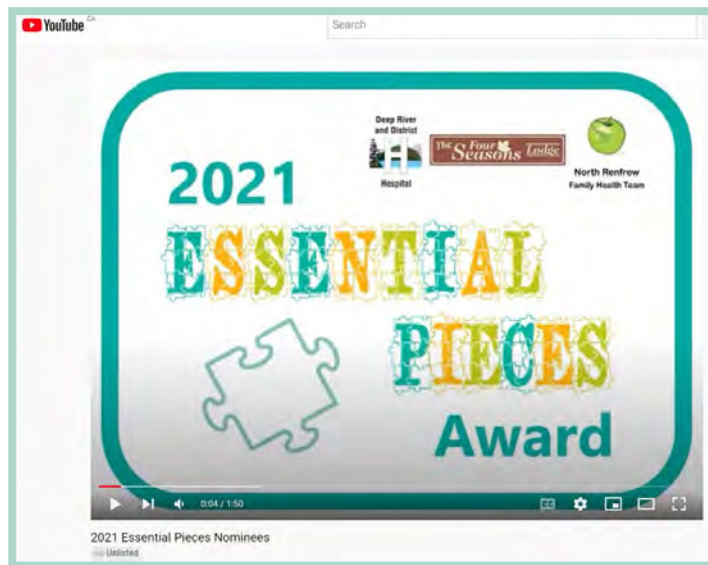


Pierre-Gabriel Levesque

We are pleased to welcome one new member to our team this month. Pierre-Gabriel is a Medical Radiation Technologist (MRT) who will be working in Diagnostic Imaging. Please join us in welcoming Pierre-Gabriel to DRDH!

welcome

CONGRATULATIONS TO ALL OUR ESSENTIAL PIECES NOMINEES



Congratulations to everyone who was nominated for an Essential Pieces Award this year. We had so much fun celebrating all our nominees and two winners at the Postponement Palooza—stay tuned for all the photos from the event in next month’s Zinger!

Click [HERE](#) to watch a video showcasing all eight of our deserving nominees for the Essential Pieces Award.



HAPPY DIETITIAN’S DAY!

Happy Dietitian’s Day 2022! On March 16, we celebrated Dietitians as regulated health care professionals. Dietitians are committed to using their expertise and skills to create a healthier future for all. Thank you to Erica Van Drunen, Registered Dietitian & Diabetes Educator, pictured here, for her hard work and dedication to our patients and residents.



HAPPY RETIREMENT DR. NAGPAL!

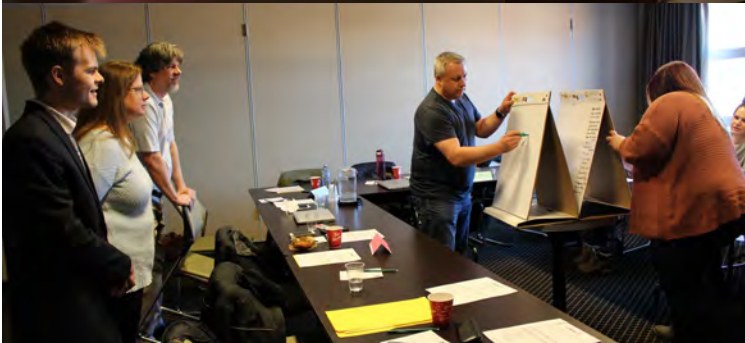


Earlier this month, current and previous staff members and physicians gathered to wish Dr. Sandeep Nagpal well, as he entered into a well-deserved retirement.

Dr. Nagpal has been a vital part of our Emergency Department team, providing care at the Deep River and District Hospital for over 25 years!

Thank you for your incredible dedication to our organization Dr. Nagpal, and for all the care you have provided to our community. You will be missed greatly!

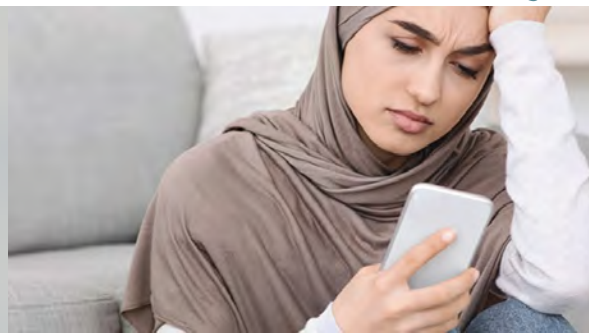
LEADERSHIP DEVELOPMENT SESSION



On the morning of March 22, a Leadership Development session was held offsite in Petawawa. The session focused on "The Great Reset" which included reviewing where we were as an organization pre-pandemic, and planning for where we want to be as we shift away from emergency response towards long-term management of COVID-19.

