

North Renfrew  
Family Health Team

# THE ZINGER

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

January 2019



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2018

## ACHIEVEMENTS

Deep River and District Hospital  
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### Auxiliary

- Donated \$12,000 for the purchase of new mattresses for the Four Seasons Lodge, \$60,000 towards the purchase of a new nurse call system, \$10,000 towards the Pre-School Speech Therapy program and \$6,000 towards the purchase of 24 new over-bed tables for in-patient rooms and the Emergency Department.
- Four volunteers received Ontario Volunteers Service Awards for their long-standing service. In April 2018, Margaret Cook and Geraldine Jones received awards for 25 years of service, while Lucy Howe and Mair Hosbons received awards for 30 years of service.
- Introduced Gift Shop parking with designated signage to provide free parking for patrons.

### Board of Directors

- Introduced Board Highlights to communicate information from Board Meetings with the public as well as all staff.
- Ensured compliance with Executive Compensation Framework legislation.
- Appointed KPMG as auditors for the organization for the next two fiscal years, following an RFP process.
- Created a new Strategic Plan for 2018-2022, including a refreshed Mission, Vision, and Values for the organization. Encompassing the Hospital, the Four Seasons Lodge and the Family Health Team, our Strategic Plan is now organized around the four Strategic Directions of people, integration, sustainability and seniors, which will collectively focus and steer the organization's efforts from 2018-2022.

### Building Services

- Replaced oxygen system for the building in May 2018. The new high-pressure oxygen system has seen significant cost savings for the organization.

### Communication

- Developed newsletter to share the organization's new 2018-2022 Strategic Plan and prepared it for circulation to approximately 10,000 people in our catchment area in early January 2019.
- Shared 20 News Releases on our website throughout 2018.
- Circulated 12 issues of *The Zinger* Newsletter to all-staff, partners and made them available publically on our website.
- Created one consolidated Bill of Rights and Responsibilities in October 2018. The updated rights and responsibilities are now in alignment with the organizational Standards of Behaviour, and includes expectations for staff, volunteers, patients, families and visitors.



2018 ACHIEVEMENTS

2018

## ACHIEVEMENTS

Deep River and District Hospital  
Four Seasons Lodge  
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### Corporate

- Developed and implemented 2018-2021 Accessibility Working Plan, with the help of the Accessibility Steering Committee.
- Improved accessibility with upgraded emergency exit signage.
- Improved accessibility with upgraded seats in the Emergency Department waiting area, including the addition of bariatric chairs.
- Received \$10,002 in dividend from HealthPro Procurement Services purchasing program.
- Upgraded Emergency Department waiting area and lobby in January 2018. Upgrades included the installation of an additional close-circuit camera, way-finding signage and giving the walls a fresh coat of paint. It turned out that the shade of blue that was chosen is a little more vibrant than expected, so we paused the painting and polled our patients to get their opinion before proceeding. Turns out, they dig it!
- Implemented dashboards for all areas of the organization as of February 2018 for tracking and reporting purposes.
- Cleared a number of trees around the helicopter landing area in March 2018 to ensure that patients can continue to be transported safely when required.

### Diagnostic Imaging

- Began evaluation process with vendors regarding the replacement of our outdated diagnostic imaging technology to industry standard digital technology, which includes a new x-ray machine, portable x-ray machine, and ultrasound equipment.
- Received accredited status for all major Diagnostic Imaging programs including Mammography and Bone Mineral Densitometry.
- Developed and instituted policies regarding the re-processing and High Level Disinfection of all reusable medical ancillary equipment at DRDH.

### Education

- Integrated online learning platform, Surge Learning. Monthly mandatory education was completed by all-staff using the new system.
- Hosted a CHEO ED Outreach program provided a clinical review day on October 2, 2018 for 18 participants. Topics covered included asthma, bronchiolitis, croup, DKA, concussion/ minor head injuries and fever using CHEO and TREKK clinical resources as well as pediatric mock codes and RN skills.

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2018

## ACHIEVEMENTS

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### Engagement – Patients, Residents and their Families

- Patient and Family Advisory Council completed all five goals they set for themselves for the 2017/2018 year. Goals included providing recommendations on visiting hours, the updated Bill of Rights and Responsibilities, the 2018/2019 Quality Improvement Plan, the waiting area renovations and integrating a patient advisor into the Accessibility Steering Committee.
- Completed an advertising campaign for new members to join the Patient and Family Advisory Council.
- Completed a Resident and Family Satisfaction Survey for the Four Seasons Lodge, in order to identify key areas for improvement.
- Engaged Residents in “The Lodge at Home” plan for updates to the model of care to improve the Resident experience with integration of regional supports, best practices and a focus on the promotion of a home like environment.
- Received survey responses from over 290 community members and patients during our Strategic Refresh process.

### Ethics

- Participated in the Regional Ethics Program for Case Consultations and Ethics Program Development.

### Food Services

- Maintained the high quality of foods for the Residents of the Four Seasons Lodge and patients of the Deep River and District Hospital, with extremely positive feedback from those who completed the Patient Experience Survey.
- Increased cafeteria sales by \$2000 from 2017 to 2018, with a goal to increase sales for 2019.
- Completed a Healthy Foods audit over the summer of 2018, and have maintained our Silver Status in the Champlain LHIN Healthy Foods Initiative.

