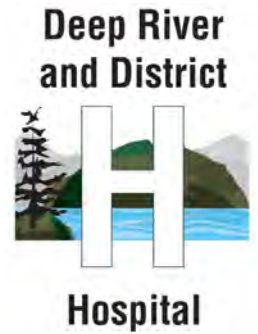


# THE ZINGER



Deep River and District Hospital Newsletter

April 2018



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## DRDH Celebrates Staff Service and Presents Ernie Mielke Award



*Marian Walsh (second from the right) was presented with the 2018 Ernie Mielke Award at the Deep River and District Hospital's annual Employee Recognition Event.*

*Pictured here, from left to right, is DRDH Supervisor of Food Services - Bill Proulx, DRDH Chief Financial Officer - William Willard, award winner – Marian Walsh, and DRDH Chief Executive Officer - Richard Bedard.*

On April 11, 2018, the Deep River and District Hospital hosted the annual Employee Recognition Event where the staff service and Ernie Mielke awards are presented. Richard Bedard, DRDH CEO, expressed his thanks to staff for their support and was “delighted to honour [their] commitment to the organization”. Bedard emphasized that, “it is not simply the *tenure* of our employees that is to be celebrated, but their long-standing *service* to our patients, residents, and clients. The patients and residents benefit from the caring, compassion and empathy provided by our dedicated staff”.

The Ernie Mielke Award is presented annually to an employee who has been nominated by their peers in recognition of their dedication, positivity and demonstration of the Mission, Vision and Values of the organization. This year the award was presented to Marian Walsh, who works tirelessly in the dietary department cooking for, and serving patients and residents. Marian was recognized for her constant smile, her focus on teamwork, and her willingness to go above and beyond expectations to help others. Marian’s supervisor further recognized her caring nature and her readiness to bring forward solutions, rather than presenting problems.

The Hospital would like to extend congratulations to everyone who was nominated for the Ernie Mielke Award. All nominees show a willingness to help others, as well as show kindness to patients, staff and family members alike.

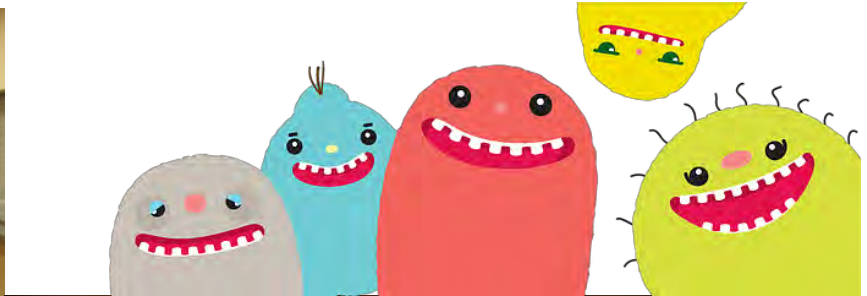
This year, the Hospital awarded 5-year pins to five employees, a 10-year pin to one employee, 15-year pins to six employees, a 20-year pin to one employee, a 25-year pin to one employee, and a 35-year pin to one employee.

The Hospital would like to recognize and thank all those who celebrated the service milestones at the Employee Recognition Event this year.

*Congratulations Marian!*

LAB WEEK

Medical Laboratory Professionals are an integral part of patient care. They provide test results that reveal answers needed for a full picture of your health. April 22 – 28 was National Medical Laboratory Week – a week dedicated to celebrating medical laboratory professionals. Happy Lab Week! Pictured here are lab staff Sue Ripley-Girard (left) and Stephanie Holt (right).



