

North Renfrew  
Family Health Team

# THE ZINGER

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

*September 2019*



## Inside This Issue:

MANDATORY EDUCATION	2
EORLA FEATURES DRDH	3-4
GIVE US A HAND	5
STAFF HAPPENINGS	6
HOW TO BE HAPPY	7
RECREATION STATION	8-9
NEWS RELEASES	10-11
OBSP SPOTLIGHT	12
FOUNDATION NEWS	14, 23
ACCREDITATION UPDATES	15, 16
MEMOS	17
FSL TRAINING	18
HAND HYGIENE	19
MOCK ACCREDITATION SURVEY	22
AUXILIARY NEWS	22

MANDATORY EDUCATION

MANDATORY EDUCATION—DUE SEPTEMBER 30

For the month of September education has been assigned as below:

**All staff:**

- Code Brown
- Dashboards and Accreditation

**RNs, RPNs, PSWs, PT, Dietician & Rec Therapy:**

- Skin and Wound Program

**RNs, RPNs, PSWs, & Rec Therapy:**

- Minimizing Restraints

**RNs & Diagnostic Imaging:**

- Intra-cavity Equipment Cleaning

**Housekeeping:**

- Bathroom Cleaning
- Cleaning Rooms with Precautions
- Cleaning and Remaking Patient and Resident Beds

**NPs and FHT RPNs:**

- Medication Reconciliation

**These modules are now assigned on Surge. They are due to be completed by September 30, 2019.**



CLINICAL STAFF RECEIVE VERY CUTE FAN MAIL

Pictured here is a note and chocolates received from a grateful patient. Her note reads:

*A big thanks to the doctor, nurses and paramedics who took care of me. From the girl with the big red hair that was riding her bicycle.*



## EORLA FEATURES DRDH

*Excerpt from EORLA's 2018-2019 Annual Report*  
**Preparedness Tested Through  
 Unique Joint Exercise**

"The lab was ready," states Dr. Ruth Padmore, Hematopathologist, The Ottawa Hospital and Eastern Ontario Regional Laboratory Association (EORLA).

While all member labs of EORLA pride themselves on being prepared, Dr. Padmore was speaking specifically about the staged collaborative disaster response exercise carried out at Deep River and District Hospital (DRDH) on November 7-8, 2018.

2 Field Ambulance, a Canadian Armed Forces unit based out of Garrison Petawawa, responsible for providing support in the event of major air disasters across Canada, collaborated with DRDH to conduct the exercise.

The scenario involved an emergency aircraft landing just outside of town, which resulted in mass casualties.

Two field care delivery units were erected in the hospital parking lot—one to assist with triage, and the other to act as a medical/urgent care ward. The hospital's emergency department carried on with real patients as military ambulances began delivering patients with a wide variety of simulated injuries and conditions by mid-morning on November 7.

In all, 20 critical patients, 10 semi-critical, and 10 stable patients were treated with the support of laboratory and diagnostic imaging, and were stabilized and prepared for transport to other facilities where they would receive further care in a real-life scenario.

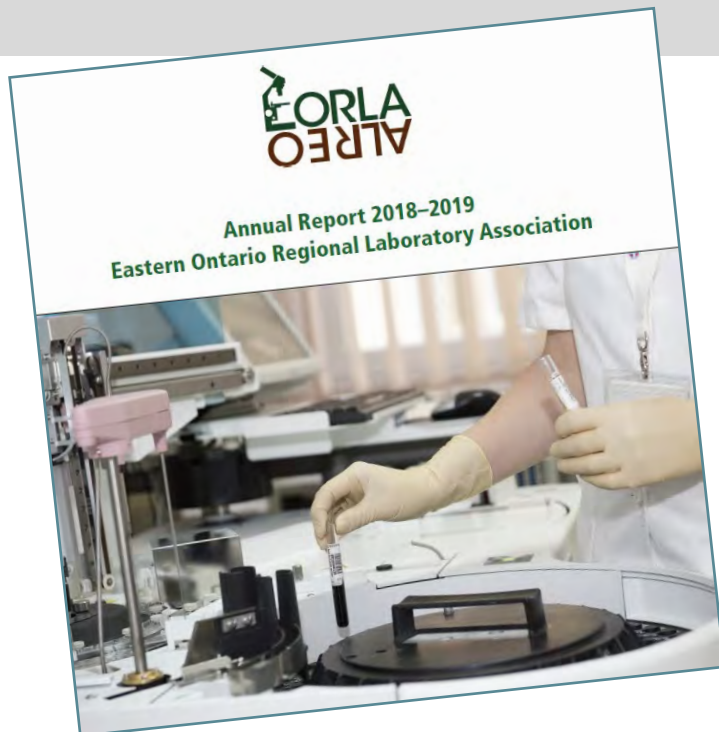
"The lab was involved through the whole process, actually drawing and testing blood and following the process of how to respond to an incident like this," explains Richard Bedard, DRDH CEO.

