

North Renfrew
Family Health Team

THE ZINGER

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

April 2019



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MANDATORY EDUCATION—DUE APRIL 30

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April's mandatory education modules focus on building a safe and supportive workplace for all staff. **All staff** are required to complete the following course and applicable quiz:

- **Workplace Violence and Harassment: A Presentation By Surge Learning**

As an alternative, a transcript version of the course is available. If you complete the transcript version, please send Michelle an email to ensure you are marked as completed.

The course includes a short quiz to confirm knowledge. When completing the course, please ensure that you hit the button "I have completed the course", enter your password and hit "Submit". The pass rate for the quiz is 85%. If you do not meet the pass mark can be retried.

The following DRDH site specific education has been assigned for employees to complete a review:

- **Mission, Vision & Values and Standards of Behaviour**
- **Workplace Violence Prevention Policy**
- **Respectful Workplace Policy**

The deadline for completion for all staff for all of the above modules and quizzes is **April 30**.

Thank you for your ongoing efforts in ensuring your education is completed on time.



DRDH REACHES 158% CAPACITY

Below is a note from Janna Hotson, Chief Nursing Executive, on April 2, when we were operating at 158% capacity:

Thank you to all of our care team members for their amazing work responding to the recent (and ongoing) patient surge.

We reached 158% capacity today, which resulted in implementation of our internal surge management protocol. Staff, physicians and multiple care team members pulled together to meet patient need and ensure support and care were provided. This surge resulted in initiation of EMS bypass for several hours and a review of patient flow and care needs. Although the EMS protocols have been reinstated, the hospital remains at higher than usual capacity at 133%. Ongoing work from the team in coordination with our external partners will continue with the goal to manage the pressures and ensure patients are cared for.

I wanted to offer a very sincere thank you to everyone for their amazing work and response – it is directly because of your hard work, dedication and commitment that we were able to respond and ensure patients were cared for today.

thank you

VISITORS TO THE FOUR SEASONS LODGE

On the morning of Tuesday, April 9, two special visitors made their way through the snow to visit the Four Seasons Lodge!



MOCK CODE GREEN



On April 8, at 2:00 pm a mock **Code Green** evacuation drill took place in the Four Seasons Lodge and on the Medical Unit. The drill was done with simulated staffing levels as if were 2:00 am, rather than the actual time of 2:00 pm.



Volunteers acting as patients and residents were evacuated due to scenario involving a fire. Each of the volunteers required the same level of support as our actual patients and residents would require, in order to make the simulation as realistic as possible. For example, if a resident requires the use of oxygen and a wheelchair normally, so did the volunteer portraying them during the drill. Three staff members worked quickly to evacuate patients and residents outside of the fire zone, to the far half of the medical floor as well as the hallway outside the Four Seasons Lodge entrance. The exercise was observed by representatives from the North Renfrew Long Term Care and the Deep River Fire Department.

James Elliott, Kerry Sinikivi, and Jennifer Hammond (pictured below) carried out the mock evacuation in an amazing 14 minutes, which was well below the goal!

Thank you to everyone who took part in the mock Code Green and helped us to be better prepared for real life emergencies.



DEEP RIVER AND DISTRICT HOSPITAL MAKES INFRASTRUCTURE IMPROVEMENTS

In January of this year, it was announced that the Deep River and District Hospital was to receive just over \$544,000 in much needed infrastructure funding from the Ministry of Health, under the Hospital Infrastructure Renewal Fund (HIRF). The HIRF program provided \$175 million dollars to 128 Hospitals across Ontario in 2018/19. HIRF was established in 1999 to assist hospitals in renewing their facilities.

With this funding, the Deep River and District Hospital has been working hard to replace aged critical infrastructure and to ensure the facility is able to meet the needs of our communities. The funding has been allocated to replace the Nurse Call system, expedite a full replacement of the fire alarm system throughout the facility, and expand areas in the facility that are serviced by emergency back-up power.

“This HIRF funding allows our organization to make these costly upgrades that could otherwise be delayed due to many financial pressures in the healthcare sector”, said William Willard, Vice-President of Operations and Chief Financial Officer. Willard further noted that, “in addition to improving safety, these upgrades also allow the organization to better meet the needs of our patients, residents and staff through improved care delivery”.