Digital Wellness: Choosing Balance Over Burnout

Digital overload is a state of overwhelm that is associated with too much technology use. At best, it can cause a lack of focus and concentration, at worst, it can leave you feeling anxious and stressed, and can contribute to burnout. Due to the ripple effects of the pandemic and subsequent increase in screen time due to a heavy reliance on technology to work, study, and stay connected, digital overload has become more and more common. So how can we ward off the negative effects of technology and buffer digital overload and burnout? Here are five key digital wellness practices for achieving a healthy tech-life balance:



1/ Think quality over quantity. Although there are recommended daily screen time limits for babies and young children to promote healthy development, when it comes to teens and adults, many are relying on technology to work and study; therefore, limiting screen time is not always a viable option. Instead, it is best to assess the quality of the interaction with technology rather than the quantity of time spent on it. For instance, twenty-minutes of late-night doom scrolling on social media will have a much more negative impact on our well-being (and sleep!) than sixty minutes of FaceTime chatting with friends or family.

2/ Commit to tech-free time. Unplugging on a regular basis helps to maintain a healthy balance between in real life (IRL) activities and the digital world. It also allows us to focus on our face-to-face (F2F) interactions when we spend quality time with others.

3/ Use your phone with intention. We have all been there. You pick up your phone to see what the weather is going to be like and 30 minutes later you are still on your phone immersed in social media feeds. Whenever possible, try to engage with devices intentionally and purposefully. Limiting time spent on your phone for intentional usage only will help to avoid the addictive, on-the-go, endless scrolling behaviors that are not productive.

4/ Create digital boundaries. We are constantly bombarded with emails, text messages, and app notifications, all of which can lead to overwhelm and digital overload. To counteract these effects, we must create digital boundaries. Smartphone settings can be utilized to prevent unwanted interruptions and notifications can be silenced or blocked. You could also take it one step further and remove your phone from your work or study area altogether.

5/ Engage in digital self-care. Undoubtedly you will at some point engage in periods of prolonged tech-use and that can be physically demanding on the body. It is imperative to regularly 'check-in' with yourself to see how you are feeling. Take time to rest your eyes from the screen, move around, stretch, and get some physical movement. Not only will you feel better after the break, you will also benefit from enhanced focus once you return to your original task.

Digital wellness encourages individuals to reflect on the impact technology has on our lives and assess the role it plays in our overall health and well-being. Perhaps the next time you are feeling an onset of digital overload, test out one of the practices above and see for yourself how digital wellness strategies can help you maintain a healthy tech-life balance.

Click here to read the full article from our EFAP Provider:

<https://wellness.lifespeak.com/expertblog/april-campaign---digital-wellness--5526>

2021 EMPLOYEE ENGAGEMENT SURVEY RESULTS



EMPLOYEE ENGAGEMENT SURVEY RESULTS

The organization conducted an online *Employee Engagement Survey* in October 2021, with the goal to gain the perspective of employees from across the organization, measure the current level of employee engagement, identify improvement opportunities and inform human resources strategic planning and decision-making.

Survey questions were sourced from previous employee engagement/satisfaction surveys and established engagement survey tools, covering key categories of employee engagement, culture and experience. A total of 73 employees, or 43% of the total workforce, responded to the survey!

The 2021 Employee Engagement Survey was designed to gather measures of employee engagement across six key category indicators: *Workplace Wellness, Communication & Relationships, Work-Life Balance, Culture & Alignment, Growth & Learning, and Overall Experience.*

Summative Survey Data:

*Data is presented as category or sub-category averages

Workplace Wellness	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
Workplace Wellness (enjoy work, feel comfortable at work, have basic amenities, workplace positive, caring)	7.12 %	15.62 %	22.74 %	33.43 %	20.82 %	0.27 %
Job Experience (have clear job responsibilities, goals & objectives, can ask for help, have access to tools, materials, knowledge, consulted on job changes)	6.17 %	19.18 %	17.35 %	42.24 %	15.07 %	0 %
Health & Safety (safe workplace, prevent violence & abuse, commitment to health & safe workplace)	7.56 %	16.5 %	27.83 %	31.62 %	15.14 %	1.38 %
Overall Agree : Overall Disagree		24.13 %	20.09 %	53 %		0.37 %

Workplace Wellness Category Key Highlights:

- 54.25% of respondents indicated agree or strongly agree with positive workplace wellness indicators
- 46.58% of respondents indicated strongly disagree or disagree that they were consulted about changes affecting their job.
- 25% of respondents indicated they disagreed with having the tools, resources, and/or non-material resources (information, training, data) to do their work properly

Communication & Relationships	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
Relationships with Peers (feel part of team, good relationship with colleagues, work well with peers, peers committed to quality work)	2.56 %	4.39 %	10.62 %	46.32 %	35.37 %	0.74 %
Relationships with Managers/Leaders (manager values opinions, care about me as a person, trust leadership will listen, transparency and trust in direct leadership)	12.41 %	18.94 %	26.20 %	23.54 %	16.24 %	2.67 %
Leadership Effectiveness & Communication (satisfied with feedback given, feedback specific, helps to grown, senior management committed to quality care, communicates goals effectively, act on feedback)	8.94 %	31.88 %	25.12 %	39.95 %	10.39 %	4.11 %
Overall Agree : Overall Disagree	24.91 %		20.33 %	50.47 %		2.47 %

