

North Renfrew
Family Health Team

THE ZINGER

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

October 2019



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MANDATORY EDUCATION

MANDATORY EDUCATION—DUE OCTOBER 31

For the month of October, education has been assigned as follows:

ALL STAFF:

- Code White
- Emergency Operations Centre
- Administrator-on-Call Policy
- Incident Management System
- Accreditation
- Hand rub and wash



RNS, RPNS & PSWS:

- Continence and Bowel Care

These modules are now assigned on Surge Learning. They are due to be completed by **October 31, 2019.**

NEW PRINTER IN ADMIN

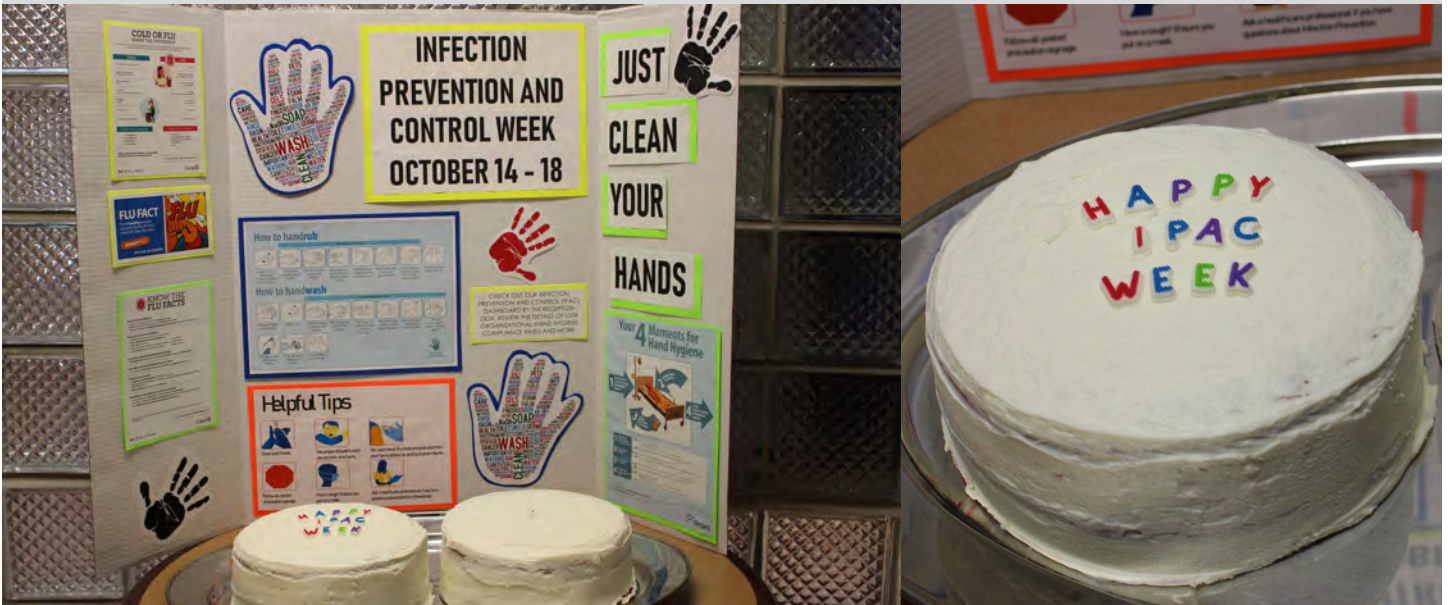


The Xerox printer in Admin has been changed to the new Ricoh device, which requires you to tap your badge to print, scan, fax or copy.

Anyone who previously had the Xerox scan drive will now have their scans sent to their email.

If you have any questions or if you require training, please don't hesitate to contact either Jeremy or Garry.

HAPPY INFECTION PREVENTION AND CONTROL WEEK—OCTOBER 14-18



Despite the dreary, drizzly day on October 16...we were determined to fit in one more BBQ for all “staph” in honour of Infection Prevention and Control Week.

Thank you to everyone who participated in the quiz of the day activities during IPAC Week, and congratulations to all the winners!



FLU SHOTS



The flu shot is available for all our volunteers as well as staff! Pictured here is our Board Chair, Dick Rabishaw, receiving a special shot from James!



If you missed your chance to get your flu shot at the Staff Forum on October 18, it's not too late! Drop by the Occupational Health Office and James would be happy to vaccinate you.

Last year, our staff vaccination rate of 75% was the highest in Renfrew County! We are planning to hold this title for the second year in a row, and are aiming for a staff vaccination rate of at least 90%.

GET YOUR TICKETS

This year, one lucky staff member will get the chance to turn the tables and give James the flu shot!

Tickets are \$1 each or 3 for \$2.

The lucky person whose ticket is drawn at the end of the month will get the opportunity to give James his flu shot!

All funds raised will be donated to the Foundation.