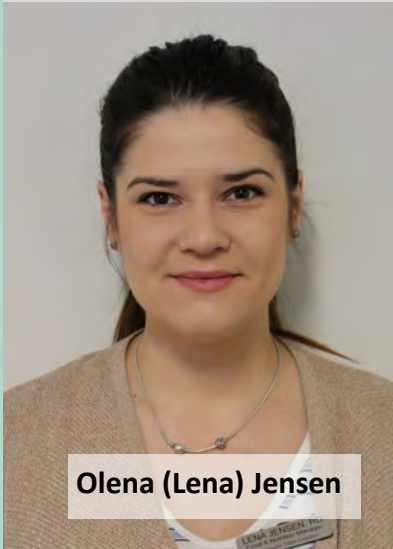
The organization has been able to work quickly to meet the deadlines attached to this funding. “Completing these projects became one of our top priorities when the funding was announced. We applied for additional funding through the HIRF program in order to make a number of these upgrades”, stated Richard Bedard, President and Chief Executive Officer. Bedard indicated that, “when we received notice that some of our applications were successful, we focused our energy to ensure we could make these much needed upgrades happen in the short timeframe. This funding allows the organization to move forward with up-to-date infrastructure in order to continue addressing the healthcare needs of our communities”.



STAFFING UPDATES

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Olena (Lena) Jensen



Connor Prahl

We are pleased to welcome four new members to our team this month.

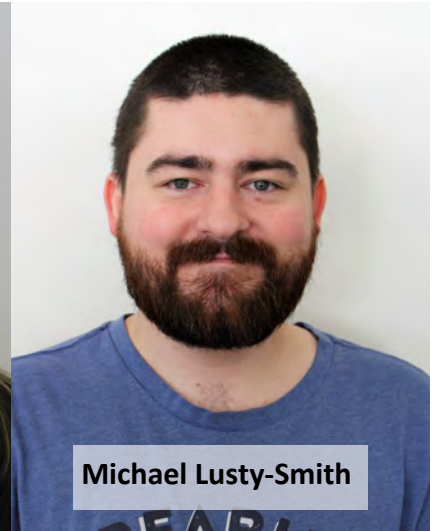
Olena (Lena) Jensen has begun in the role of Food and Nutrition Supervisor, and **Connor Prahl** is a student who will be working in Dietary.

Tammy Bell and **Michael Lusty-Smith** are both PSWs who will be working in the Four Seasons Lodge.

welcome



Tammy Bell



Michael Lusty-Smith

18 YEARS OF NURSING



This past month, James Elliott, RN, celebrated 18 years of nursing here at DRDH. Thank you for your dedication James, we are lucky to have you!



A changing world: how are you managing?

It's a fact—some people handle change better than others. While we recognize that no one has the absolute answers to coping with change, we'll look at some practical suggestions you can use to make the process go a little more smoothly for you.

Change is happening at a faster pace today.

Global, technological, economic, and social shifts are all causing sweeping changes in our lives. Moreover, few of us see change coming. Either we are too wrapped up in the daily business of living to be aware of it, or we choose to take the ostrich's approach and bury our heads in the sand. The result is, of course, that we don't plan for change. In other words, the future is here before we know it.

- 1. Tune into change in the workplace and new trends in the world.** Read publications related to your organization's business, and type of work. Remember, people who are aware that change is coming have a better chance to take advantage of the opportunities that change often presents.
- 2. Understand that adjustment to a major change takes time.** Consider Don and Cathy who have recently moved into their dream home and reminisce about the old neighbourhood. It will take time for them to appreciate and reinforce their preferred choice of home. This will put their nostalgic feelings for the old neighbourhood into perspective.
- 3. Develop a positive attitude toward change.** The experts tell us that our attitude toward change will affect our success at managing change. It's important to realize that one of the things over which each person has control is his or her attitude. Which employee do you think is more likely to be able to cope with change: The one who says, "I can't do this," or the one who says, "I've succeeded in the past and I'll succeed now?"
- 4. Be aware that change brings stress.** In other words, be alert to physical, mental, and emotional signs of stress. Even the hardest people may experience stress reactions, such as feelings of depression and isolation when change is too rapid. It is important to identify coping strategies that have worked before, for example, joining a self-help group or organization where people find it helpful to be with others who are going through a similar experience.
- 5. Take care of yourself.** Remember that the more attention you pay to proper nutrition, adequate rest, and regular exercise, the easier it will be for you to cope with the demands of change.
- 6. Use humour.** Terry L. Paulson, Ph.D. author of Making Humour Work suggests using humour to handle the early discomfort of change in the workplace. He says, "Laughing together allows all to say, 'We're all in this together, and we're all uncomfortable'."