*We complete the picture*

National Medical Laboratory Week 2018

[medlabprofessionals.ca](http://medlabprofessionals.ca)

CSMLS  SCSLM  
Canadian Society for Medical Laboratory Science  
Société canadienne de science de laboratoire médical



UPCOMING FOUNDATION EVENT

7<sup>TH</sup> ANNUAL

# KITCHISSIPPI RUN

a FUNDRAISER FOR THE DEEP RIVER AND DISTRICT HOSPITAL FOUNDATION

2KM. 5KM. 10KM. HALF & FULL MARATHON.  
AND BIKE EVENTS (21 AND 42 KM DISTANCES)

*September 30, 2018 starting at the Chalk River Lions Club*



register early:  
EARLY BIRD PRICING ENDS AUGUST 31<sup>ST</sup>

for entry fees, times,  
race kit pickup info,  
and training programs, visit our



[KITCHISSIPPIRUN.WORDPRESS.COM](http://KITCHISSIPPIRUN.WORDPRESS.COM)



[KITCHISSIPPIRUN@HOTMAIL.COM](mailto:KITCHISSIPPIRUN@HOTMAIL.COM)



[FACEBOOK.COM/GROUPS/KITCHISSIPPIRUN](https://FACEBOOK.COM/GROUPS/KITCHISSIPPIRUN)



Deep River & District Hospital  
FOUNDATION

CAPITAL UPDATES

Thanks to the generous support of our donors,  
we have new equipment!



New over-bed tables

Due to a generous \$6,000 donation from the DRDH Auxiliary, the Hospital was able to purchase 24 new over-bed tables (total cost = \$10,750) . The old tables have been replaced in all the in-patient rooms as well as in the Emergency Department. Using the old tables had become like “trying to push the worst shopping cart you’ve ever seen”, so the new tables have been a welcome upgrade for both patients and staff.

Pictured here, from left to right, is Janna Hotson—Chief Nursing Officer with Sue Lachance and Nora Waddell of the DRDH Auxiliary.



Thank you for  
your support



Old over-bed tables

## FOUR SEASONS LODGE HOSTS VOLUNTEER COFFEE SOCIAL



On Thursday, April 19, the Four Seasons Lodge hosted a coffee social to say thank you to all their volunteers. Volunteer dogs Joe and Maple were in attendance, in addition to those who provide entertainment, spa days, outing assistance and more. Joe and Maple also wanted to thank their humans, Kelly Brown and Lisa Kim, for bringing them in for cuddles and cookies.

## FAMILY HEALTH TEAM

## 2017/18 Patient Experience Survey highlights:

- 20% increase in patient's ability to receive an appointment the same day since 2014
- 13% reduction in visits to emergency department due to the patients' ability to receive an appointment in the time period they wanted since 2014
- 11% increase in the satisfaction rate of wellness programs offered since 2014
- 94% of patient population report having the opportunity to ask questions about recommended treatment
- 94% of patient population report being involved in decision making concerning care and treatment

## Health Quality Ontario – Primary Care Practice Report (as of March 31, 2017)

- 66.8% of eligible patients were up to date with colorectal screening which is higher than the provincial average
- 75% of eligible patients were up to date with cervical cancer screening which is 15% higher than provincial average
- 53.7% of diabetic patients were up to date with A1C screening which is 5% higher than provincial average

## Leadership Council

A Leadership Council session took place on the morning of April 24. Topics included: quality & risk, Code Red, Code Green, recognition, violence in the workplace, Foundation initiatives, and organizational updates. Pictured below is “the human knot”, an exercise in communication and team-work!



**2017/2018 Transformational Projects**

All funds received (\$400,600) were spent in the 2017/2018 fiscal year. We were able to upgrade our IT infrastructure significantly as the first steps towards our future commitment to work with The Ottawa Hospital and move to the EPIC Hospital Information System.

### FOUNDATION NEWS

The DRDH Foundation is excited to announce that they just received an extraordinary donation of \$20,000 in stock from Donald Beauprie in loving memory of his late wife Jean Beauprie (pictured here). The Beaupries have always valued the community of Deep River and recognized that the Deep River and District Hospital “is vital to the wellbeing of the community and [it is] essential that it be supported.” The Beaupries donation will be put towards the purchase of new digital imaging equipment that the Hospital desperately needs.



*Thank you for your generosity!*

## DRDH HOSTS ADVANCED CARDIOVASCULAR LIFE SUPPORT (ACLS) COURSE



On April 21 and 28, Advanced Cardiovascular Life Support (ACLS) courses were offered. Both nurses and physicians participated and practiced their cardiovascular resuscitation skills. Thanks to the physicians from the Renfrew Victoria Hospital for facilitating the courses.