See James for tickets :)



VULNERABLE PERSONS REGISTRY — PARTNERSHIP WITH DEEP RIVER POLICE

The Deep River Police will soon be launching a **Vulnerable Persons Registry**. The purpose of the registry is to ensure that the Deep River Police can find you or your loved one quickly and safely in the event they go missing. The service does this by gathering information that will help coordinate search efforts and reduce search times. Parents or caregivers of a vulnerable person living within the Municipality of Deep River can submit information to the Deep River Police.

DEFINITION OF A VULNERABLE PERSON (VP):

A person who has a cognitive, physical, intellectual/developmental disability or other condition which may place them at an increased risk of misadventure leading to injury or death and who may require assistance from emergency services.

WHO CAN REGISTER?

Any person with:

- Alzheimer's Disease
- Autism
- An acquired brain injury
- A Mental Health condition
- Increasing age
- Social isolation
- A tendency to wander
- The inability to communicate
- Fascinations or attractions (water, construction sites, etc.)
- Unusual social responses (fear of strangers, aggression, etc.)



WHY REGISTER?

Experience has taught us that people often delay in calling the Police to report a missing person. There are common misconceptions that you have to wait a period of time to report a missing person. It is time consuming to obtain information and photos about the missing person, and this can cause a delay in starting the search. A person can walk 6 km an hour and any delay will greatly increase the search area. By having information and a photo on file, Police can immediately coordinate search efforts and commence searching.

A copy of the Vulnerable Persons Registry form will be accessible by visiting the Police department, or through the Town of Deep River website.

The form will also be made available on Policy Medical, in the Emergency Department and on the Medical Floor. Use of the registry will be incorporated into our discharge assessment processes and information will be made available to patients, residents, and their families.

The Deep River and District Hospital would like to thank the Deep River Police for this partnership to help ensure the safety and security of our patients and residents.

DRDH IN FALL



PREVENTING & MANAGING VIOLENCE: TIPS AND TOOLS FOR HEALTH CARE WORKERS

WHY IS THIS IMPORTANT?

Violence in the workplace is believed to be on the rise, despite evidence of significant underreporting. Sustained exposure to violence in the workplace, including aggression, abuse, and bullying can have serious physical and psychological consequences that affect the ability to provide quality care and engage in collaborative relationships. In addition, aggression in the workplace has been identified as a factor contributing to attrition from the profession (RNAO, 2009).

TYPES OF VIOLENCE IN THE WORKPLACE:

Type I (Criminal intent): perpetrator has no relationship to the workplace

Type II (Client or customer): perpetrator is a client at the workplace who becomes violent toward a worker or another client

Type III (Worker-to-worker): perpetrator is an employee or past employee of the workplace

Type IV (Personal relationship): perpetrator usually has a relationship with an employee (e.g. domestic violence in the workplace)

FACTS:

Workplace violence is “an incident of aggression that is physical, sexual, verbal, emotional or psychological that occurs when nurses are abused, threatened or assaulted in circumstances related to their work” (RNAO, 2009).

Violence in the workplace involves a misuse of power and control and it may take the form of physical, psychological or sexual abuse; and/or harassment, mobbing, bullying, or aggression. It may involve action or withholding action. It may be done unintentionally or intentionally. It often involves interactions between people in different roles and power relationships (RNAO, 2009).

Studies indicate that nurses are at a higher risk of violence in the workplace than other health-care providers and other workers. In particular, nurses experience violence from patients / clients or their families. Nurses who work alone are those at the greatest risk (RNAO, 2009).

SAFETY TIPS FOR ALL NURSES, EMPLOYEES, PHYSICIANS, VOLUNTEERS AND STUDENTS:

- Acquire the knowledge and competencies to prevent, identify, and respond to potential violence.
- Engage in self-reflective practice and examine how your behaviour impacts others and how the behaviour of others impacts you.
- Practice and collaborate with team members in a manner that fosters respect, trust and prevents violence. This includes refraining from actions such as gossiping, bullying, harassment, socially isolating others, pushing, throwing objects, or any other behaviours that constitute aggression.
- Contribute to the development of organizational strategies to prevent, identify and respond to violence.
- Fully adhere to organizational policies, procedures and practices related to preventing, identifying and responding to workplace violence.
- Follow organizational processes related to mandatory reporting, seeking support and providing support to others when potentially violent situations are identified or violent situations occur.

STAFFING UPDATES

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Catherine Parrell



Haley Stewart

We are pleased to welcome two new members to the team this month! Catherine is a student who will be working in Food Services, and Haley is a Registered Nurse.

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BABIES!

Dr. Ballantyne and his wife welcomed baby Stella on October 22, 2019 at 11:20 pm.

*Congratulations
Dr. Ballantyne!*



William Willard, and his wife Hilary, welcomed baby Louis William Willard on Sunday, September 29 at 4:20 pm.