Our daily demands in life are difficult enough to deal with, let alone adding a change to the mix. We realize that altering your lifestyle, in any way, can be jarring. You are free to ask your EAP counsellor to help you cope with and adjust to change, and help you to redefine goals so that you may see a more certain future.

Article from our EFAP provider: <https://www.workhealthlife.com/Article/Read/A%20changing%20world%20how%20are%20you%20managing>

THANK YOU TO ALL OUR VOLUNTEERS FOR MAKING A DIFFERENCE

National Volunteer Week, April 7 to 13, pays tribute to the millions of Canadian volunteers who give their time and energy to improve the lives of others. This week, the Deep River and District Hospital (DRDH) would like to thank and honour the volunteers who are dedicated to supporting our community, patients, and residents with their gift of compassion and their generous contribution of time.

For DRDH, volunteers play an important role across all areas of the organization. For example, volunteers contribute in patient advisory council meetings providing a patient's perspective, they work with our Auxiliary in The Whistle Stop and Gift Shop raising money for special projects and improvements, and they work tirelessly with the Foundation to raise awareness and funds to support major capital purchases. Volunteers also play a significant role in improving the quality of patient and resident experiences through both our Ontario Breast Screening Program and in the Four Seasons Lodge Long-Term Care Home. Recreation programming and visiting, as well as the day-to-day experience of our patients and residents, are greatly enhanced by our volunteers. Further, specially trained palliative volunteers support residents and patients not only at end of life, but all along the palliative journey.

To support ongoing volunteer learning, DRDH is collaborating with Carefor Home and Community Services to host a palliative volunteer course on site in May. The course will support those interested in becoming a palliative volunteer through free in-person training and discussion. The course aims to support the role of volunteers in palliative care through building knowledge on topics such as understanding the dying process, spirituality, grief and bereavement, care for the care-giver and additional topics related to palliative care. For more information on the course, please contact Patti Kinghorn at 613-584-4463 or rkinghorn@sympatico.ca. To register, please contact Alice by email at agrenon@carefor.ca.



Recognizing the importance and value of all volunteers across the organization, DRDH is launching an updated volunteer program to build and expand the experience of volunteers. The program will support volunteers to participate safely while fully using their talents, skills and abilities to enhance the health care experience of our patients and residents. If you would like more information on how to volunteer, or what opportunities are available to support our patients, residents and community, please contact Amber Cox at 613-584-3333 ext 7114.

Thank you to all volunteers at DRDH, and across the country for all that you do.

PALLIATIVE VOLUNTEER COURSE

Join us for an introduction to hospice palliative care for volunteers, in this four (4) session course beginning the first Thursday in May.

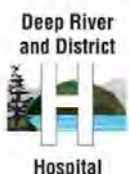


The course outlines the role of a volunteer and understanding professional boundaries while gaining further knowledge on topics such as understanding the dying process, spirituality, grief and bereavement, care for the care giver and additional topics related to palliative care.

To **REGISTER** please contact Alice,
by email: agrenon@carefor.ca

*** All attendee's must have a volunteer police check completed prior to the date of the course. This is free of charge and a letter can be provided to obtain.**

For further information, contact:
Patti Kinghorn at 613-584-4463 or by email:
RKinghorn@sympatico.ca



HOSTED BY

THE DEEP RIVER AND DISTRICT
HOSPITAL
IN PARTNERSHIP WITH CAREFOR
HOME & COMMUNITY SERVICES

Session dates:

- Thursday, May 2nd, 2019
- Thursday, May 9th, 2019
- Thursday, May 16th, 2019
- Thursday, May 23rd, 2019

09:00 am – 3:00 pm
**At the Deep River and
District Hospital**

117 Banting Rd. Deep River, ON

*** All sessions must be attended to complete the course.**

The lead instructor for this course is **Patti Kinghorn**, with special guest speakers including, Dr. Rosemary Gilbert and Dawn Cruchet.