The exercise tested how the lab would work with remote sites, for example Pembroke Regional Hospital and The Ottawa Hospital, to meet needs, like significant amounts of blood for transfusion.

"It demonstrated how a small, local lab could respond and how larger sites could help to meet the urgent needs," states Bedard.

Four lab technologists were on site for the exercise: Mike Wilson, Laboratory Charge Technologist, DRDH, Morgan Loos, Susan Ripley, Lab Technologist, DRDH, and Dr. Padmore.

DRDH Technologist Sue Ripley draws blood from a patient during the exercise.



The first step was to conduct an inventory of blood product on hand, and reach out to Pembroke to find the inventory/availability of products there. Then an order was created for Canadian Blood Services, which was updated as the exercise went on.

“It was good practice managing the units you need,” says Padmore.

As part of the exercise, lab staff drew real blood samples in the tent and took them back to the lab. Patients were numbered only, as in a real disaster scenario, and there were mock bags of blood on hand for transfusion.

“It was a really fantastic experience,” remarks Padmore.

“My takeaway from this experience is the need to communicate with our Manager, Lab Director and Hematopathologist well before the heat starts,” shares Wilson. “Dr. Padmore was such a powerful lead and took so much pressure off our team by coordinating blood supply, staffing and was a very valuable liaison between the laboratory, DRDH staff and all military personnel. Without communications, this exercise would not have been the huge success it was.”

While there were extra technologists on hand for the exercise because it was such a unique opportunity, Dr. Padmore notes that in the case of a real-life mass casualty situation, the lab would still be prepared because they get a heads-up. Once the hospital is notified of an incident, the lab employs a “fan-out list” (a call list to a pool of trained technologists who are on call 24/7, how far away they are, and how fast they can get there).

Once the Deep River exercise was complete, the lab staff gathered to debrief on the lessons learned. Those included: 1. Practice is good and a mock exercise is the way to go (in this instance the soldiers were wonderful and the exercise was very real), 2. The opportunity to collaborate is very valuable, and 3. It’s important to continually review mass transfusion protocols.

All in all, “It was a once-in-a-lifetime opportunity to collaborate like this,” concludes Dr. Padmore.

From left to right: Morgan Loos, Mike Wilson, DRDH Charge Technologist, Sue Ripley, DRDH Technologist, and DRDH CEO Richard Bedard sporting his “Incident Commander” vest during debrief in the lab.

Dr. Ruth Padmore discusses aspects of the exercise with military personnel.



## GIVE US A HAND CHALLENGE

# GIVE US A HAND CHALLENGE



We all need a helping hand from time to time. Whether it be to boost a patient up in bed, push a stretcher, open a door or serve a meal, it is no different when it comes to improving our Hand Hygiene Rates.

With this in mind, the IPAC team has come up with a little friendly competition for **October**, which is **Infection Control Month**. Every staff member who wishes to participate will be given a hand pin like the one pictured above. How will this competition work you ask?

When you see another staff member miss an opportunity to preform hand hygiene at 1 of the 4 Moments, you need to inform them of their missed opportunity and say "Give Us a Hand". The staff member must ensure they not only wash their hands but hand over their pin to you.

**The staff member who acquires the most pins by the end of each week will WIN!**

For those who wish to participate please connect with James Elliott, Infection Control and Occupational Health before September 27.

## RULES:

- Open to ALL STAFF as well as the Residents of the Four Seasons Lodge.
- You must register with James for the game and to obtain your pin.
- The game begins September 30th to kick off IPAC Month and will be run each week:
  - ◊ Week 1 - Sept. 30 to Oct. 6
  - ◊ Week 2 - Oct. 7 to Oct. 13
  - ◊ Week 3 - Oct. 14 to Oct. 20
  - ◊ Week 4 - Oct. 21 to Oct. 31
- You are encouraged to continue playing even if your pin is taken. Try to get yours back or someone else's.
- When you have noticed a colleague have a lapse in 1 of the 4 Moments of Hand Hygiene, you must say "give us a hand", as a reminder to that staff member. You can then take their pin after you observe that person caught wash/rub their hands.
- Keep track of whose pin you took.
- Get your pin before September 27th in order to play for the whole month. You may still register after September 27th, if you still wish to participate.

HELP BOOST OUR HAND  
HYGIENE RATES  
CLEAN YOUR HANDS!

STAFFING UPDATES

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**Louisa Fritzsche**

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

Louisa is a reception student, and both Jessica and Mariah are PSWs.

Mariah was previously here as a student completing her RPN consolidation with us, so welcome back!

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**Jessica Leach**

**Mariah Tennant**

TAKE OUR KIDS TO WORK DAY

Do you have a child in grade 9? Take Our Kids to Work Day is coming up on November 6, 2019.