*Congratulations
Hilary and
Will!*



Mental Illness in the Workplace: Recovery

With one in five Canadians expected to suffer a mental health disorder in his or her lifetime, it is likely that one or more of your co-workers is in recovery. What is it like? Gaining a deeper understanding of recovery is essential when welcoming an employee back to the workplace after a mental health leave.

WHAT IS RECOVERY?

The Canadian Mental Health Association defines recovery as: the personal process that people with mental health conditions experience in gaining control, meaning and purpose in their lives. Recovery involves different things for different people. For some, recovery means the complete absence of the symptoms of mental illness. For others, recovery means living a full life in the community while learning to live with ongoing symptoms.

It's not unusual for even the brightest of the bright to suffer from a mental health condition. Whether overcoming a bout with depression, emotional distress, post-traumatic stress disorder, or any other mental health condition, people in recovery often struggle to rediscover themselves and fit in. If you know someone at work who is in recovery, it's tempting to pretend that nothing happened and everything is back to normal. Meanwhile, that person is facing a battle of a lifetime; it's terrifying; it's exhausting; and it makes others uncomfortable.

YOU CAN HELP BY:

- Taking a genuine interest in the person and his or her progress. This doesn't mean being nosy; it means being a caring person. Make a point to stop by the individual's desk each day to say hi and ask how things are going.
- Paying attention to signs of distress. For example, if loud noises or harsh lights are problematic, you may be able to ease the person's stress by reducing ambient office noise or dimming the lights.
- Getting educated about mental illness and the recovery process. Your employee assistance program likely has a wealth of information about mental illness in the workplace. Another excellent resource includes the Canadian Mental Health Association.
- Being supportive and encouraging. Being a good listener and a friend can help the person in recovery to feel less isolated.
- Reminding yourself of how you would want to be treated if the situation were reversed. While you can't walk in someone else's shoes, you can treat someone in recovery with respect and interact in an honest and encouraging manner.



Article from our EFAP Provider:
<https://www.workhealthlife.com/Article/Read/mental-illness-in-the-workplace-recovery>

UPDATES FROM LEADERSHIP COUNCIL

On Wednesday, October 9, a Leadership Council session was held at the Deep River Legion. In attendance were members of senior leadership, management, and front-line staff members from acute care, long-term care, and primary care. Below are a few highlights and updates from the day:

MEDICAL IMAGING EQUIPMENT

For our diagnostic imaging upgrades, a renovation is required. During the renovation process, it is planned that Allison Lepack's current office will become the temporary X-ray room, with the OTN room next door being used as a change room. The small office near the triage area, beside the Foundation office, will become the temporary PACs area.

It is expected that the construction will take between 10-16 weeks, and will begin in early January.

MAJOR CAMPAIGN UPDATE

The Foundation's *Focused on You* Campaign has now raised about \$1.3 million of the \$1.75 million goal to support the diagnostic imaging upgrades!

LONG-TERM CARE UPDATE

Earlier this year, our application was submitted for 96 additional Long-Term Care beds, and we are still awaiting direction from the Ministry. We will continue to work to increase engagement and focus on our Resident centered care journey through the Lodge at Home initiatives.

ACCREDITATION UPDATE

Required Organizational Practices (ROPs) are evidence based practices. To achieve Accreditation with no conditions, we must meet all compliance tests for each ROP. There are 31 ROPs, and under these, there are 125 quality indicators. We currently have evidence for 125/125 of these quality indicators – which is fantastic! The ROPs can be summarized as follows:

Patient Safety Incident Management	Patient Safety Education and Training
Patient Safety Quality Reports	Workplace Violence Program
Patient Safety Incident Disclosure	Client Flow
Client Identification	Patient Safety Plan
Do Not Use Abbreviations (DNUA)	Hand-hygiene Compliance, Education and Training
Medication Reconciliation	Infection Rates
Antimicrobial Stewardship	Fall Prevention
Concentrated Electrolytes, Narcotics, Heparin, High Alert Medication	Pressure Ulcer Prevention and Skin and Wound Program
Infusion Pump Safety	Suicide Prevention
Preventative Maintenance (PM) Program	VTE Prophylaxis

UPDATES FROM LEADERSHIP COUNCIL

GUEST PRESENTATION: COMMUNITY LIVING

A member of the Community Living Speakers Bureau, Jeff, attended Leadership Council as a guest speaker. Jeff emphasized that people with disabilities often receive different treatment, and their health concerns are not taken as seriously as others. Sometimes serious symptoms can be overlooked and people are told that their symptoms are related to their disability, when they are not. The Speakers Bureau want to ensure people with disabilities are treated the same as other people, regardless of their different abilities, and they want to take part in decisions about their care. The group discussed the concept of “diagnostic overshadowing”, and ways to eliminate it.



DIAGNOSTIC OVERSHADOWING: Once a diagnosis is made of a major condition there is a tendency to attribute all other problems to that diagnosis, thereby leaving other co-existing conditions undiagnosed. Symptoms of physical ill health are mistakenly attributed to either a mental health/behavioral problem or as being inherent in the person’s learning disabilities.