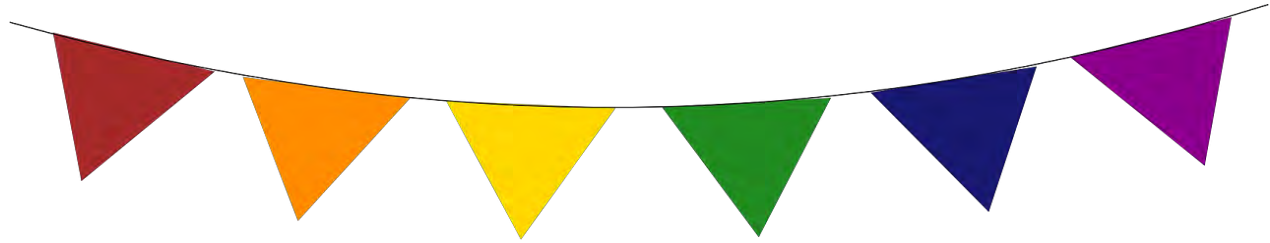


There are a limited number of spots, so register today!

This course is free of charge.

We thank you for your interest and looking forward to seeing you there!

AUXILIARY NEWS—UPCOMING SALE!



HUGE VARIETY SALE PLANNED TO HELP BENEFIT THE FOUR SEASONS LODGE

When: Saturday, May 18th

Where: Deep River Library Program Room

Time: 10.00 a.m. - 4.00 p.m.

The sale will be an absolute treasure trove of jewellery, high end leather bags, silk scarves, pottery, crystal, fine china, Royal Doulton items, quilts, vintage linens, art work, as well as unique and one-off items will be on display. All proceeds on sale will go to the Four Seasons Lodge for new soft furnishings and colourful wall decor. The fund raising arm of the Deep River Hospital Auxiliary (Whistle Stop) will be hosting the above mentioned cause. For further information, please feel free to contact Aliya Ebrahim at 613-584-2525 or Joan Hallett at 613-584-3564.

The picture here shows a sample of Claire's Hats available at the sale.



SALE

POLICY UPDATES

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

Orientation

Health and Safety

Working Alone

Hand Hygiene Program

Workplace Violence



North Renfrew
Family Health Team

7 MONTHS TO GO!



ACCREDITATION CANADA

WHAT IS ACCREDITATION?

Accreditation is an ongoing process of assessing health services organizations against standards of excellence to identify what is being done well and what needs to be improved

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

OUR MISSION: Caring of every person like a loved one, within an integrated health system.

OUR VISION: An excellent, compassionate health care experience, every time.

OUR VALUES: Caring | Excellence | Safety | Integrity | Partnering | Innovation

WHAT HAS BEEN ACCOMPLISHED SO FAR:

- Code Green mock evacuation complete
- Quality Improvement plan approved by the Board of Directors (can be found on the bulletin board by reception, on our website and on Policy Medical)
- Annual Risk Assessment completed
- Update to Code Yellow (can be found on Policy Medical)
- Leadership Council
- Departmental Dashboard made public

WHAT IS COMING UP IN MAY:

- Complaint and Compliment Management policy and procedure update
- Admission package updates for Medical
- Includes Patient Oriented Discharge Summary (PODS)
- Includes updated VTE prophylaxis ordering form
- Includes Patient and Family information brochure
- **Hand hygiene program launching!**



North Renfrew
Family Health Team

Medication Management



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PHARMACY & THERAPEUTICS (P&T):

The Pharmacy & Therapeutic Committee serves as an organizational line of communication between the medical staff, nursing staff and the pharmacy department.

The Committee is a policy recommending body on matters relating to medication and therapeutic treatment usage within the facility, with the goal to promote evidenced-based, safe and effective use of medications.

WHAT DOES THAT MEAN?:

Updates and introduction of new policies regarding medication management are reviewed through the P & T committee.

P & T consists of pharmacy staff, doctors, and nursing administration. They review best practices and make sure that our policies and procedures are accurate and up to date.

This month updated Bedside Medication and Medication Storage polices were reviewed at P & T and approved.

These policies can be found on Policy Medical .



REVITALIZED PROGRAM LAUNCHING!



Hand Hygiene

We will soon be launching a revitalized hand hygiene program! Over the last three months, and shown in the chart below, our compliance for Hand Hygiene averages **51%**. All care provider groups have not yet been consistently audited, as seen below. Audits will continue to take place monthly, and the results will be posted publically on our dashboards. The updated program will be rolled out to all staff in late May / early June, and will target **ALL STAFF**, not just direct patient care employees.