Contact Amy Joyce at x 7100 or amy.joyce@drdh.org to register your child BEFORE OCTOBER 11.



GOOD-BYE TO RAYAN AND KELSIE



On August 23 we said good-bye to Rayan and Kelsie. Rayan Ben Letaifa was a summer student with the DRDH Foundation again this year, and Kelsie Fischer completed a placement with us as part of her Office Administration—Executive program at Algonquin College. We thank Rayan and Kelsie for all their efforts during their time here—you will be missed!

## How to be Happy

Have you noticed how some people just seem to be happier than others, even though they have many of the same problems and challenges? Although the meaning of happiness varies from person to person and from culture to culture, all human beings have the capacity to be happy. According to American psychologist Martin Seligman, happiness is part of our overall well-being, but happiness *alone* doesn't enable us to flourish. It does not allow us to build deep, lasting relationships with others,



feel pleasure, or contribute meaningfully to our communities and to the world. In fact, his belief is that happiness (or "positive emotion") is just one of five elements that, together, allow us to build a fulfilling life. The other four are engagement, relationships, meaning and accomplishment.

### TIPS AND TOOLS YOU CAN USE

In the same way that our brains develop learning patterns, we can also develop gratitude, resilience, optimism and meaning in our lives. Resilience and optimism alone have been shown to reduce our annual chance of dying by 20 percent! Here are some tips to help you flourish:

- Every day write down three things that went well and why they went well.
- Plan a list of enjoyable things you would like to do more often. Schedule them into your calendar and commit to follow through with them.
- Make a list of people who make you happy and plan to spend more time with them. If some of these people are now far away from you, plan how you can be in touch with them more often or more effectively. In addition to email and phone calls, consider whether occasional audio or web chats would add more value to your communications.
- Consider your personal growth goals and make a commitment to ongoing learning and developing new skills.
- Endeavour to perform every task to the best of your ability.
- Get physically active. Exercise releases endorphins, which leads to a sense of well-being. Whether it's in a club, on your own, indoors or outdoors, there are lots of ways to get active. Pick something you are most likely to enjoy and to commit to over time.
- Begin 'positive self-talk'.
- Find meaning in your life, whether that is being part of a faith community, volunteering, or developing your virtues.
- Set realistic goals. Start with one positive goal for each day. Think about what you can do to change or prevent negative experiences from happening again.
- Reflect on whether you are trying to do too much. If you find that you are going through the day without taking the time or finding the energy to think about what you are doing and about happiness, ask yourself, "how can I change?"

Read the full article by clicking on the link below...

Article from our EFAP provider: <https://www.workhealthlife.com/Article/Read/how-to-be-happy>

RECREATION STATION

RECAP

On September 11, 2019, the Engagement and Recognition Committee, along with Leanne Robison, organized an end of summer BBQ lunch for the residents at Four Seasons Lodge. The BBQ was well attended by the residents who enjoyed their lunch outside in the gazebo. The residents and staff throughout the organization had BBQ hot dogs, chips and pop to celebrate the last of the perfect summer weather.



**The Essential Pieces Award Nomination Form**  
(formerly "The Ernie Mielke Award")

The Idaho Healthcare Health Council (composed of the Deaf, Blind and Deaf-Blind residents, Four Seasons Lodge and the North Mountain Family Health Team) supports the Essential Pieces Award to recognize staff members, physicians, and volunteers who perform outstanding or consistent actions that contribute to an overall exceptional experience for patients, residents and/or visitors of the organization. This is a peer recognition award and all staff, physicians and volunteers are eligible for nomination.

<b>Nominator Information:</b>	
Name: _____	
Email: _____	
<b>Nominee Information:</b>	
Name: _____	
Department: _____	
<b>Reason(s) for Nomination:</b> Please check (X) in the box to the value, which apply to nomination:	
<input type="checkbox"/> 1. Partnering	• An individual who fosters an atmosphere of collaboration
<input type="checkbox"/> 1. Innovation	• Exceptional creativity and innovative when confronted to efficiency, effectiveness, and productivity. • An individual who has developed an effective solution to a difficult problem in a proactive manner or diagnosed the overall effectiveness through a new method or approach. • Developed and implemented a plan that benefits the community of HRHC. • Generated innovative ideas that have helped to develop new or improved processes, methods, systems, program or services for their team, department or the organization.
<input type="checkbox"/> 1. Excellence	• Recognizing an individual who continuously seeks excellence in practices. • An individual, who displays initiative and excellence in performing core job requirements, demonstrates professional behavior, through a willingness to cooperate, communicate and work with others in the work place, successfully realized the goals of the organization through their decisions.
<input type="checkbox"/> 1. Caring	• Demonstrates superior responsiveness in delivering service to clients, patients, and/or residents. • Continually contributes to a positive working environment and supports a positive working environment with peers.
<input type="checkbox"/> 1. Integrity & Ethics	• Goes above and beyond their work in order to help others and does so with a high degree of professionalism and integrity thus contributing to improving the overall environment and experience.
<input type="checkbox"/> 1. Safety	• An individual who demonstrates:

THE EMPLOYEE RECOGNITION AWARD

Formerly known as “The Ernie Mielke Award,” the employee recognition award and nominating criteria has been revamped to better align with the organization’s mission, vision and values. **The Essential Pieces Award** allows for peer recognition (staff members, physicians, and volunteers are eligible for nomination) of an individual who performs outstanding or consistent actions that contribute to an overall exceptional experience for patients, residents and/or visitors of the organization.

To nominate a peer, you must submit a completed nomination form. The new form (pictured to the right) can be found on Policy Medical.

Submissions can be made now through to December 31, 2019. Submissions are to be sent to Amber Cox, [amber.cox@drdh.org](mailto:amber.cox@drdh.org).

If you should have any questions, please do not hesitate to reach out to Amber who will help to properly direct your question.

HALLOWEEN PLANNING

Do you have suggestions for Halloween spook-tacular activities? We want to hear from you!

Last Halloween, the organization had a friendly-competition between departments, for the best-carved pumpkin. Also, the Four Seasons Lodge hosted a Halloween Social with treats and a costume contest. Would you like to see this done again this Halloween? Please send any ideas for Halloween engagement activities to Amber Cox, [amber.cox@drdh.org](mailto:amber.cox@drdh.org)



HOLIDAY CELEBRATIONS

As the holiday season is slowly but surely sneaking up on us, a group of staff with support from the Recognition and Engagement Committee have started putting in some serious effort to hosting an Organization holiday party!

Please stay tuned for more details!





## RECREATION STATION

**Employee Recipe for September:***Crock Pot Cheesy Chicken Tater Tot Casserole*

*Submitted by Tabitha Kearney. This dish was prepared for the EFAP Potluck Lunch.*

**Ingredients:**

- 1 (32 oz.) bag frozen tater tots
- 1 (3 oz.) bag bacon pieces (OR diced bacon strips)
- 1 pound boneless, skinless chicken breasts, diced
- 2 cups shredded cheddar cheese
- 3/4 cup milk
- salt & pepper, to taste



1. Make sure you spray your slow cooker with nonstick cooking spray. Layer half of the frozen tater tots on the bottoms of the slow cooker.
2. Sprinkle in 1/3 of the bacon pieces.
3. Top with 1/3 of the shredded cheese.
4. Add in the diced chicken on top and season with salt and pepper.
5. Repeat steps 2 and 3 on top of the chicken layer.
6. Add in the remaining frozen tater tots on top.
7. Finish off by adding the remaining shredded cheese and bacon pieces.
8. Pour in 3/4 cup of milk all over the top.
9. Cover and cook on low for 4-6 hours. Please note some slow cookers operate at different temperatures, so you may require a longer period for cooking – ensure your chicken is cooked thoroughly.

**ENJOY!**



## HOSPITAL TO BEGIN X-RAY UPGRADES THIS FALL

The Deep River and District Hospital is thrilled to announce that we have signed a contract with Carestream (formerly Eastman Kodak) for our new digital general radiography (X-ray) equipment. This state-of-the-art equipment will provide many new benefits including higher quality images. The purchase of this equipment is the result of ongoing fundraising efforts by the Hospital Foundation's *Focused on You* campaign. The new portable X-ray unit and new general X-ray room are the first improvements under the *Focused on You* Campaign. Further infrastructure upgrades and replacement of the ultrasound equipment will follow next year.

The new machine requires a complete renovation of the current X-ray room. The project will begin in the fall and is anticipated to be completed in early 2020. The renovation involves improvements to the X-ray room and includes upgraded lead lining to meet current regulations, plus added elements to the infrastructure such as HVAC and electrical components.

Charge Medical Radiation Technologist Pierre Turenne was involved in the equipment selection and says, "[he is] excited about the new Diagnostic Imaging suite. Along with higher-quality images, the addition of mobile detectors allows for reduced radiation doses and for images to be taken portably, even when a patient is confined to a wheelchair or on a stretcher. One key element of this new technology is greater patient safety. The technologist will no longer have to leave patients alone while going to develop images. With automation, the machine can move itself into specified positions at the press of a button. Besides being ergonomically easier for patients, there is a tremendous benefit to staff in removing the repetitive strain of constantly re-positioning the x-ray equipment manually, as they did previously".