## POETRY by PIERRE

*Shift's End*

*A peaceful time  
 No tragedy  
 No hand wringing or Mother's wail  
 A happy time  
 No broken bones  
 No persons sent off to jail  
 A tranquil time  
 No panicked scream  
 No call to calm the gale  
 A dream filled time  
 I close my eyes  
 And let my soul take sail*





## INTERNAL RESPONSIBILITY SYSTEM (IRS)

## What is the IRS?

The IRS is a system, within an organization, where everyone has direct responsibility for health and safety as an essential part of his or her job. It does not matter who or where the person is in the organization, they achieve health and safety in a way that suits the kind of work they do. Each person takes initiative on health and safety issues and works to solve problems and make improvements on an on-going basis.

*(Ontario Ministry of Labour)*

## What is the responsibility of all employees, persons with practicing privileges, contractors, students and volunteers under the IRS at DRDH?

- Abide by the requirements of the IRS policy and its accompanying program.
- Ensure their work activity and behavior does not, through act or omission, place their own health and safety or the health and safety of others at risk.
- Report any violations of the IRS policy, the accompanying program and any other health and safety policies, procedures and programs to the appropriate supervisor.
- Report any unhealthy or unsafe conditions or actions to the appropriate supervisor, utilizing the internal responsibility system.
- Report all incidents/occurrences including near misses ("good catches") in accordance with established Hospital policy and procedure.
- Use personal protective equipment as instructed and follow instructions provided as to its proper care and maintenance.
- Observe all posted warning signs and instructions.
- Conduct a pre-use inspection on any piece of equipment prior to its use. Report any defects to the appropriate supervisor.
- Use equipment, machinery and materials only as authorized and where appropriate training has been received and understood.
- Participate in defining healthy and safe job procedures and in opportunities to protect and promote health and safety on the job.
- Know the hazardous materials being worked with. Review applicable documentation which describes the nature of the hazards associated with use and exposure to the product and what precautions are to be taken.
- Be aware of and be able to locate Safety Data Sheets.
- Attend and participate in appropriate safety training and/or education updates as deemed necessary to maintain competence with Hospital safety practices, i.e., WHMIS, Hand Hygiene, and Emergency Planning.
- Follow established hospital safe work practices/procedures and policies.
- Not to interfere with or remove any safety device, except where authorized to do so and not to misuse anything provided for safety.
- Wear/use required PPE: follow formal procedures and instructions and make proper use of protective equipment and safety equipment as supplied by the hospital.

The Board, Senior Management, Managers/Coordinators/Charges/Leads/Supervisors, and members of the Joint Health and Safety Committee have additional responsibilities outlined under the IRS. For more information review the IRS Policy on Policy Medical.

Please be familiar and understand your responsibilities under the IRS. If you have any questions or concerns please do not hesitate to contact a member of the Joint Health and Safety Committee.

## AUXILIARY NEWS

*DRDH Auxiliary***Donations Made to the Hospital 1974 - 2017**

The DR&D Hospital Auxiliary has been volunteering and donating to our hospital since 1974. This year, we will be celebrating 44 years assisting and helping where we can.

We have a very dedicated group of volunteers who donate their time and energy all year long. They volunteer at the Whistle Stop (located in the Community Centre downtown), the Hospital Gift Shop, Evening Nutrition, Breast Screening program, Palliative Care program, and the Four Seasons Lodge.

We provide a yearly donation of \$10,000 for the Sprouting Speech Therapy Program for the area children.

At the end of 2017, the Auxiliary has donated a total of **\$1,379,274 dollars** and **359,031 volunteer hours**.