Communication & Relationship Key Highlights:

- 81.69% of respondents agree or strongly agree they have positive working relationships with peers, experience feeling part of a team, working well with team members who are committed to quality work
- 47.82% agree or strongly agree that senior management communicates the organization's goals effectively
- 37.68% report disagreeing or strongly disagreeing that the frequency of feedback from direct manager is satisfactory, while 23.19% disagree that feedback is specific

Work-life Balance	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
Work-life Balance (enough time to do job well, have fun at work, have work-life balance wanted, importance of wellness program)	11.6 %	12.01 %	22.18 %	37.77 %	14.15 %	3.85 %
Overall Agree : Overall Disagree	23.61 %		22.18 %	51.92 %		3.85 %

Work-life Balance Key Highlights:

- 76.47% of respondents indicated that it was important for our org. to have a program to support employee work-life balance, while 59.42% indicated they would use an Employee Wellness program
- 56.52% of employees agreed or strongly agreed they were able to balance family and personal life
- 52.17% of employees agreed or strongly agreed they were able to have fun at work
- 33-35% of respondents answered with disagreement related to indicators of work-life balance, feeling if the organization cared about wellbeing or having sufficient time to do job well

Culture & Alignment	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
Purpose & Engagement (inspired by mission of the organization, proud to be associated with organization, believe in goals and direction, see positive impacts of work on others, enjoy work, can see self in organization in two years, look forward to day at work)	4.12 %	9.85 %	22.65 %	48.09 %	14.71 %	0 %
Recognition (fair recognition for individuals and team, timely, frequent and meaningful recognition, receive recognition)	10.29 %	19.61 %	29.68 %	30.64 %	8.82 %	1.96 %
Overall Agree : Overall Disagree	19.94%		25.6%	54.04%		1.23%

Culture & Alignment Key Highlights:

- Respondents overall positively identify with and believe in the organization's purpose, mission, and goals, with 63.24% both proud to be associated with the organization and believing in the broader goals and direction of the organization
- 80.88% of respondents report enjoying the work they do, with 72% of respondents affirming they see the positive impacts of their work on others
- 79.42% report agreement with seeing themselves at the organization in two years
- 45.59% and 50% of respondents respectively disagree with looking forward to starting their day at work, and feeling empowered and supported to do their job well
- Areas related to recognition opportunities and recognition provided overall were scored moderately as disagreement, specifically with satisfaction of the frequency of recognition being provided scored as 39.71% and individual respondents receiving recognition for good work scoring disagreement at 35.29%

Growth and Learning	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
Growth and Learning (enough time to do job well, have fun at work, have work-life balance wanted, importance of wellness program)	6.62 %	21.51 %	44.03 %	31.62 %	9.37 %	2.57 %
Overall Agree : Overall Disagree	28.12 %		44.03 %	40.99 %		2.57 %

Growth and Learning Key Highlights:

- 70.59% of respondents report agreement that their job and role are exciting and challenging
- 47.06% indicate agreement with having received training to do their job well

Overall Experience Summative Notes & Key Highlights:

- 60.29% of respondents agree or strongly agree the organization is a good place to work
- 61.76% of respondents would rate their experience at the organization as a place to work as good, very good or excellent.
- 57.35% would recommend the organization as a good place to work

94.12% of respondents would recommend the organization to family and friends who require care!

SPREAD THE WORD—OUR BOARD IS INVITING NEW MEMBERS!

Get involved! Join the Board

The Board of Directors for the Deep River and District Hospital, the North Renfrew Family Health Team, and the Four Seasons Lodge Long-Term Care is Inviting New Members to Join our Team



**Deadline for applications
is April 15, 2022
613-584-3333 x 7100
amy.joyce@drdh.org
www.drdh.org**

A BEAUTIFUL NEW ADDITION TO THE FOUR SEASONS LODGE



Dr. Janet Gow, previous Board Chair, recently donated a beautiful quilt that she made to the Four Seasons Lodge. Thank you so much Janet for this incredible donation and for continuing to use your many skills to benefit our organization even after your many years of service on the Board.

BE BEAR AWARE



With spring in the air, please remember to be alert for bears and other wildlife around the organization.



KEEP CHECKING THE COVID-19 UPDATES!

Please continue to refer to COVID Update emails from Janna Hotson, or other memos, for the latest information, updates, and direction related to COVID-19.

These update emails are being saved on PolicyMedical for staff under Communications and Memos —> All Staff Memos —> 2021-2022.

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.