### Family Health Team

- Signed a Planning Grant with the Ministry of the Health and Long Term Care in February 2018 that will result in the Ministry providing the organization up to \$175,000 in one time capital funding to support the development of a comprehensive business case for a new primary care building.
- Awarded CSV Architects the contract to assist with the business case submission related to the new primary care building in December 2018.
- Implemented an online patient portal, Health Myself, for appointment booking with one physician. Plan to implemented portal with remaining physicians in 2019.
- Installed self check-in kiosk in waiting room for patients to check in for appointments.

2018

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### Finance

- Ended the 2017/18 year in a positive financial position, with a surplus of \$20,163 reported to the LHIN.
- Reached one year since the implementation of paid parking in November 2018. Revenues from paid parking were a major contributing factor to the organization being able to end the 2017/2018 year in a balanced position.
- **Health Infrastructure Renewal Fund [HIRF]**
  - ◇ Installed two new chillers on February 7, 2018 thanks to additional funding received through the HIRF program. The two chillers, which are the backbone of our air conditioning system, allow us to keep patients, residents, and staff cool during the warmer months.
  - ◇ Installed a new emergency generator on March 5, 2018 with funding received through the HIRF program, allowing for much of the organization to have emergency power in the event of an outage.
  - ◇ Submitted seven applications and exceptional circumstance grant applications for HIRF funding for 2018/2019.
- **Hospital Energy Efficiency Program [HEEP]**
  - ◇ Completed all 2017/2018 Hospital Energy Efficiency Program projects, including upgrades to emergency exit signage, emergency lighting and the Building Automation System.
- **Transformational Funding Program**
  - ◇ Spent all funds received under the Transformational funding program (\$400,600) in the designated 2017/2018 fiscal year. We were able to upgrade our IT infrastructure (hyper-convergence infrastructure) significantly as the first steps towards our future commitment to work with The Ottawa Hospital and move to the EPIC Hospital Information System.
- **Other Capital Purchases:**
  - ◇ Replaced locks on the doors to Four Seasons Lodge to help keep our residents, staff and visitors safe.
  - ◇ Installed independent air conditioner for the IT server room to enable functionality of the new Hyper-Convergence Infrastructure.
  - ◇ Replaced the over-bed tables in all patient rooms in the Emergency Department and on the Medical Floor.
  - ◇ Purchased Capnography in August 2018. Capnography equipment is used to measure end tidal CO<sub>2</sub>, which is how much carbon dioxide is present in a patients breath.

2018 ACHIEVEMENTS

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### Foundation

- Launched Catch the Ace progressive lottery, which has raised over \$200,000 so far as well as raised the profile of the Foundation in our communities.
- Hosted first Daddy Daughter Ball at the Petawawa Golf Club on February 10, 2018. The event was so much fun for the sold out crowd of daddies and their little ones, and it raised a tremendous \$10,000.
- Hosted the annual Northern Credit Union Charity Golf Tournament on August 9, 2018. The tournament raised an outstanding \$14,000 for the Foundation thanks to the many generous sponsors, donors, participants and the efforts of the NCU Delegates!
- Held the 7th annual Kitchissippi Run on September 30, 2018. New at this year's event was a teddy bear clinic run by our friends at 1 Field Ambulance. Joan Miller raised over \$800 in pledges, and the run was able to donate \$6,000 to the Foundation this year.
- Initiated "soft launch" phase of the "Focused on You" Diagnostic Imaging fundraising campaign to ensure that our Hospital continues to provide excellent care with the best diagnostic tools, close to home. The Campaign aims to raise \$1.75 million to support the upgrade of our outdated Diagnostic Imaging technology.
- Completed the "Tree of Life" donor wall in the lobby to showcase the tremendous support that our donors provide to the organization.
- Hired first summer student to help with communications efforts.
- Received four major gifts from individuals in December 2018, including three gifts of stocks.

### Health & Safety and Emergency Preparedness

- Purchased and installed three new fire blankets throughout the organization for both patient and staff safety in response to a Code Red debrief. The new fire blankets are located in the medical floor kitchen, main kitchen and Four-Seasons Lodge kitchen.
- Updated and approved Code Red Fire Safety Plan with the Deep River Fire Department (DRFD).
- Provided fire extinguisher training for all staff with the Deep River Fire Department.
- Updated Code White, Incident Management System and Emergency Operations Center policies.
- Activated Emergency Operations Center during mock exercise with 2 Field Ambulance in November 2018.
- Held a Flu Shot and Mask Fit Testing Clinic in October 2018, where over one-third of all staff were vaccinated and fitted in one day.
- Achieved influenza vaccination rate of 72% for staff, which is the highest staff immunization rate in Renfrew County!



2018

## ACHIEVEMENTS

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### Health Records, Privacy and Freedom of Information

- Assisted with the successful implementation of electronic triage documentation to support patient flow changes.
- Implemented electronic leave request system for staff.

### Housekeeping

- Implemented consistent audit process.
- Acquired new vacuum cleaner.
- Implemented electronic leave request system for staff.

### Human Resources

- Developed 2018-2021 Human Resources Plan.
- Ratified OPSEU Service and Clerical and ONA Agreements.
- Completed a WorkLife Pulse Staff survey in November 2018 as part of our Accreditation preparation, with a 61% participation rate. The results of the survey will help us identify areas for improvement.
- Presented the 2018 Ernie Mielke award to Marian Walsh for her demonstration of the Mission, Vision and Values of the organization.
- Awarded 5-year pins to five employees, a 10-year pin to one employee, 15-year pins to six employees, a 20-year pin to one employee, a 25-year pin to one employee, and a 35-year pin to one employee at the Employee Recognition Event in April 2018.