A huge THANK YOU to our Volunteers



Year	Dollars Given	Volunteer Hours
1974	500	5,014
1975	0	1,400
1976	3,200	3,876
1977	6,550	2,899
1978	20,154	11,666
1979	0	12,613
1980	24,700	6,303
1981	21,172	8,987
1982	10,499	9,065
1983	16,059	9,627
1984	10,900	7,891
1985	0	6,876
1986	20,818	7,844
1987	17,840	6,140
1988	30,568	5,400
1989	60,500	5,467
1990	0	5,500
1991	65,300	5,520
1992	34,441	7,046
1993	8,246	7,623
1994	36,475	7,903
1995	37,550	8,642
1996	0	6,100
1997	0	6,000
1998	75,000	7,051
1999	0	6,724
2000	0	5,880
2001	33,000	7,700
2002	67,000	8,160
2003	67,000	5,607
2004	61,400	6,500
2005	15,120	6,500
2006	32,881	7,960
2007	19,978	8,577
2008	29,000	12,432
2009	16,384	14,845
2010	73,992	15,745
2011	78,000	13,300
2012	60,586	12,285
2013	70,424	11,795
2014	55,000	10,573
2015	64,644	10,534
2016	84,368	10,537
2017	50,025	10,924
<b>TOTAL</b>	<b>\$1,379,274</b>	<b>359,031</b>

STAFFING UPDATES



**Angela Ettinger**

**Nadine Giguere**

**Amanda Gilev**

We are pleased to welcome Angela, Nadine and Amanda to our team. Angela, RPN, and Nadine, RN, will both be working on the Medical Floor and Amanda will be working in Dietary.

WELCOME TO THE WORLD FINLEY



Madison and Travis O'Neil welcomed baby girl Finley Anne O'Neil to the world on April 13, 2018.

Baby Finn, as she's affectionately known as, weighted 7 lbs 9oz and was 19 inches long.

Congratulations Maddie!



WELCOME BACK RENÉE

Renée Bedard recently returned to work in the Diagnostic Imaging Department following her maternity leave. Renée is pictured here with baby Jacques.

Welcome back Renée!



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# HOCKEY JERSEY DAY

Friday, April 6, 2018



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## EMERGENCY PREPAREDNESS CORNER

*Code Red Fire Safety Plan*

Every two years the Code Red Fire Safety Plan must be reviewed and approved by the Deep River Fire Department. After extensive discussions and meetings, the Emergency Preparedness Committee has worked in conjunction with DRFD Fire Chief Gary McRae to develop the Fire Safety Plan. Recently at a Leadership Council session, all leaders in the organization have been trained and educated on the Code Red Fire Safety Plan.

Training will be available to all staff on Surge Learning. Staff will be notified when the training is available. In addition, a member of the Emergency Preparedness Committee will be attending departmental meetings to further discuss the new plan and provide some training in the form of table top exercises.

UPDATE TO NOTE: We will no longer follow R A C E, instead, in the event of a code red, staff will follow:

- R** - Remove persons in immediate danger, if safe to do so
- E** - Ensure the door is closed to contain the fire and smoke
- A** - Activate the alarm system by using the nearest pull station
- C** - Call Code Red by pressing the “code page” function on any telephone or dial 7777 and page “Code Red and Fire Location x 3”
- T** - Try to extinguish the fire or concentrate on evacuation

Other changes to Code Red response include monitoring of entrances to the facility to ensure that no one enters the building in a Code Red situation. One member from Food Services will monitor the staff entrance and delivery entrance. One FHT administration employee will monitor the emergency entrance and another will monitor the North Renfrew Family Services Entrance. One member from Medical Records will monitor the front entrance.



## FINANCIAL POSITION

Financial position based on agreement with the LHIN, as of February 28 , 2018

**Surplus of \$4,717**

## WCCT Makes Significant Donation to the Deep River and District Hospital



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**Members of the Board of Directors as well as senior staff of the Deep River and District Hospital (DRDH) were pleased to accept a donation of \$10,000 from Weesoe Community Communication Technologies. Pictured here, from left to right are, Sandra Griffiths (Family Health Team Executive Director), Richard Bedard (DRDH President & CEO), William Willard (DRDH Chief Financial Officer), Dr. Janet Gow (DRDH Board Chair), Michelle Robertson (DRDH Human Resources Officer), Dick Rabishaw (DRDH Board Vice Chair/WCCT Board Member), Ross Judd (WCCT President/DRDH Board Member), Rick Jones (WCCT Board Member), Barb Shaw (WCCT Volunteer), Chris Knight (WCCT Director of Marketing and Sales), Gord Howie, Ann Unrau, and Carole Judd (WCCT Volunteers). Missing from the photo is Nancy Carter (WCCT Volunteer).**

Weesoe Community Communication Technologies (WCCT) has made a \$10,000 donation to the Deep River and District Hospital (DRDH) on behalf of its volunteers and customers. This donation was made possible due to the tremendous community support that WCCT received during their first year.