Deep River and District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and Deep River Physiotherapy Center Hand Hygiene Report – April 2019					
	Goal	April	March	February	January
Clinical Nutrition	>92%				100%
Diagnostic Imaging	>92%		0%	0%	
Emergency Department (RNs & MDs)	>92%			57%	
Family Health Team (All staff)	>92%				
Four Season’s Lodge (RPNs, PSWs, MDs, Rec. Therapy)	>92%			30%	
Laboratory	>92%		0%		
Medical Unit (RNs, RPNs, MDs)	>92%		71%	63%	58%
Pharmacy	>92%				
Physiotherapy	>92%		0%	100%	
Support Services (Hsk, Food Service)	>92%		50%	50%	0%

HAND HYGEINE TIPS:

Hand rub with alcohol sanitizer for 15 seconds, or until it dries.

Hand wash for the duration of the “happy birthday” song twice, or about 15-20 seconds.

DRDH CELEBRATES STAFF SERVICE AND PRESENTS ERNIE MIELKE AWARD

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Amanda Pleadwell (middle) was presented with the 2019 Ernie Mielke Award at the North Renfrew Health Campus's annual Employee Recognition Event. Pictured here, from left to right, is Four Seasons Lodge Director of Care – Allison Lepack, award winner – Amanda Pleadwell, and Four Seasons Lodge Administrator – Janna Hotson.

On April 12, 2019, the Deep River and District Hospital, Four Seasons Lodge and North Renfrew Family Health Team hosted the annual Employee Recognition Event where the staff service and Ernie Mielke awards are presented. Richard Bedard, President & CEO, expressed his thanks to staff for their ongoing support and was “pleased to honour the commitments that each staff member has made to our organization”. Bedard highlighted that, “it is the caring and compassion of employees across all areas of the organization who help fulfil our mission of caring for every person like a loved one”.

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 Amanda Pleadwell, a Personal Support Worker who goes above and beyond to care for our Residents in the Four Seasons Lodge Long-Term Care Home. Amanda was recognized by her peers for her dedication to making each Resident feel special. Amanda has been known to spend her own free time styling Residents' hair and helping them get ready for gatherings, parties, and holidays. Amanda's compassion and patience in supporting our Residents was commended by her peers as well as by leadership. Amanda's peers further noted the positive attitude, calm demeanor, and gift of laughter that she brings into our Long-Term Care Home.

The organization would like to extend congratulations to everyone who was nominated for the Ernie Mielke Award. All nominees this year work in clinical departments, and they each embody the organizational values of caring and excellence, among others.

This year, the organization awarded 5-year pins to eleven employees, 10-year pins to four employees, 15-year pins to five employees, 20-year pins to three employees, and a 25-year pin to one employee.

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

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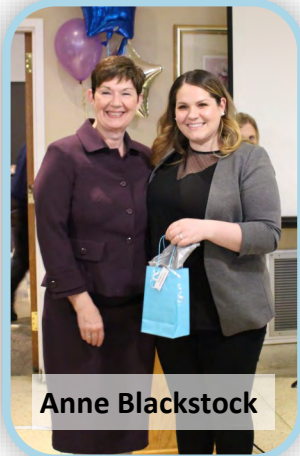
EMPLOYEE RECOGNITION EVENT

Congratulations to the following staff on their service milestones:

5 YEARS



Wendy Baillargeon



Anne Blackstock



Amanda Chartrand



Tammy Delaurier



Mary Douglas



Dara Engel



Carol-Lynn Godreau

Not pictured:

- Bonnie Dumont
- Dr. Kathryn Kipp
- Sarah Moore
- Jennifer Rouselle

10 YEARS



Stephanie Holt



Marian Walsh

Not pictured:

- Pierrette Farr
- Carolyn Hunt



15 YEARS



Tracy Govereau



Garry Hartlin

Not pictured:

Sarah Chard

Ann Kenyon

Dale Regan



20 YEARS



Not pictured:

Cara McGuire



Nadine Lindenbach



Melinda Lorbetskie

25 YEARS

Not pictured:

Diane Soike

thank you for your service

EMPLOYEE RECOGNITION EVENT CONTINUED...



EMPLOYEE RECOGNITION EVENT CONTINUED...



INFECTION CONTROL TIPS AND TRICKS



Cover Your Sneeze
In Your Sleeve
PLEASE

MEMO—DOOR ACCESS AND ID BADGES

New badges will be provided to staff over for the updated electronic door access system. Cards for this system will be provided with a pouch as your existing identification badge and the new badge will need to be carried together.