See the person , not the disability!

ACTIVITY

The group completed an activity where one member of the team was designated as a ‘care provider’ and then the other members of the group had to assemble a puzzle. One member had to assemble the puzzle without the use of their dominant hand, another was unable to see, and another was unable to hear. The activity emphasized the different approaches required by the care provider to reach the desired outcomes for their patients. It showed the importance of altering care to meet the individual needs of the person you are providing care to.



THE ESSENTIAL PIECES AWARD

Caring

Excellence

Safety

Integrity

Partnering

Innovation

The launch of **“The Essential Pieces Award”**, formerly known as *“The Ernie Mielke Award”*, has begun.

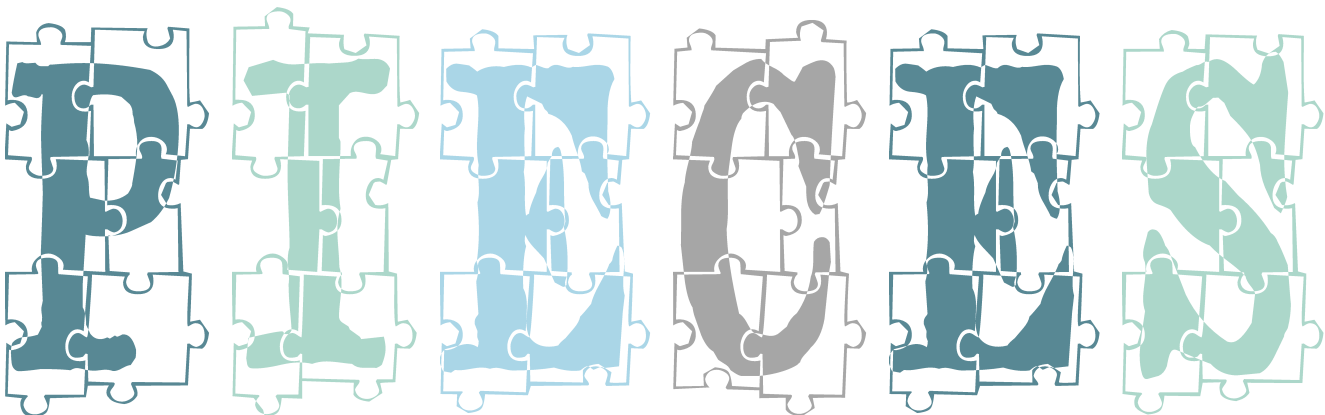
The updates to the nomination process were made to better align with the mission, vision, and values of the organization. The Essential Pieces Award nomination form allows for peer recognition (this includes staff members, physicians, and volunteers) of an individual who performs outstanding, consistent actions that contribute to the overall exceptional experience for the patients, residents and/or visitors of the organization.

The revamped nomination form can be found on Policy Medical (*Organizational Resources* → *Human Resources* → *Essential Pieces Award*). The updates made will hopefully provide a more simple layout for completing the nomination form. By explaining the criteria, the new form will focus on the written piece that describes how the individual nominated demonstrates outstanding, consistent actions that contribute to the exceptional experience for all.

If you would like to nominate a staff member, physician, and/or volunteer who you feel should be recognized for their contributions, please complete the form. The form can then be submitted to Amber Cox in which ever format works best for you, either email or a paper copy enclosed in an envelope.

Nominations can be made up until December 31, 2019 for the current year. Nominations will be reviewed and the individual chosen will be recognized at the Annual Employee Recognition Event.

Should you have any questions, please do not hesitate to contact Amber.



RECREATION STATION

JOIN US FOR AN EVENING
OF HOLIDAY CELEBRATIONS

Christmas
PARTY

Friday, December 6th, 2019

The Civic Centre

16 Civic Centre Rd, Petawawa

Cocktails from **7:00 – 7:30 PM**

Dinner served at **7:30 PM**

Catered by Ullrichs

Followed by Music & Dancing

DJ, Prizes & Cash Bar

Prizes sponsored in part by Pat St. Michael Insurance

Eat, Drink & Be Merry

Tickets to the event are \$25.00 per person.

Cost can be deducted from pay. Guests welcome.

Kindly RSVP to Amber Cox by November 8th, 2019.

HALLOWEEN IS FAST APPROACHING!

“WITCH” MEANS IT’S TIME TO CELEBRATE

PUMPKIN CARVING

The second Annual Departmental Pumpkin Carving Contest will be taking place on **October 31**. Please ensure your pumpkins are brought to the cafeteria by 10:00 am.

COSTUME CONTEST

The Four Seasons Lodge Residents would like to again invite everyone for a costume contest and fashion show! Thursday, **October 31**, 2019 at **12:00 pm** — wear your best costume and join in the fun!