### Information Technology

- Completed project with Connecting Ontario (NER) to enable our clinicians to have access, via single sign on, to the contributed provincial data such as hospital and home and community care data as well as lab, diagnostic imaging, and medication profiles.
- Installed and initiated hyper-convergence infrastructure.
- Installed dedicated air conditioning for the hyper-convergence infrastructure.

### Laboratory

- Reviewed, renegotiated and signed EORLA Human Resources Agreement in August 2018.
  - Finalized Dynacare partnership and agreement for provision of community lab work. The new partnership with Dynacare, which began in November 2018, provides for improved revenue and service delivery.
  - Received maximum allowable 4 year Accreditation from the Institute for Quality Management in Healthcare in March 2018.



2018 ACHIEVEMENTS

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### Laundry

- Refreshed department, including painting the floors.
- Improved distribution of linen across the organization.
- Acquired new sewing machine.
- Implemented electronic leave request system for staff.

### Long Term Care

- Formed Long-Term Care Liaison Committee in January 2018.
- Signed the first reciprocal evacuation agreement between North Renfrew Long-Term Care and Four Seasons Lodge. The agreement provides for mutual assistance in the event of an evacuation of either sight and includes LTC residents from both organizations, stable DRDH patients and NRLTC community apartment clients.
- Purchased replacements for all Four Seasons Lodge mattresses and one additional mattress thanks to \$12,000 provided from the Auxiliary. A bed entrapment measurement tool and training program to support implementation of a bed entrapment prevention program will be implemented in early 2019.
- Reintegrated the Behavioural Support Ontario (BSO) Program and implemented BSO Huddles for care team communication and education.
- Replaced Fall Prevention equipment utilizing the 2018-19 Fall Prevention in the Long-Term Care Home Sector Funding. This investment is intended to support Long Term Care homes to maintain and achieve better outcomes by reducing the rate of falls and fall related injuries while promoting increased mobility and enhanced safety and quality of life for LTC residents.
- Revised and updated the Minimizing Restraint and PASD Program, with a 10% decrease in daily restraint use.
- Completed LTC Environmental Survey to identify environmental improvement actions.
- Completed an environmental review of the Four Seasons Lodge with Home Leadership, Geriatric Mental Health and Behavioral Supports Ontario representatives to plan for updates to model of care to improve the resident experience with integration of regional supports, best practices and a focus on the promotion of a home like environment. "The Lodge at Home" plan is under development to outline action items and end vision for Long-Term Care.

2018

ACHIEVEMENTS





2018

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### Medical Staff

- Endorsed LHIN Common Credentialing policy by the Medical Staff and the Board. Common Credentialing is intended to streamline the credentialing process for physicians who work in more than one healthcare center in our LHIN. The organization will begin using the updated credentialing process during the re-application period early in the New Year.
- Went live with our online physician Order Sets on June 11, 2018. Online order sets allow us to have access to up to date evidence based medicine practices as well as an online portal. Our first “Quality Based Procedure” Order Set is an acute exacerbation of COPD, which our physicians worked diligently to develop. Deep River is now part of a provincial community who uses this Order Set platform to promote quality care!
- Recruited Dr. Ballantyne, who began working in the Emergency Department in January 2018 under the Emergency Department Recruitment Program.

### Nursing and Palliative Care

- Provided Nonviolent Crisis Intervention Instructor Training to two staff leads.
- Developed and Approved Palliative Care Symptom Management Order Set to be implemented in early 2019.
- Developed and implemented new RN Master Schedule.
- Increased RPN Scope of Practice to include IV Therapy.
- Nursing Team Members participated in High Functioning Nursing Team Research Study through McMaster University
- Purchased Capnography equipment in August 2018. Capnography equipment is used to measure end tidal CO<sub>2</sub>, which is how much carbon dioxide is present in a patients breath.
- Hosted a CHEO ED Outreach program provided a clinical review day on October 2, 2018 for 18 participants. Topics covered included asthma, bronchiolitis, croup, DKA, concussion/ minor head injuries and fever using CHEO and TREKK clinical resources as well as pediatric mock codes and RN skills.
- Improve accuracy of inpatient mobility care through weekly audits of signage to ensure care matched assessed need.
- Implemented standardized assessment tool (Confusion Assessment Method Assessment tool or CAM) for screening all patients admitted to Long-Term Care and Medical in-patient unit for delirium as part of the organization’s Senior Friendly improvement plan.



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## ACHIEVEMENTS

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### Patients

- Developed Patient Safety Education brochure for Emergency Department, Medical Inpatients and The Four Seasons Lodge.
- Developed three year Patient Safety Plan with input from clinical teams, leadership, the Patient and Family Advisory Council, Residents' and Family Council, and the Quality, Risk and Safety Committee.
- Developed French and English versions of Patient Oriented Discharge Summary (PODS) forms with fourth year Algonquin College BScN students during their placement here. It is planned that this form will be completed for all discharges and is expected to be highly valuable for patients to have at home with them after they have been discharged.
- Changed patient flow patterns in February 2018 in order to ensure patients are triaged by a Registered Nurse upon arrival to the Emergency Department.
- Continued to demonstrate high levels of patient satisfaction, well above the provincial and Champlain LHIN averages for the 2017-2018 year. The survey results indicated that ninety percent of patients "would recommend" DRDH, compared to the provincial average where only sixty-five percent of people "would recommend" the hospital they visited. Further, DRDH received an "overall rating" score of seventy-five percent, compared to the provincial average of fifty-five percent. Both of these indicators improved in 2017-2018 from the already high scores received the previous year.