These updates will move us from having 7 controlled doors to 13, adding controls to higher risk areas. The areas that will have electronic verification are as follows:

- | | | |
|--|--------------------------------------|-----------------------------------|
| Administration | Maintenance | IT Server Room |
| Four Seasons Lodge – Clean Utility | Medical Floor Medication Room | Laboratory – Side Entrance |
| Four Seasons Lodge- Dirty Utility | Medical Records | Staff Entrance |
| Front Entrance – Emergency | Pharmacy | Stores |
| Housekeeping Closet – Medical Floor | | |

Should you have any questions, please do not hesitate to contact William Willard—CFO, Garry Hartlin—Manager of Building and IT or Jeremy Palmer—IT Support.

FINANCIAL POSITION

Financial Position Based on Agreement with the LHIN as of February 28, 2019

surplus of \$ 4,996

WANT TO WIN A TIM CARD?



What is the acronym used to represent our Standards of Behaviour (Code of Conduct)?

Email the correct answer to Amy at amy.joyce@drdh.org before **May 24** to be entered in a draw to win a Tim Card!



HIGH TEA IN THE FOUR SEASONS LODGE—APRIL 17, 2019



High Tea Luncheon Menu:

Teas

Orange Peko, Earl Grey, Mint Herbal

Tea Sandwiches

Dilly Egg Salad

Creamy Cucumber,

Smoked Salmon with Capers and Horseradish Mouseline

Ham with Dijon Brie Mayonnaise

Sweets

Strawberry Tarts

French Macaroons

Profiteroles with Belgian Cream

Cranberry Scones

Chocolate Mocha Cake with Chocolate Ganache

CONGRATULATIONS TO THE DIAGNOSTIC IMAGING DEPARTMENT

Congratulations to Karen Lamadeline and Dr. Lyons on having passed the first anniversary review with the OAR Canadian Bone Mineral Densitometry Facility Accreditation Program. The certificate shown here confirms our site as remaining “Accredited in Good Standing”.

WOOHOO!

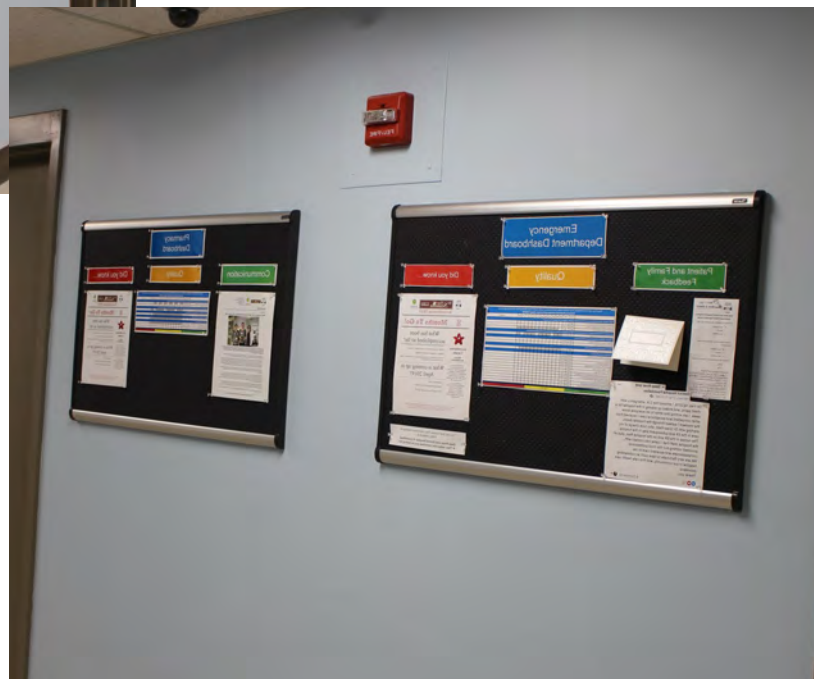


HAVE YOU SEEN THE NEW BOARDS?



Bulletin boards are being installed around the organization to display the dashboards for each department. Each board has a patient feedback section, the departmental quality dashboard, and an area for Accreditation items.

The items on the quality dashboards are all linked to the strategic pillars of the organization. For example, in the Emergency Department, the fall risk screening audit links to our “seniors” pillar, since we screen those over 65.



LEADERSHIP COUNCIL

A Leadership Council session took place on Tuesday, April 16 offsite at the Deep River Legion. It was a very full day that covered a wide range of topics! Below is a summary of some of the key themes:

Complaint and Compliment Management

- The Complaints and Compliment Management for Patient/Resident/Family Feedback policy and procedure have been updated, and changes will be in effect as of May 1. Education on the updated policy will be coming soon.
- We will now be tracking feedback (both complaints and compliments) through Surge Learning.
- We have a new goal of acknowledging feedback within 5 days, if contact information is provided.
- Our organization uses the service recovery model for managing feedback, which aims to address the feedback as close to the level it is received.