Fundraising for the equipment is being accomplished through the Foundation's Focused on You campaign. Leo Buckley, Chair of the DRDH Foundation, expressed that, "the Catch the Ace lottery has been very successful in helping us to meet this organizational need. In addition, donors have been very supportive of this initiative. A fund-matching campaign was implemented earlier this summer with very positive results. With the public's continued support, we plan to raise all the funds by early 2020. We look forward to continuing this campaign so that we support the other required upgrades".

DRDH CEO Richard Bedard stated that, "the upgraded equipment exemplifies our organization's ongoing commitment to quality patient care. The new X-ray machine and portable unit provide tangible improvements to the quality and safety of our diagnostics through improved technology". He added that, "the overall effort from fundraising to implementation shows what is possible when a community comes together".

"My heartfelt thanks goes to our Foundation, the leadership team, our Diagnostic Imaging staff, as well as our community for making this dream a reality" says Dick Rabishaw, DRDH Board Chair. "We are very proud of our partnership with the Foundation and we look forward to this new equipment so that we may serve our community for years to come".

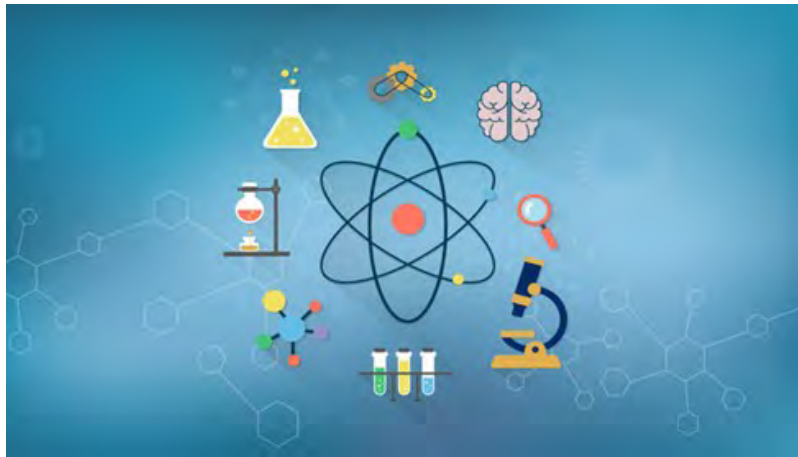


## DRDH TO PARTNER WITH THE OTTAWA HOSPITAL FOR LABORATORY UPGRADES

The current laboratory information system at the Deep River and District Hospital (DRDH) is over 14 years old, and is in critical need of updating to ensure the lab staff are able to complete testing and provide results.

The Deep River and District Hospital and The Ottawa Hospital (TOH) have entered into an agreement to provide the Regional Cerner Millennium solution to our local laboratory. The objective of this project is to assist DRDH in replacing our current Laboratory Information System solution with the TOH Regional Cerner Millennium solution, while maintaining integration with our current information system (i.e. Anzer), in preparation for the future implementation of the Regional EPIC Hospital Information System.

Work will begin on the laboratory system replacement in September. It is anticipated that the “go live” for the Laboratory Information System will occur in early 2020.



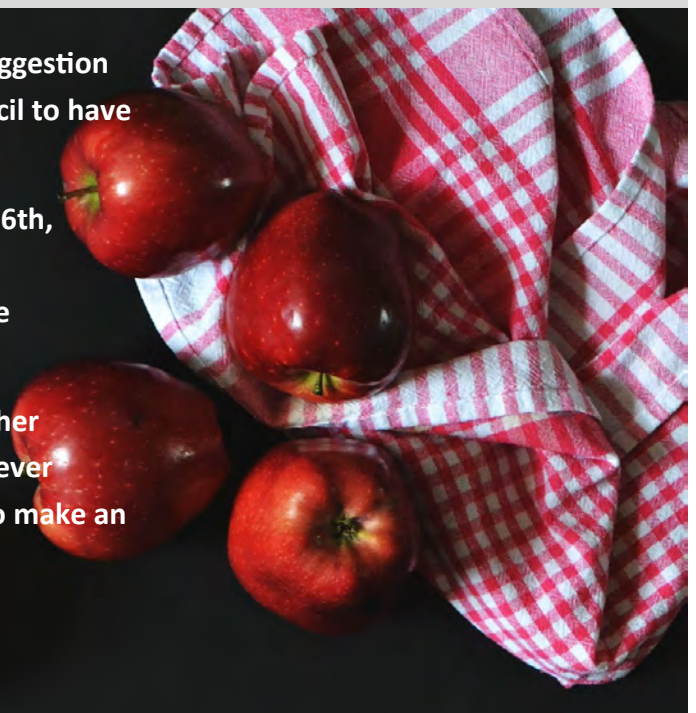
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### IT'S A BAKE OFF! SEPTEMBER 26

With September being “Apple” Month, there was a suggestion brought forward from the Residents’ and Family Council to have a friendly staff bake-off.