### Pharmacy

- Completed inspection by the Ontario College of Pharmacists (OCP) in October 2018. With the ceasing of sterile compounding, the hospital received a "pass" in the inspection report and can anticipate the next follow up visit in 2020.
- Completed Do Not Use Abbreviation Audit and identified areas for improved on all pre-printed pharmacy forms.

### Physiotherapy

- Completed GLA:D program, which is an 8-week education and exercise program for those with stiff and/or painful knees and/or hips, or those with knee and/or hip osteoarthritis.

### Quality and Risk

- Implemented a universal falls prevention and management program successfully throughout the organization.
- Developed quarterly Quality and Risk Report to be presented to the Quality, Risk and Safety Committee.
- Began preparations for Accreditation Survey in 2019, kicked off with a "one year out" launch event in November 2018.



2018

## ACHIEVEMENTS

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### Quality and Risk (continued...)

- Implemented Bed Rail Reduction Program for Long-Term Care.
- Updated and streamlined 6 of the 7 Surge incident forms in late 2018 to make them easier to use.

### Regional Partners

- Participated in Exercise Collaborative Spirit on September 24, 2018 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.
- Conducted a cooperative disaster response exercise with 2 Field Ambulance, a Canadian Armed Forces unit based out of Garrison Petawawa, on November 7 and 8, 2018. The scenario involved a simulated airplane crash, which resulted in DRDH activating it's emergency operations center and calling 2 Fd Amb to augment the response and help care for approximately 60 casualties. The exercise fostered military and civil cooperation and preparedness.
- Partnered with 1 Canadian Field Hospital's Bedside Care Program over the summer of 2018. This partnership with Garrison Petawawa allowed military med techs to practice skills in a hospital setting with the support and expertise of DRDH staff.

### Risk Management

- Implemented Surge Learning system for incident management, reporting and trend tracking.
- Developed Workplace Violence Incidence Report Developed for presentation to JHSC quarterly.
- Completed Do Not Use Abbreviation Audit of all pre-printed forms.
- Completed Violence in the Workplace Risk Assessments for all areas of the organization and developed action plan to address gaps.

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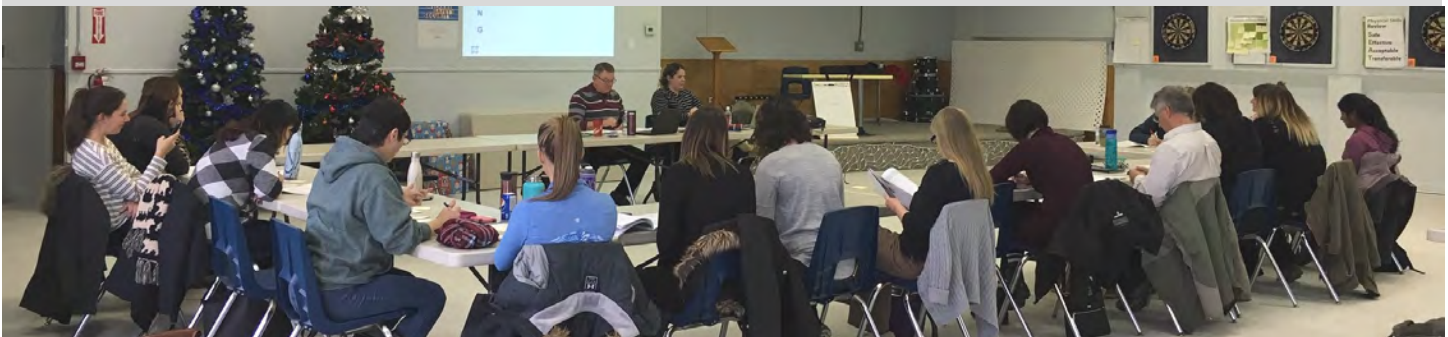
CONGRATS

EPIC PREPARATIONS UNDERWAY



Pictured here are a whole pile of new monitors. These will become clinical workstations when we complete implementation with Epic!

CPI TRAINING



On January 10, 11 and 14, Non-Violent Crisis Intervention Training has been provided to the first round of 39 staff members, which included members of the Executive Leadership Team, Admin on Call, Charge Nurses, Four Seasons Lodge Full-Time RPNs, and housekeeping staff.

Plans for further roll-out of training to additional staff members are underway for the coming months.