The Lodge at Home

- The Lodge at Home is a multi year plan that will involve a fundamental change to how we care for our seniors. There are four key areas that we will be the focus of the Lodge at Home plan for 2019-2022:
 - ⇒ **People – build capacity to support excellent compassionate experience.**
 - ⇒ **Environment – provide a comfortable “home like” environment.**
 - ⇒ **Learning – focus on learning and growth to improve quality of life.**
 - ⇒ **Sustainability – build sustainability through stewardship and positive outcomes.**
- We will be moving from a medical model of care to a resident-centered model of care. For example, decision making will be shift from being **for** Residents to being **with** Residents, the emphasis will be on the Lodge as their **home**, not as our **workplace**.



- Each of our routines for things like when we go to bed, when we wake up, or when we have breakfast is so vastly different, so why would we think it's suitable for our Residents to all follow the exact same schedule? These differences were illustrated using an activity, pictured above, where Janna would call out various bed times, or times we wake up, or times we have breakfast, and each person would sit when she reached the times that corresponded to their individual routines. Each person's routine was vastly different, yet our Residents generally follow the same standardized schedule regardless of their individuality.

Health Care Landscape

- There will be many changes coming in health care due to Bill 74, *The People's Health Care Act, 2019*.
- A central province-wide agency, Ontario Health, has been formed and the 14 LHINs and 6 provincial health agencies are being consolidated.
- Ontario Health Teams (OHTs) are forming. To be an "Ontario Health Team" (OHT) a group needs to provide at least three of the following services: hospital services, primary care, mental health, home care or community services, long-term care, and palliative care services.
- There is a deadline of May 15 for expressions of interest from organizations that want to apply to partner together to form an OHT. Following this "self-assessment" process, the Ministry will determine the partnerships for the formation of OHTs.

Privacy and Confidentiality

- PHIPA legislation applies to individuals and organizations and "health information custodians" which including hospitals, long-term care facilities, pharmacies, and practitioners such as doctors, nurses, and all other health care professionals. Put simply, **PHIPA applies to all of us!**
- New this year, our organization is required to provide the Information and Privacy Commission (IPC) with a report on breach information annually. In 2018, we reported four breaches - three were by misdirected faxes and one was by unauthorized disclosure through other means.



Communication, Recognition and Engagement

- As a follow up to the WorkLife Pulse Survey, we identified the top three areas for improvement: **(1) communication (2) recognition (3) engagement**. For these three items, we created a short survey to flush out more information on how we can specifically improve these areas.
- The results are as follows:
 - ⇒ **Staff want to see more family friendly activities outside of work!**
 - ⇒ **70% of staff like to receive recognition either verbally or written**
 - ⇒ **Staff would like to see more education opportunities for job specific training, leadership development, wellness and soft skills.**
 - ⇒ **90% of staff like to receive communication via email (and via the Zinger of course...)**
- A Committee will be formed to oversee engagement activities and coordinate volunteers for different events. This will be a small group to outline overall plans for the year, and provide support to other volunteers that can come forward to organize specific events that they are passionate about.
- If you have any ideas regarding on/off-site events that they would like to see happen or would like to spear-head throughout the year, please send them to Michelle Robertson!

Hand Hygiene

- As indicated on page 13, we are launching an updated Hand Hygiene Program! The updated policy can now be found on PolicyMedical.
- 4 moments of hand hygiene:
 - ⇒ **BEFORE initial patient contact / patient environment contact**
 - ⇒ **BEFORE aseptic procedure**
 - ⇒ **AFTER body fluid exposure risk**
 - ⇒ **AFTER patient / patient environment contact**
- James shook hands with each person using glow cream disguised as hand cream to illustrate the spread of germs.
- Additional education on the Hand Hygiene Program will be coming soon, stay tuned!



Ethics

- The ethical decision making process that we follow as an organization is the “IDEA” framework:
 - ⇒ **I – Identify the facts**
 - ⇒ **D – Determine the ethical principles in conflict**
 - ⇒ **E – Examine options**
 - ⇒ **A – Act on decisions and evaluate**
- If an ethical situation arises and is proving difficult to work through, an ad-hoc Ethics Committee can be formed, and the assistance of our Regional Ethics Program / Consultant can be obtained.
- The group used the ethical guiding principles of the organization to discuss what the most “right” action is in hypothetical situations such as going to work when you’re obviously sick and possibly contagious or telling an insecure co-worker their work is good when it is not.