This year’s categories for prizes are best group, most original, and overall best costume.

CHILDRENS PRE-HALLOWEEN TRICK-OR-TREAT AND MORE

On Tuesday, **October 29**, at **6:00 pm**, there will be an organized pre-Halloween event for all staff to bring in their little ones! Come visit the Four Seasons Lodge with your children in costume for trick-or-treating, snacks and a craft. Please RSVP to Amber.

Reminder: if you have ideas to share with the Engagement and Recognition Committee for future events and celebrations, please do not hesitate to do so.



DIAGNOSTIC IMAGING DEPARTMENT EXTENDS ULTRASOUND HOURS AND CELEBRATES BREAST CANCER AWARENESS MONTH



Pictured here Deep River and District Hospital's Diagnostic Medical Sonographers Bianca Robinson (left) and Nadine Lindenbach (right).

The Deep River and District Hospital (DRDH) is very pleased to share that as of November 4, 2019, the hours of availability for out-patient ultrasound services will be extended. As a result of patient feedback expressing a desire for widened appointment times, ultrasound appointments will now be available in the evenings as well as on Saturdays. It is hoped that the extended hours will better meet the needs of

patients or caregivers who work during the typical work week.

Patients may present to the Diagnostic Imaging Department directly with their physician requisition to schedule an appointment. Alternately, if the requisition is faxed by the physician, the Department will reach out to patients in order to schedule an appointment. The Department requires requisitions to be 'in hand' at the time of booking to ensure that the correct exam is scheduled for the patient.

The Deep River and District Hospital would like to thank our patients for providing feedback and helping us to better meet the needs of our populations. We look forward to offering these extended hours for ultrasound appointments and continuing to improve service for our patients.

In addition to extending ultrasound appointment availability, the Diagnostic Imaging Department is also celebrating Breast Cancer Awareness Month throughout October. The Ontario Breast Screening Program (OBSP) is a province-wide, organized cancer screening program that provides high-quality breast screening throughout Ontario. Women should talk with their doctors about regular breast screening, as regular mammograms lower the risk of dying from breast cancer in women ages 50 to 74. The Deep River and District Hospital is a local site for the Ontario Breast Screening Program, and is accredited with the Canadian Association of Radiologists with a digital unit. For the last two years, the Deep River and District Hospital has consistently scored very well for wait times from first assessment to diagnosis. The Deep River and District Hospital has ample appointment availability and offers a chance to have your mammogram completed locally.

There are many reasons to choose the Ontario Breast Screening Program - no physician referral is required, reminder letters are sent for future appointments, reports are mailed to you and your family physicians, OBSP provides a large database for breast care research, and it is a best practice for breast screening. Women over 50 years of age who would like their mammogram in Deep River can call 613-732-1463 and request that their appointment be made in Deep River.



OCTOBER IS
BREAST CANCER
AWARENESS
MONTH



BOOK YOUR
MAMMOGRAM
TODAY

The Ontario Breast Screening Program (OBSP) is a province-wide, organized cancer screening program that provides high-quality breast screening throughout Ontario. Women should talk with their doctors about regular breast screening, as regular mammograms lower the risk of dying from breast cancer in women ages 50 to 74.

The Deep River and District Hospital is a local site for the Ontario Breast Screening Program, and is accredited with the Canadian Association of Radiologists with a digital unit.

For the last two years, the Deep River and District Hospital has consistently scored very well for wait times from first assessment to diagnosis. The Deep River and District Hospital has ample appointment availability and offers a chance to have your mammogram completed locally.

Call us today!

Why Choose the Ontario Breast Screening Program?

- ☺ No physician referral required
- ☺ Reminder letter sent from OBSP for future appointments
- ☺ Report mailed directly to you and your family physician
- ☺ OBSP provides large database for breast care research
- ☺ Best practice for breast screening

Women over 50 who would like their Mammogram in Deep River:

Call **613-732-1463** and request your appointment in Deep River.



APPLE BAKE-OFF!

Thank you to everyone who participated in the Apple Bake-Off on September 26. Four Seasons Lodge was filled with the delicious smell of fresh baked apples and there were quite a variety of yummy home-made treats to sample. The best apple dessert voted by the residents and staff was the Crockpot Apple Cake, made by Tabitha Kearney! Second place went to Julia Okum and Anne Blackstock. Thank you again to everyone who participated to celebrate apple month!



Here is Tabitha's winning recipe for Crockpot Apple Cake:

- 800g (12 oz) apple pie filling
- 400g (14 oz) vanilla cake mix
- 110g (4 oz) butter, cubed

Add the apple pie filling to a slow cooker and top with the cake mix. Lastly, scatter the butter over the top of the cake mix. Cook on high for 2 hours or on low for 4 hours. Serve & Enjoy!

HAPPY SONOGRAPHY WEEK

October 7-13, 2019 was Sonography Week.