NONVIOLENT CRISIS INTERVENTION

## THE FOUR SEASONS LODGE CELEBRATES ROBBIE BURNS DAY

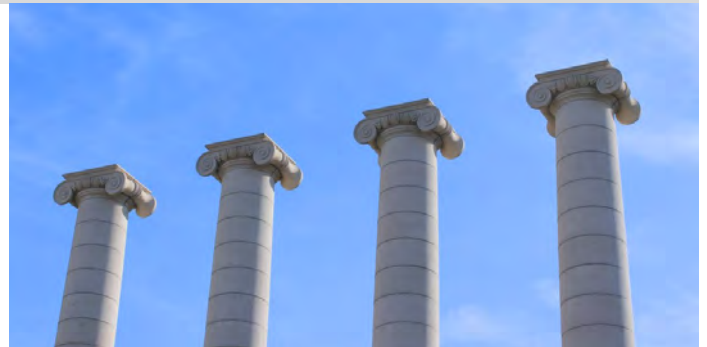


Jeannie Tilson, left, and Stacey Mortson, right, of the Chalk River Renegades Pipes and Drums band played for the Robbie Burns' celebrations in the Four Seasons Lodge on January 15, 2019. This year's celebrations were in honor of one special Resident and Scotsman, who passed away at the end of last year.

## WANT TO WIN A TIM CARD?

**What are the four pillars / strategic priorities of our 2018-2022 Strategic Plan?**

Email the correct answer to Amy at [amy.joyce@drdh.org](mailto:amy.joyce@drdh.org) before February 21 to 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:

*Don't install unauthorized programs*

- Malicious applications often pose as legitimate programs like games, tools or even antivirus software.
- They aim to fool you into infecting your computer or network.
- If you like an application and think it will be useful, contact us and we'll look into it for you.



STAFFING UPDATES

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**Samantha Brazeau**



**Kennedy Serviss**



**Lindsay Streeter**



We are pleased to welcome three new Registered Nurses (RNs) to our team this month. Please join us in welcoming Samantha, Kennedy, and Lindsay!

*welcome*

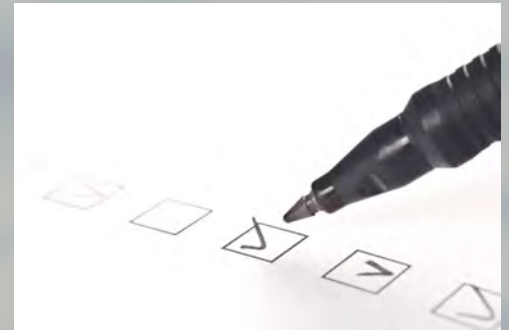
FINANCIAL POSITION

Financial Position Based on Agreement with the LHIN as of November 30, 2018:

surplus of \$ 4,399

## ON TOP OF IT: ORGANIZATION TO KEEP STRESS IN CHECK

It's Monday morning somehow you find yourself simultaneously trying to search for a missing document, answer the phone and look at your co-worker's baby pictures. All of a sudden it is lunchtime and you're no closer to finishing that assignment than you were when you left on Friday.



### FINDING FOCUS

If this sounds familiar, you're not alone. Recent research suggests that workplace distractions eat up an average of 2.1 hours a day and that multi-taskers are actually less efficient than those who concentrate on one thing at a time. With growing demands and shrinking resources, however, it's no wonder that 80 per cent of those in the workforce say they feel overwhelmed at work. This type of pressure is not only physically exhausting, but can also take its toll on emotional and mental health.

How can you make the most of your time at work? Organization and prioritization can help keep your stress in check.

**MAKE A LIST AND CHECK IT TWICE.** One of the best ways to keep your daily duties in line is to make a list of everything you need to do that day and cross off tasks when you've finished them. Being able to see your tasks in one place will prevent you from forgetting anything, and crossing something off when it's done will create a sense of accomplishment.

Crossing off your entire list in a day becomes a goal that you can work toward as the day progresses, increasing productivity and reducing stress. Don't become overwhelmed by a long list for a whole week. Make things manageable and take it one day at a time.

**RATE AND RANK.** Make things easier for yourself by looking at the jobs you have and assigning an order in which to complete them. Get the most important assignment out of the way first instead of putting it off until later to avoid the pitfalls of procrastination.

**TIDY UP.** Having a clear, tidy workspace can help you stay organized and efficient. Searching for something not only wastes time, but also creates frustration, stress and panic. Take 15 minutes at the end of the workweek to tidy up your work area. This will ease your mind and set you up for success.

**FILE AWAY.** One recent study revealed that up to 30 per cent of an employee's daily time is wasted looking for lost documents. Consistently filing papers in their proper place may seem tedious, but if it's done at the end of every work day, it only takes a few minutes and can save much more time in the future.

**TUNE OUT TECHNOLOGY.** Constant e-mails and phone calls have become the greatest time thieves of the workday. Based on trends, it's predicted that workers are going to be dedicating 41 per cent of their time to e-mail management. Try to tune out the distractions of technology by blocking off specific times to answer phone messages and e-mail rather than constantly checking throughout the day. Cut out stress by leaving your cell phone at your desk while on lunch, and relax during breaks.

**DIVERT DISTRACTIONS.** If it looks like a busy day, don't be afraid to politely let your co-workers know it. Verbalizing your stress and workload in a light-hearted way will let those around you know to hold off on telling you about their favourite show or asking you to take a coffee break.

By staying organized and learning to effectively prioritize your tasks, you'll operate more efficiently, feel less bogged down by work pressures and be better equipped to enjoy your time away from work.