Accreditation Update

- There are only about 200 days until our Accreditation survey begins, so it is important that **everyone make Accreditation a priority!**
- This year will be the first time the organization will be evaluated on three different categories of standards that were not done in the past, including the Family Health Team, Long-Term Care and Telemedicine. We have specifically looked for surveyors who have experience in these areas to help us improve.
- Everyone was reminded that the surveyors are not here to place blame on anyone if a certain practice is not in place. Be open and honest with the surveyors, as they are here to help us provide the best possible care that we can. It’s ok to not know the answer to something, but you should know who to ask, or where to find the answer.
- The surveyor may begin in one area of the organization and end up traveling through many other areas and speaking to many other people depending on the questions that they ask and the answers that they receive.
- The surveyors will be onsite for two days, November 19 and 20, 2019.



North Renfrew Family Services

Annual General Meeting

Deep River Town Hall Lobby

Tuesday April 30, 7.00pm

Parents! Get to know your local support network. **DON'T MISS THIS EVENT!**

Guest presenter **GREG LUBIMIV**, DIRECTOR
PHOENIX CENTRE FOR CHILDREN AND FAMILIES

"ANXIETY IN YOUTH"

Anxiety is the **#1** Concern Identified By Youth in our County

Other Speakers: **Mayor SUE D'EON**

JAN SUNSTRUM from VALU-MART,

MAREK BRELA, Deep River Police

REFRESHMENTS PROVIDED
and **SPONSORED BY:**



FIRST 15 PRE-REGISTRATIONS WILL RECEIVE COMPLIMENTARY DINNER PACKAGES OR GIFT CARDS FROM Jan's VALU-MART. TO PRE-REGISTER PHONE 613 584-3358

Renfrew County Parenting Network is offering
Free Presentation
For Parents and Caregivers
From Darkness to Light



Supporting parents/caregivers with knowledge, skills and strategies to recognize and respond to youth 14 – 21 years experiencing depressive symptoms

Madawaska Valley District High School

341 John St. Barry's Bay, ON K0J 1B0

May 7, 2019 (6 – 8pm)

Renfrew Collegiate Institute

184 Bonnechere St. S, Renfrew, ON K7V 1Z5

May 28, 2019 (6-8pm)

Valour School

19 Leeder Ln, Petawawa, ON K8H 0B8

June 5, 2019 (6 – 8pm)

Presentation by Greg Lubimiv, R.S.W. CACPT-S
Executive Director, Phoenix Centre

Please register at Eventbrite: www.eventbrite.ca

DAY OF MOURNING—APRIL 28



DAY OF MOURNING



28 04
 ON APRIL 28TH, WE REMEMBER
THE ONES WHO HAVE DIED,
 BEEN INJURED OR SUFFERED
 ILLNESS IN THE WORKPLACE.

WSIBDAYOFMOURNING.CA

In 1984, the Canadian Labour Congress established April 28th as the National Day of Mourning in Canada to remember and honour those who have died, been injured or suffered illness in the workplace.

The date was chosen in 1984, when the Canadian Labour Congress proclaimed the Day to coincide with the 70th anniversary of the day the first Ontario Worker's Compensation Act was approved by the government (1914). The Day of Mourning was enshrined in national legislation by an Act of Parliament on February 1, 1991.

The Day of Mourning, also known as Worker's Memorial Day, is officially recognized in about 100 countries worldwide.

Canadian flags on Parliament Hill and at Queen's Park fly at half-mast on April 28th. The day is traditionally marked in many ways including holding public ceremonies, wearing black and yellow ribbons, observing a moment of silence at 1100 and sharing stories about how workplace tragedies have touched people's lives.

CATCH THE ACE IS BACK



ESTIMATED WINNINGS FOR WEEK 5 = \$12,000

The DRDH Foundation's progressive lottery has started up again, to raise even more funds for the Focused on You Diagnostic Imaging Campaign.

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

TIM CARD WINNER



Congratulations to Morris Graham for correctly answering the question in the March Zinger and winning a Tim Card!

Morris correctly answered that the following statement is FALSE: In Code Silver (person with a weapon) and Code Purple (hostage taking) situations, Medical Emergency Codes will be called immediately for victims of the assailant, before the incident site is secured by Police.

For your chance to win this month, see page 20!



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.