Our Diagnostic Medical Sonographers (*pictured on page 15*) work as part of our Diagnostic Imaging Team to perform ultrasounds as part of the diagnostic process for our patients.

Ultrasound service is a vital component of the care we provide to our Inpatients, Emergency Patients and Outpatients.



IT'S COMING...



AS OF OCTOBER 18, OUR ACCREDITATION SURVEY IS ONLY 30 DAYS AWAY.

By the time you are reading this, there are way less days now! Accreditation is coming up so fast!

See pages 10, 19, and 20 for more accreditation related updates.



POLICY UPDATES

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

Drug Admin. in Life Threatening Situations

Assault Response

Minimal Lift—Mechanical Lift and Transfer Assistance

Medical Gas Alarm

Security of Bed state

ACCREDITATION 2019 COUNTDOWN



North Renfrew
Family Health Team

1 MONTH 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 for 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:

- Updates to Code Red policy and drills
- Mock surveys for other areas started
- Updates to Triage Assessment and Reassessment policy
- Hand Hygiene competition (Give Us a Hand)

WHAT IS COMING UP IN OCTOBER:

- **30 day educational count down beings!**
- On unit Accreditation education and 30 day count down begins!
- Staff education binder launch
- Mock Surveys continue
- Evidence binder development continues
- Code Red Education



North Renfrew
Family Health Team

Required Organizational Practices (ROPs)



ACCREDITATION CANADA

WHAT IS ACCREDITATION?

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It allows you to understand how to make better use of your resources, increase efficiency, enhance quality and safety, and reduce risk.

WHAT IS NEW?:

ROPs are essential practices that organizations must have in place to enhance client safety and minimize risk.

To achieve Accreditation status, with no conditions, we must pass/provide evidence for all ROPs.

This evidence will come in the form of policies, reports and during interviews with clients and staff from all areas of the organization.

WHAT DOES THAT MEAN?:

Some of the ROPs that you should know, that affect ALL areas of our organization include:

- Hand Hygiene
- Client Identification (2 patient identifiers)
- Fall Prevention
- Incident reporting (Surge)
- Education on patient safety

A complete list is included in the staff education binder found on clinical units and on Policy Medical under:

Organizational Resources —> Accreditation —> November 2019 Staff Education Binder

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EXERCISE COLLABORATIVE SPIRIT

On Friday, September 20, Michelle Robertson and Chris Doucette were invited to participate as representatives from our organization in Exercise Collaborative Spirit with our DND partners at Garrison Petawawa. This annual exercise is a chance for civilian participants to be immersed in military life and gain a better understanding of the lives of our Canadian soldiers. A huge thanks to Colonel Lapointe for including us in this amazing opportunity again this year!



HAPPY FOOD SERVICE WORKER WEEK!

The tables were turned on October 23, as staff members helped out to make a home-made pizza lunch for our food service workers, who are normally the ones doing the cooking.



HAPPY FOOD SERVICE WORKER WEEK!

Thick & Rich Homemade Pizza Sauce

Angie has agreed to share the recipe she used to make the delicious pizza sauce used on the home-made pizzas at the Food Service Worker's celebration on October 23.

INGREDIENTS

- 2 Tbsp olive oil
- 1 clove garlic, minced
- 28 oz. can crushed tomatoes
- 6 oz. can tomato paste
- 1/2 Tbsp sugar
- 3/4 tsp salt
- 1 tsp basil
- 1/2 tsp dried oregano
- Freshly cracked pepper
- Pinch crushed red pepper, optional



INSTRUCTIONS

1. Add the olive oil and garlic to a sauce pot and cook over medium heat for 1-2 minutes, or just until the garlic is soft and fragrant.
2. Add the crushed tomatoes, tomato paste, sugar, salt, basil, oregano, some freshly cracked pepper (10-15 cranks of a pepper mill), and a pinch of red pepper flakes. Stir to combine.
3. Cover the pot, allow the pot to come to a simmer, then reduce the heat to low, and let simmer for 15 minutes minimum, or up to 30 minutes (I often let it simmer as I prepare my pizza dough).

NOTES

To freeze this sauce, first cool it completely in the refrigerator, then transfer to quart-sized freezer bags or freezer-safe re-sealable containers and freeze until solid. Simply reheat over low heat in a sauce pot, with a lid to minimize evaporation, and stirring often, until heated through.



If staff would like to purchase the pizza dough we used, it is ~\$36 for 24 dough balls (pricing may change slightly). Staff can order through the Food Club, and find friends to split the box with if 24 is too many.



FOUNDATION NEWS



Deep River Catholic Women's League Doing Their Part

Thank you to the Deep River Catholic Women's League for their generous donation to the *Focused on You* Diagnostic Imaging Campaign. Through the fundraising efforts of their Fall Raffle, we are the grateful recipients of a \$500 donation. This picture is taken in front of the "Tree of Caring" where the Deep River Catholic Women's League were happy to see their medallion shining bright on a rainy fall day.