Article from our EFAP Provider:

<https://www.workhealthlife.com/Article/Read/on-top-of-it-organization-to-keep-stress-in-check>

# Christmas in the Four Seasons Lodge





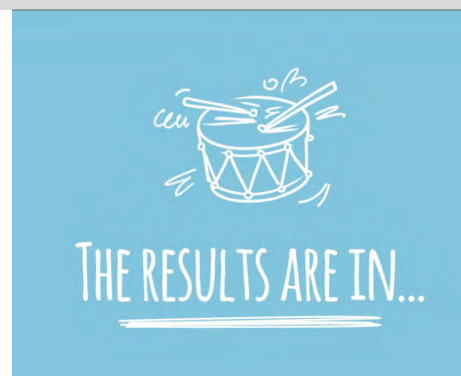
# Christmas in the Four Seasons Lodge



## WORKLIFE PULSE SURVEY RESULTS

As part of our Accreditation journey we all took part in the Worklife Pulse Survey in November of 2018.

Thanks to everyone who took time to complete the survey. We had a fantastic response rate, and exceeded our goal. Our high response rate shows that our staff are committed to the Accreditation process and to helping make sure that we are able to provide the best care to our patients, residents and families as well as develop relationships that will help foster a workplace that provides job satisfaction and life balance.



### SUMMARY OF RESULTS:

- Staff at The North Renfrew Health Campus said they feel prepared to do their jobs, work within a supportive team and that they have pride in the facility.
- A feeling of disconnection is perceived between staff and management about the day-to-day activities of their departments and in receiving feedback from management about their performance.
- A desire for additional education opportunities was expressed.
- Job satisfaction was rated overall as fair to poor.
- Results showed staff feelings that the senior management does not act on staff feedback.
- Workplace safety was highlighted as an area that direct care staff feel needs improvement. Most results indicate staff feel that the organization provides a safe work environment.
- Staff feel that they are able to balance their home life with work well.

Thank you again for sharing your input and feedback. An action plan is under development based on the feedback received, with the goal to support engagement across the organization. **Your feedback, input and ideas would be welcome and appreciated as we work together to identify actions to improve.**

## ADVERSE EVENTS INCIDENT REPORT FORM UPDATED

A new incident report form has now been launched. The new form "Adverse Events" is replacing "Patient Incident" and is available now through Surge Learning.

An adverse event is anything that happens to your patient that is not an expected outcome of being hospitalized. This includes (but is not limited to) items like:

- New or worsening ulcers
- New onset of ARO
- Patient receiving an intervention (bloodwork, x-ray, etc.) meant for another patient
- Delayed reporting of significant findings
- Patient aspirating due to being provided the wrong meal consistency



Falls, Medication errors and violence are all adverse events but need to be captured on their respective forms.

POLICY UPDATES

*Fall Prevention and Management*

*Head Injury and Post Fall Routine Policy*

*Electrical Appliances*

*Religious and Spiritual Care*

*Police Relations*

*Research Proposals*

*Scent-Free Environment*

*Pet and Animal Visits*

*Code Grey*

*Code Green*

*Respectful Workplace*

CPA NAMES WILLIAM WILLARD AS AN EMERGING LEADER

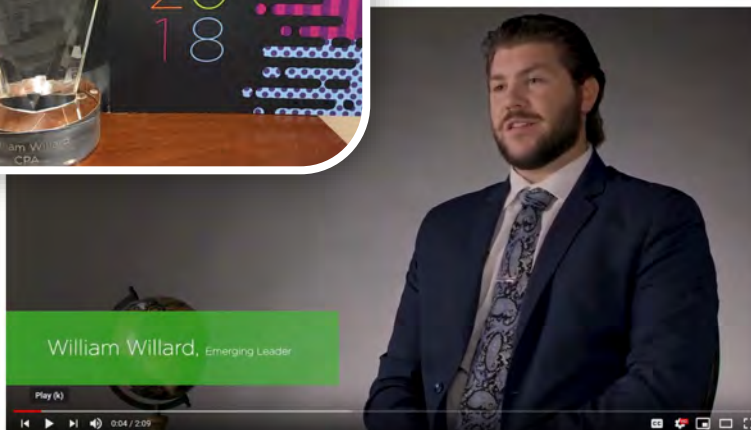


William Willard, our very own Chief Financial Officer and Vice President of Operations, was recently named as a recipient of the Chartered Professional Accountants of Ontario’s 2018 Emerging Leader Awards.

The award recognizes CPAs 34 years old and under (and Will is plenty under!) that are shaping the future of the profession. Each recipient was nominated by their peers for making significant contributions to both their work place and the community. This year's recipients will have their story profiled in a major publication and will take part in several career enhancing initiatives throughout the year.

Watch the video of William’s interview here: <https://www.cpaontario.ca/cpa-members/communities/emerging-leaders/emerging-leader-award-recipients>

*congratulations*



CPA Ontario Emerging Leader Award Recipient: William Willard, CPA



## EMERGENCY PREPAREDNESS CORNER

The Emergency Preparedness Committee has reviewed and revised the Code Grey policy.

A Code Grey is any infrastructure failure including, but not limited to, external weather, power failure of both main and emergency power, HVAC systems (heating, gas or ventilation), flooding, medical gases, telephone systems and information technology systems. These infrastructure failures would put the continued operation of the organization or specific departments at risk and create safety concerns for patients, residents, staff and volunteers.

**TYPES OF CODE GREY**

- External Weather
- Main Electrical Failure
- Emergency Power Failure
- Water System (flooding or disruption of water)
- HVAC System Failure
- Gas System Failure
- Medical Gases Failure
- Information Infrastructure Failure

The response to the Code Grey will be determined by the expected duration of the event. Shorter duration events will require less resources and planning than long term interruptions.