The bake-off will take place on Thursday, September 26th, further details to follow via email. We encourage you to participate, try some treats, and compete to win the best apple dessert!

Staff are encouraged to prepare an apple treat—whether it is a classic apple pie, apple crisp, apple tart, or whatever your specialty might be! Some of our Residents plan to make an apple crisp, so the competition will be stiff.





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.



## KEEP PHI SAFE

**SAFEGUARDING PERSONAL HEALTH INFORMATION**

The Personal Health Information Protection Act (PHIPA) requires all staff to protect personal health information (PHI) and to ensure that records are retained, transferred and disposed of in a secure manner.

KEEPING (PHI) PERSONAL  
HEALTH INFORMATION

**TIPS TO ENSURE PROTECTION OF PHI**

- Review DRDH Privacy Policy
- Do not share login/passwords
- Log off computer properly when leaving your work station to ensure system is not available for unauthorized access
- Ensure virus/malware protection software is up to date. If you are unsure, contact the IT department
- Restrict office access
- Utilize locking filing cabinets for storing PHI. Ensure these cabinets are locked when you leave
- Ensure DRDH retention guidelines are being followed. If you are unsure, contact Medical Records
- Be aware of surroundings when discussing PHI and ensure you are only discussing with appropriate people
- Do not 'snoop' patient information (including your own!). We conduct Privacy audits on a regular basis to ensure compliance
- Only collect information required to provide care
- Do not remove PHI from the premises

## DRDH HELPS KEEP SENIORS SAFE



The Deep River and District Hospital participates in the Ministry's Senior Friendly Hospital Initiative, which aims to develop programs and processes that are geared to ensure safety and reduce risk to the senior population in hospitals.

As part of our Senior Friendly Initiative in 2018, we began assessing inpatients with the Confusion Assessment Method (CAM) Tool. This tool helps to identify a patient's cognitive baseline to help with identification of hospital acquired delirium.

An audit is completed every month to track completion of the CAM tool within 24 hours of admission.

**In August, staff performed screening on 87% of the inpatients over 65, and on 100% of the inpatients under 65.**

**Huge congratulations to the staff on their hard work!**

REGISTER OR PLEDGE A PARTICIPANT TODAY

8<sup>th</sup> ANNUAL

October 6, 2019

# KITCHISSIPPI RUN & BIKE

a FUNDRAISER FOR THE DEEP RIVER AND DISTRICT HOSPITAL FOUNDATION

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

### TEDDY BEAR CLINIC

If you bring along a teddy that needs a little TLC, it can have a renewed lease on life as well as an official surgical certificate!



Hosted by  
our friends  
at 1 Field  
Hospital

Register or Pledge  
a Participant online  
TODAY at  
[www.racerooster.com](http://www.racerooster.com)

BOUNCY CASTLES—YOGA FOR RUNNERS—a BREAKFAST—FACE PAINTING—VENDORS AND MORE!

### POLICY UPDATES

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

Quality Improvement Program

Admin-on-Call

Governing Law and Jurisdiction Agreement

Discharged Patient Rate

Transfer of Care



# 2 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 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:

- Mock survey in Emergency, Medical, Four Seasons Lodge and the Family Health Team
- Dashboard education
- Skin and Wound Care Program launched
- Code Brown education
- Information at Care Transition policy updates
- Verbal report guidelines
- Charge Nurse SBAR for contacting Admin-on-call
- Updates to action plans and evidence binders

### WHAT IS COMING UP IN OCTOBER:

- Updates to Code Red policy and drills
- Mock surveys for other areas
- Updates to Triage Assessment and Reassessment policy
- Hand Hygiene competition (Give Us a Hand)
- On unit Accreditation education and 30 day count down begins!



# Infection Prevention & Control



## 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

### WHAT IS NEW?:

The Infection Prevention and Control Committee is an interdisciplinary committee that meets with the Public Health Unit to discuss matter of disease transmission, infection prevention, management of outbreaks and pandemics and any other concerns related to diseases transmission.

In September the Infection Prevention and Control Committee met and reviewed policies which have been updated and are now on Policy Medical.

### WHAT DOES THAT MEAN?:

Some of the policies that have been updated include:

- Acute Respiratory Infection (ARI) / FRI Screening Policy
- Vaccinations Policy
- Aerosol Generating Procedures
- Aseptic Techniques / Sterile Field
- Handling Sharps



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## *Transfers of Care Policy and Communication Tools*

To reflect current practice and best practice guidelines updates have been made to the **Transfer of Care policy** (found on Policy Medical under Policies & Forms → Clinical Practice → Policies → Transfer of Care).

A **verbal report guideline** for Medical/Emergency and for Four Seasons Lodge was developed to meet best practice recommendations and a laminated copy can be found on all nursing units.