Pictured (from left to right): DRDHF Board Members- Wayne Inch and John Walden, DRDHF Executive Director- Chris Doucette, Deep River Catholic Women's League Secretary- Coreen Alexander, Deep River Catholic Women's League President- Annette Chaplin



MENTAL ILLNESS AWARENESS WEEK

October 6-12 was Mental Illness Awareness Week in Canada. To help bring awareness to this important event, Morneau Shepell has launched a new microsite – Disclosing Mental Illness – and it is now live!



This multimedia microsite features articles and infographics that explore ways to end the stigma around mental illness, how to decide who to tell about a mental illness, and how to disclose a mental illness to friends, family and colleagues.

[Click here to visit the site.](#)

TRANSITION OF CARE FOR FAMILY HEALTH TEAM PATIENTS

The Deep River and District Hospital, the Four Seasons Lodge Long-Term Care, and the North Renfrew Family Health Team would like to extend our best wishes Dr. Steve McLeod and his family as they relocate in order to be closer to family. The organization is grateful to Dr. McLeod for the excellent service he has provided to our communities since 2017.

Effective as of October 1, 2019, Dr. McLeod will no longer be practicing medicine at the North Renfrew Family Health Team. In an effort to ensure that patients of Dr. McLeod have continuity of care, the Family Health Team (in collaboration with the Ministry of Health) has been successful in increasing our complement of Nurse Practitioners.

With the increase in our nurse practitioner services we are working towards accommodating as many of Dr. McLeod's de-rostered patients as possible. Through this process, patients will be individually notified if they can resume primary services at the North Renfrew Family Health Team.

"We are very fortunate to have Nurse Practitioners on our Team," stated Sandra Griffiths, Executive Director of the North Renfrew Family Health Team. "The Nurse Practitioners are able to provide access to primary care services for patients who would have otherwise been without".

Recruitment efforts are currently underway to restore our complement of primary care physicians within the Family Health Team.

We thank everyone for their patience and understanding during this transition. If you have any questions regarding the Family Health Team, please contact Sandra Griffiths at 613-584-1037.



North Renfrew Family Health Team

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DEEP RIVER AND DISTRICT HOSPITAL MAINTAINS HIGH PATIENT SATISFACTION SCORES



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The Deep River and District Hospital (DRDH) continues to demonstrate high levels of patient satisfaction, well above the provincial and Champlain Local Health Integration Network (LHIN) averages for the 2018-2019 year.

Patients who have been admitted to hospital, or have visited the Emergency Department, are randomly selected through National Research Corporation Health (NRC Health) to receive a standardized survey to provide feedback regarding the care that they received. Standardized patient experience surveys and measures are utilized across Ontario to support consistent measurement and benchmarking of care provided in emergency and inpatient care units.

DRDH has demonstrated consistently high levels of patient satisfaction, and continues to remain above provincial and Champlain LHIN averages in overall performance, as well as in several key indicators in the 2018-2019 fiscal year. For example, the survey indicates that nearly 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. For patients across the Champlain LHIN, seventy-four percent “would recommend” the hospital they visited. Further, DRDH received an “overall rating” score of seventy-three percent, compared to the provincial average of fifty-five percent, and the Champlain LHIN average of sixty-two percent. Both the “would recommend” and “overall rating” scores for 2018-2019 were similar to the high scores received over the last several years.

NRC Health categorizes open-ended comments received as either positive or negative. Of all the comments received for 2018-2019, seventy-four percent were positive. The comments highlight positive experiences related to access/time to care in the Emergency Department, positive physician and nurse interaction/care, dietary service/food quality and overall positive experiences in the organization.

Chief Nursing Executive for the organization, Janna Hotson, says the positive results are a credit to the efforts of all care providers across all departments that come into contact with patients and help facilitate an excellent and compassionate health care experience.

Continued on next page...

“These results rank us above the Ontario and Champlain LHIN averages and highlight our exceptional performance from the patient’s perspective”, says Hotson. “It is thanks to the dedication and hard work of all staff, physicians, and volunteers that our patients provide such positive feedback about their care experiences year after year”.

“Measuring our patients’ and residents’ experience in the health care system is enormously important to us,” adds Richard Bedard, Chief Executive Officer. “Listening to patients, residents, and their families is one of the most vital ways we can better understand their needs and preferences, and helps us to ensure care is provided to every person like a loved one”.

The NRC Health survey highlights areas where we are doing well, but it also identifies areas for improvement. Specifically, the results from this past year indicate improvements should be targeted on information sharing for inpatient services as well as communication with patients about medications. Resulting from this feedback, the organization has implemented Patient Oriented Discharge Summaries (PODS). PODS incorporate best practice and evidence to provide medication information at discharge in a patient friendly way, as well as improve communication following discharge to primary care providers.

Thank you to all patients who provided feedback and shared their experiences through the NRC Health surveys this past year. Patient experience measures assist in fostering patient engagement by promoting an understanding of patients’ perspectives, and help ensure that person-centered care is delivered.