WCCT is a community-based, volunteer-driven, “not for profit” company created 16 months ago to deliver attractively-priced internet and phone services to Deep River and Laurentian Hills with the objective of donating its “operating surplus” to support initiatives key to sustaining the Deep River and District Hospital.

WCCT has rapidly expanded over its first 16 months of operation and currently delivers services to more than 300 customers. The services of WCCT have been priced to save customers money over what the big companies provide while returning profits to the DRDH; which they achieve through the hard work of many local volunteers who provide the administration, marketing and sales, technical support, billing-accounting and managing of the business.

To learn more about WCCT, to subscribe to their services, or to volunteer, check out their website at [wcc-tech.com](http://wcc-tech.com) or call them toll-free at 1-855-640-8202, ext. 0.



## If Hands Could Talk

If hands could talk, they would tell you that

- They can offer hope, healing, and comfort
- They can create, protect, and defend
- They can also be the route of transmission for a number of pathogens. Here are some examples <sup>1</sup>
  - ◇ 80% of hospital staff who dressed wounds infected with Methicillin-resistant Staphylococcus aureus (MRSA) carried the organism on their hands for up to three hours!
  - ◇ 60% of hospital staff, within 1/2 hour of contact with patients with Clostridium difficile infection, were contaminated without even having touched the patient, from merely returning drug charts to the ends of beds!
  - ◇ In an ICU study, 40% of all patient-nurse interactions resulted in the same species of Klebsiella pneumoniae transmission to healthcare workers' hands, lasting up to 150 minutes, even with contact as slight as touching a patient's shoulder!
  - ◇ Meanwhile, washing with soap and water virtually eradicated these organisms!
- With your help, they can also make a difference by
  - ◇ building hand hygiene into simple routines, such as when you use aseptic techniques when starting IVs or inserting catheters
  - ◇ practicing spontaneous, automatic hand hygiene activities when entering and leaving the clinical setting
  - ◇ modelling optimal hand hygiene activities to peers and in the home to your family members

**Before you touch anything: before you touch your face, your pen, your coffee cup, a patient, a family member, a hand rail, or an object in the patient's environment...**

**STOP! Clean Your Hands!**

Fact Sheet taken from: <http://www.patientsafetyinstitute.ca/en/toolsResources/Pages/Fact-Sheets.aspx>

1. Stone, S.P. *J of the Royal Soc. Medicine.* 2001; 94(6): 278-281. Reprinted by Mitka, M. in the *Journal of the American Medical Association* November 3, 2009. 302(17).





clean your hands:

# THE BUG STOPS HERE!

Cleaning your hands is one of  
the best ways to prevent infection.