In addition, staff identified a need for a communication tool to standardize information transfer to Admin-on-call. A laminated copy of the **Admin-on-call SBAR tool** can be found on the backside of the verbal report guidelines on nursing units.

If you have any questions regarding these tools please do not hesitate to contact Allison or Tabitha.

## *Entrance into Four Seasons Lodge - Use of Doors between Medical and Four Season Lodge*

To assist with creating a home-like environment and supporting resident-focused care at the Four Seasons Lodge, updates in how we enter and leave the Home area are underway.

Starting today, all regular access to the Four Seasons Lodge for staff, visitors and volunteers will flow through the Main Entrance to the Home. This adjustment in our flow into the home will help to create a more home-like environment through decreased disruptions to the residents' routines and environment. The goal is to provide residents with an environment that has less noise and interaction with the Medical floor and its hospital environment. Adjusting how we all enter the home reinforces for the residents that this truly is their home, and demonstrates respect as we use their front door to enter.

To act as a visual reminder of this process change, a large red STOP sign has been affixed to the doors between the Medical floor and the Four Seasons Lodge. This stop sign is to act a visual reminder to all staff, visitors and volunteers that these doors are not to be used, except in the case of an emergency.

Thank you in advance for adjusting your habits to ensure we are all using the Main Entrance only, reserving the Medical/Four Seasons Lodge doors for use only in the case of emergency. Your work to focus on resident needs regarding how we enter the home will make a significant impact on the resident experience and supports a home-like environment for our residents.

If you should have any questions or have interest in participating with the Lodge at Home Transformational Project, please do not hesitate to contact Janna Hotson or reach out to any of our Lodge at Home Advisors.



## RESIDENT-CENTERED CARE TRAINING



Throughout the months of August and September, training was held for Four Seasons Lodge staff to support the Lodge at Home Transformation Project. RPNs attended an initial one day session focusing on clinical care and leadership, followed by a joint day with PSWs, RPNs and support services staff that focused on engagement and communication with residents. Mary Prince and Connie Doering from Geriatric Mental Health provided education based on Teepa Snow's Positive Approach to Care focused on communication techniques for patients and residents with dementia. Throughout the education days, the team identified many opportunities for improvement at Four Seasons Lodge that will be brought to the Project Advisor Team and Residents to implement. Information on Teepa Snow's, Positive Approaches to Care, is available in the Surge Learning library for all staff.

## BEWARE OF TEXT MONEY TRANSFER SCAM

Beware of text messages about sending you money—it's a scam. You will get an unexpected text to send you money.

Note that the website is only numbers. You click on the link and find a very convincing, well made e-transfer page. Also, note the address is "not secure" and again, only numbers.

It will try to install software. If you have an iPhone then no worries. If you have an Android phone then ensure only software from Google play is permitted.

In either case, block the sender and delete the text

A day or two later you might get this warning:



**Deposit Your Money**  
85.40\$ CAD  
From: SERVICE PROVIDER



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 – August 2019					
	Goal	August	July	June	May
Clinical Nutrition	>92%	100%	100%	100%	
Diagnostic Imaging	>92%	80%	100%	100%	
Emergency Department (RNs & MDs)	>92%	92%		80%	
Family Health Team (All staff)	>92%	73%		80%	
Four Season’s Lodge (RPNs, PSWs, MDs, Rec. Therapy)	>92%	100%	23%	40%	
Laboratory	>92%	100%	50%	80%	100%
Medical Unit (RNs, RPNs, MDs)	>92%	80%	61%	80%	65%
Pharmacy	>92%	100%	100%	100%	
Physiotherapy	>92%	100%	80%	40%	
Support Services (Hsk, Food Service)	>92%	67%	23%	40%	18%

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	August 2019
Organizational Hand Hygiene Compliance	>92%	89%



## MOCK ACCREDITATION SURVEY



On Thursday, September 12, 2019 the Chief Nursing Executive from the Renfrew Victoria Hospital, Christine Ferguson, conducted a mock Accreditation survey. A huge thanks to Christine for her efforts in ensuring we are prepared for the real deal, which is taking place on November 18, 19 and 20 this fall. Christine is pictured here with Allison Lepack (left), and Tabitha Kearney (right). For more about the mock survey, see page 21.

## PETAWAWA AND AREA CAREER FAIR



On Wednesday, September 11, 2019, Janna Hotson and Michelle Robertson attended the 2nd Annual Petawawa and Area Career Fair.

DRDH was among more than 50 local employers at the fair.

The fair was held in conjunction with the Canadian Armed Forces (CAF) Second Career Assistance Network (SCAN) seminar for 200 transitioning military personnel.

## MOCK ACCREDITATION SURVEY—DEBRIEF

On September 12, Christine Ferguson, Chief Nursing Executive at Renfrew Victoria Hospital, and an experience Accreditation surveyor, spent the day at our organization completing a mock Accreditation Survey.