In conjunction with the updated policy, departmental Code Grey Disaster Kits have been created. The kits include supplies needed to support your department during a Code Grey such as lanterns, paper documentation, and patient flashlights.

Please take the time to review your department specific kit.

- **Emergency Department:** Located in the trauma room top shelf.
- **The Four Seasons Lodge:** Located at the nursing station beside the shred box
- **Medical Department:** Located beside the IV poles on the top shelf
- **OTN/Physio/Dietitians:** Located in the waiting room on self above coat rack



## ALL PACKED UP AND READY TO GO



During the first week of January, over 10,000 copies of a newsletter were distributed to homes, farms, and businesses from Rapides des Joachims to Petawawa.

The newsletter shared our 2018-2022 Strategic Plan with our communities.



## RECEPTION GETS NEW DOOR

The door at reception was recently replaced, as per issues noted during the completion of Workplace Violence Risk Assessments. Safety issues were noted with the old door, including the fact that it did not function properly and could not be locked from the inside. The new farmhouse-chic sliding door, pictured here, is now installed.



**SAFETY  
FIRST**

JOIN US FOR FAMILY FUN DAY

Please Join Us for



# FAMILY FUN DAY



- Hot Dogs & Hot Chocolate • Skating • Snow Shoe Trail •
- Trivia • Photo Booth • Fun for everyone! •

**Timberline Club House + Skating Trail**  
**2 Henan Rd. Pembroke, ON**

**Sunday, February 17<sup>th</sup>, 2019 • 11:00 AM – 3:00 PM**

**Open to all family + friends of staff from the Deep River and District Hospital,  
North Renfrew Family Health Team & Four Seasons Lodge**

Please let us know of your interest so we can ensure there are enough supplies for  
all those in attendance. See Amber Cox in person, or contact by email

[amber.cox@drdh.org](mailto:amber.cox@drdh.org)

• **HOPE TO SEE YOU ALL THERE** •

# STAFF NOMINATIONS NOW OPEN



**Nomination Forms are available on PolicyMedical**

(Organizational Resources —>

Human Resources —> Ernie Mielke Award)

**DEADLINE – MARCH 22, 2019**

Please submit Nominations to the CEO Office

## STAFF RECOGNIZING STAFF



## DEEP RIVER AND DISTRICT HOSPITAL TO RECEIVE OVER \$500,000 IN INFRASTRUCTURE FUNDING

The Ministry of Health and Long-Term Care (MOHLTC) has confirmed funding approval for the Deep River and District Hospital (DRDH) through its Health Infrastructure Renewal Fund (HIRF) Program.

The funding injection is a result of submissions under the Exceptional Circumstance Project (ECP) Grant. In response to an application, the Deputy Premier and Minister of Health and Long-Term Care wrote a letter to advise Board Chair Janet Gow and President & CEO Richard Bedard that the hospital would receive up to \$544,722 in one-time funding for the 2018/19 funding year for the Health Infrastructure Renewal Fund.

Hospitals are responsible for ensuring that their facilities are in a good state of repair by managing their capital assets and planning renewal activities. The Ministry of Health and Long-Term Care established the Health Infrastructure Renewal Fund (HIRF) in 1999 to assist hospitals in renewing their facilities. The HIRF grant is to be used to supplement a hospital's renewal needs on a priority basis. The HIRF allocation for each hospital is determined and distributed through the hospital's LHIN. A hospital must use its HIRF grant for infrastructure renewal projects that extend the useful life of the hospital facility or improve the hospital facility's quality or functionality, provided that such improvements do not result in an increase to the hospital's approved operating funding base. The funds cannot be used to purchase medical equipment or to support day to day operations.

"This funding approval has been the result of significant work by our Senior Management Team over the past several months. We have worked closely with Ministry officials, the LHIN, our engineering firm and our internal staff. These funds will be used to address repairs and upgrades that will help to keep DRDH in a state of good repair. We will be working in the coming weeks to finalize eligible projects."

"I would like to thank the MOHLTC for this investment", adds Bedard.

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# Ontario

## FOUNDATION RECEIVES MAJOR GIFT



On December 21, 2018 Ken and Leela Philipose provided the DRDH Foundation with a generous \$19,000 gift. Their contribution will go towards much needed medical imaging equipment to enable the Hospital to help others in our community in their time of need. Ken and Leela chose to donate because they love this community and value the Hospital as an integral part of it. Thank you to Ken and Leela. Pictured here, from left to right, are CFO William Willard, CNE Janna Hotson, Foundation Executive Director Ashley Parady, Leela Philipose, Ken Philipose, and Board Vice-Chair Dick Rabishaw.

## STAFF AT THE DES JOACHIMS GENERATING STATION CONTINUE TO PROVIDE SUPPORT



On December 21, 2018 the staff at the OPG Des Joachims Generating Station provided the DRDH Foundation with a \$500 gift. Pictured here presenting the donation is Matt Simser (left) along with CFO William Willard (right).

*thank you*

## KNOW THE FACTS

## Deep River and District Hospital Diagnostic Imaging Campaign

# FACT SHEET

### “Focused on You” Diagnostic Imaging Campaign

The Deep River and District Hospital Foundation has launched the “*Focused on You*” Diagnostic Imaging fundraising campaign to ensure that our Hospital continues to provide excellent care with the best diagnostic tools, close to home.