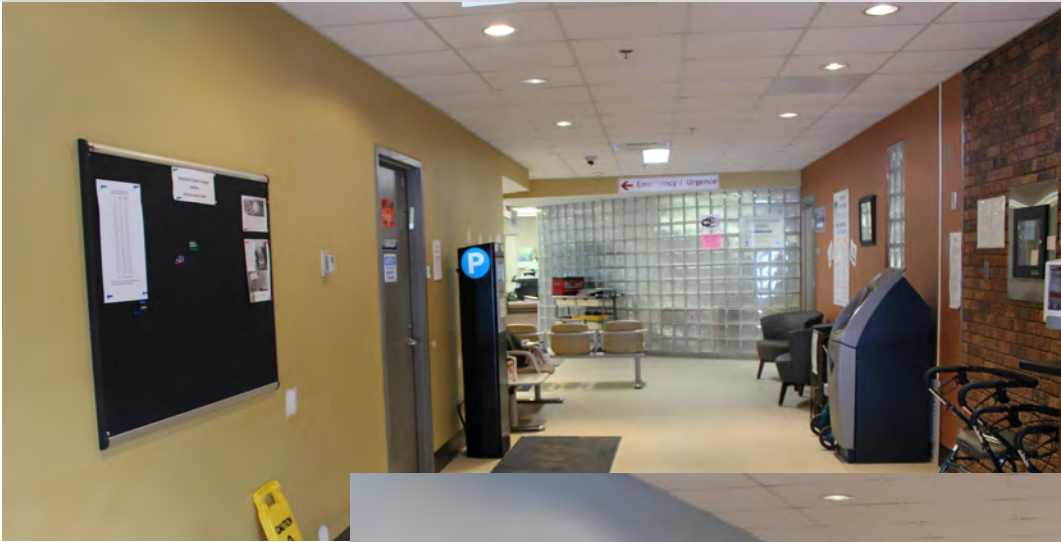
#thebugstopshere

[handhygiene.ca](http://handhygiene.ca)





## LOBBY AND WAITING AREA GET A REFRESH!

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## 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 be tricked into giving away confidential information

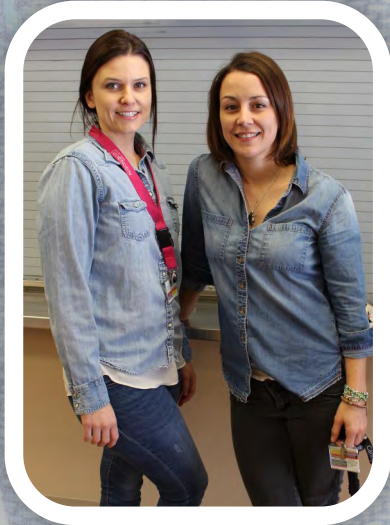
- Don't respond to emails or phone calls requesting confidential company information.
- Always keep in mind that "bad guys" are successful because they are convincing.
- Recent news stories out of Canada reported scammers were tricking people into giving away information with fake tech support calls claiming to help.
- Keep on guard and report any suspicious activity to IT.



*double  
the denim,  
double  
the fun*

**DENIM DAY**

*Friday, April 13, 2018*



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**Thanks to Ashley Parady for organizing the fun Fridays for the month of April!**

EMPLOYEE RECOGNITION EVENT

*Congratulations to the following staff on their service milestones:*

**Five Years**

- Dr. Ben Amor
- Nancy Hearn
- Lorraine Shanahan
- Rachael Smith

**Ten Years**

- Ann Kelly

**Fifteen Years**

- Jacki Harris
- Martin Harris
- Julie Pappin
- Bryon Roblin
- Suzette Fletcher
- Sue Ripley-Girard

**Twenty Years**

- Mary deRuiter

**Twenty-Five Year**

- RoseMary Nishimura

**Thirty-Five Year**

- Gerald Chaput

*Thank you for your dedication to our hospital.*



Nancy Hearn



RoseMary Nishimura



Bryon Roblin



Gerald Chaput



Marian Walsh and her son, Mike



IT'S BACK...

**CATCH the ACE**



**Progressive Raffle Lottery**

**JOIN US EVERY THURSDAY FOR YOUR CHANCE TO WIN!**

At the Deep River Curling and Squash Club  
Club Open At 6:00 pm - Weekly Draw Takes Place At 8:00 pm

The second round of Catch the Ace is underway! Tickets are for sale for \$5 each at the Foundation office and at reception. Draws take place on Thursdays at 8:00 pm.

Come and see Ashley Pardy for your tickets...remember, you can't win if you don't play!

FOUNDATION HOSTS PANCAKE BREAKFAST

The DRDH Foundation hosted a pancake breakfast for staff on the morning of Friday, April 20th in the cafeteria. Pictured on the left cooking up the pancakes is Foundation Board Chair Leo Buckley, and in the middle is Executive Director Ashley Pardy with Ian Wilkie.



EASTER BUNNY MAKES APPEARANCE AT DRDH



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.