DO YOU KNOW ABOUT OUR RESIDENTS’ AND FAMILY COUNCIL?



The Residents’ and Family Council of the Four Seasons Lodge have established a joint Resident and Family Council that functions to support residents, family members and their support persons to provide input into the operation of the home, discuss and make recommendations to improve supports and quality of life for residents, as well as act as a liaison to management of the home with the goal to ensure the Resident and Family voice are heard.

The function of the Council is a formal process by which residents and their representatives (including family members and support persons) participate in the promotion and support of quality of life for all residents of the Four Seasons Lodge. The Council meets every third Thursday of each month. Minutes from the Council Meetings are printed and posted on the resident information board in the home.

THE VACUUM PUMP IS HERE



On October 10, 2019 the Canadian Nuclear Laboratories Black Bears Hockey Tournament provided the DRDH Foundation with an extremely generous **\$19,000** donation for the purchase of a vacuum pump. Pictured here, from left to right, are John Hoyle—tournament organizer, Leo Buckley—DRDH Foundation Board Chair, Chris Doucette—Foundation Executive Director, Janna Hotson—Chief Nursing Executive, Allison Lepack—Manager of Clinical Services/Director of Care, and Sarah-Lynn Parker—RN/Skin and Wound Care Champion. The Black Bears have donated just over \$46,000 to the Foundation to date—THANK YOU for the continued outstanding support!

SKIN AND WOUND CARE



Janna Hotson, Allison Lepack & Sarah-Lynn Parker

The organization has updated our interdisciplinary program for skin and wound care to preserve skin integrity, prevent pressure ulcers, promote comfort and mobility, as well as prevent infection for our patients and residents.

The Skin and Wound Care Program, which was re-launched in September, outlines the guidelines for registered staff to dress wounds appropriately, stage wounds, and complete required documentation.

Thanks to a recent \$19,000 donation from the Canadian Nuclear Laboratories Black Bears Hockey Tournament (*see above*), the organization has been able to purchase a new vacuum pump. The pump assists with care and healing of complex wounds through the use of negative pressure. The organization was previously renting a vacuum pump, so having our own pump will save a significant amount of money and allow us to respond to our patients' needs in a more timely manner.

Sarah-Lynn Parker, RN, is one of the organization's Wound Care Champions! Sarah-Lynn helped in updating our Skin and Wound Care Program with best practice standards and she will help integrate the new equipment into our care delivery. If you have any questions about the updated program, or the new equipment, feel free to reach out to Sarah-Lynn or one of our other Wound Care Champions!

HAND HYGIENE—By Department

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report – September 2019					
	Goal	September	August	July	June
Clinical Nutrition	>92%		100%	100%	100%
Diagnostic Imaging	>92%		80%	100%	100%
Emergency Department	>92%	25%	92%		80%
Family Health Team	>92%	50%	73%		80%
Four Season’s Lodge	>92%	47%	100%	23%	40%
Laboratory	>92%	100%	100%	50%	80%
Medical Unit (RNs, RPNs, MDs)	>92%	50%	80%	61%	80%
Pharmacy	>92%		100%	100%	100%
Physiotherapy	>92%		100%	80%	40%
Support Services (Hsk, Food Service)	>92%	59%	67%	23%	40%

HAND HYGIENE—Organizationally

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report		
	Goal	September 2019
Organizational Hand Hygiene Compliance	>92%	54%



2019 KITCHISSIPPI RUN & BIKE

The 8th Annual Kitchissippi Run took place on October 4, 2019. The event, which was in support of the Foundation's *Focused on You* campaign for diagnostic imaging equipment, was a great success! Thank you to all the runners, bikers, walkers, sponsors, donors, and supporters! We are still tallying up the outstanding pledges, and we can't wait to share the total amount raised with you soon.



2019 KITCHISSIPPI RUN & BIKE

Our friends over at 1 Field Hospital hosted a Teddy Bear Clinic at the event and thanks to all the “fix-a-bear” staff, 55 bears were adopted into new loving homes!



2019 KITCHISSIPPI RUN & BIKE

Isla Kittmer (below in the middle) and Joan Miller (below to the right) collected over \$1,100 in pledges EACH this year! A huge thank you to these two ladies for helping to make the Kitchissippi Run such a fantastic fundraiser.



CATCH THE ACE IS BACK



ESTIMATED
WINNINGS FOR
WEEK 31=
\$236,000



The DRDH Foundation’s progressive lottery is back in full swing, in order to raise even more funds for the *Focused on You* Diagnostic Imaging Campaign.

Head to reception or the Foundation office to grab a \$5 ticket for your chance to be the lucky winner this week!

MORNING TRAFFIC



These two friendly visitors were spotted on my way to work on October 15. We are pretty lucky around here that this is the kind of traffic that slows down our morning commute!

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.