- The Hospital is in the midst of replacing our outdated diagnostic imaging technology to industry standard digital technology, which includes a new x-ray machine, portable x-ray machine, and ultrasound equipment. The *Focused on You* Campaign aims to raise \$ 1.75 million to support these upgrades.
- The Ministry of Health does **not** generally provide funding for new x-ray and ultrasound equipment. Funds for replacement and new medical equipment must be raised through our communities, from fundraising activities such as the Foundation’s “Catch the Ace” lottery.
- The lifespan of x-ray equipment is typically 10 to 15 years. Our current x-ray equipment is 12 years old and our portable x-ray unit is 24 years old.
- By upgrading our x-ray technology, the highest quality, filmless images will be produced, improving outcomes and the need for repeat examinations.
  - ◇ Turnaround time is significantly improved with digital x-ray. Physicians and specialists can view a patient’s x-ray and reports almost immediately after having the image taken, which allows for faster diagnosis and treatment.
  - ◇ Digital images can be stored and accessed both on-site and off-site through the regional and provincial PACS (Picture Archiving & Communication System) database.
- Working in partnership with The Ottawa Hospital and five other area hospitals, your health record and x-ray images will be accessible to all of the health region’s digital imaging sites and to your care provider.



*Your Hospital... Together we are the future!*

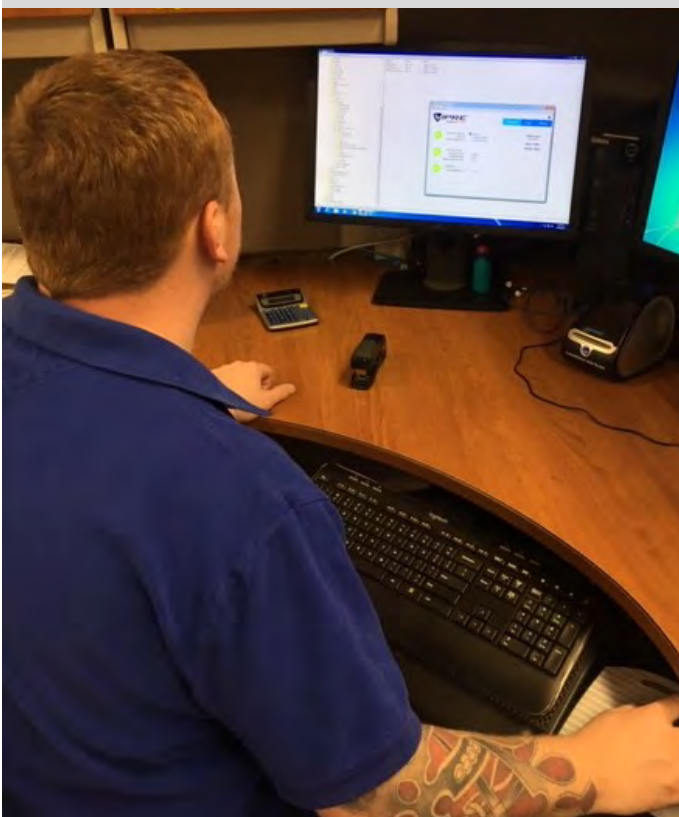
Funds raised by the Deep River and District Hospital Foundation support the purchase of much-needed equipment for the ongoing delivery of healthcare services to the patients and residents in our communities.

## LIGHTS, CAMERA...ACTION!

On Monday, January 28, Richard, Janna and William provided some impromptu content for Foundation volunteer Jay Crawford, who is working on video materials for the *Focused on You* Campaign.



## IT FIGHTS BACK AGAINST VIRUSES



A new virus called “Goner” has been causing major issues with email systems across the world. It’s fast spreading and looks like any other email. The subject is “Hi” and the message reads, “*When I saw this screen saver, I immediately thought of you*”. There is an attachment labelled “gone.scr”, and if you open it—it will install a virus that will infect your computer almost instantaneously! Below is another example of an email virus. Things to look out for:

- Look at who it’s from (email) ... IT Service Support [mailto:Gloria.torlone@uslumbria1.it]
- Never click on anything that says CLICK HERE. On the actual email, if you hover your mouse cursor over the words or link, you’ll see what website it will take you to. In this case it’s [yahooimail.wufoo.com/forms/qdpfbqj0eqdoyr](http://yahooimail.wufoo.com/forms/qdpfbqj0eqdoyr).

**If you’re unsure of the email,  
just delete it or call IT**

## FOUNDATION NEWS

The Catch the Ace lottery fundraiser has created revenues over \$361,000 for the Hospital, so far. This lottery has now helped the Foundation to reach a major milestone—20% of the “Focused on You” Major Campaign goal of raising \$1.75 million.

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

**THE JACKPOT  
IS NOW OVER  
\$260,000!**

**CATCH the  
ACE**  
Progressive Raffle Lottery  
**JOIN US EVERY THURSDAY  
FOR YOUR CHANCE TO WIN!**



## TIM CARD WINNER

Congratulations to Jenna Kang for correctly answering the question in the December Zinger and winning a Tim Card!



Jenna correctly answered that the three types of falls are:

- (1) Pathological
- (2) Accidental
- (3) Premonitory

For your chance to win this month, see **page 13!**



*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.*