During her visit she spent time in Emergency, Medical, Four Seasons Lodge and the Family Health Team, while also speaking to staff in the hallways of the organization, trying to interact with as many staff as possible during her visit.

Christine focused her visit on the **Required Organizational Practices (ROPs)**. The ROPs are the items that are required to be met 100% of the time to achieve Accreditation status without conditions.

Christine highlighted successes across the organization in relation to the ROPs such as:

- Transfer of care was evident on all charts reviewed
- Hand Hygiene was done on all interactions observed during the visit to all areas
- VTE prophylaxis was evident on all charts reviewed
- Programs were in place and all staff were able to speak to the process they follow for:
  - ◇ Two client identifiers
  - ◇ Wound Care
  - ◇ Fall Prevention
  - ◇ Medical Reconciliation/Best Possible Medication History
- Preventative maintenance all pumps, monitors and other equipment did have PM dates evident
- Infusion pump training had been done for all staff that were interviewed
- Quality Boards were on the unit and staff could speak to the information on the boards

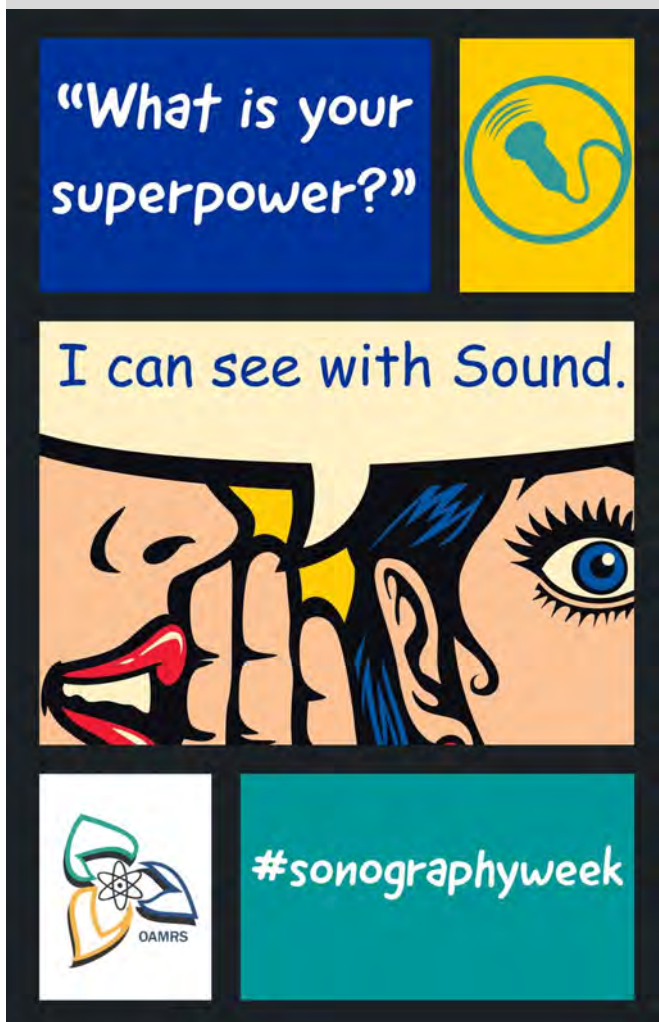
Christine also highlighted areas we can focus our attention to over the next 2 months as we continue to prepare for our onsite survey:

- The organization is encouraged to familiarize staff with the accreditation language i.e. ROPs and what that stands for (**as a reminder...it's Required Organizational Practice**).
- Antimicrobial stewardship evidence was seen on some charts however not on all charts
- Do not use abbreviations were seen on all charts reviewed. The guide for Do not use abbreviations was in the front of all charts but not being followed.
- Continue to further embed patient and family centered care into their work.

We are very grateful to Christine for taking time to spend the day with us, and to the staff for all your handwork during our Accreditation journey!



## DIAGNOSTIC MEDICAL SONOGRAPHER WEEK IS COMING UP!

**October 7-13, 2019 is Sonography Week.**

Our Diagnostic Medical Sonographers 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.

Thank you so much for your hard work and dedication.



## WHISTLE STOP ASKS YOU TO STOP GARBAGE DUMPING

*Below is a message from the Auxiliary:*

The Whistle Stop has seen a huge increase in the amount of goods left on our doorstep – which should have gone to Garbage pick-up, and we can only assume that some people are not prepared to pay the cost of extra garbage. Weekly we take metals, electronics, broken toys and furniture to the dump. Daily we throw out clothing, toys etc., which are unfit to wear or play with, and dishes which are chipped or broken. Thank you for donating only those items that are left are clean and easily sellable.

We have also had an increase in the amount of goods taken from our front doorstep. Do these people not realize they are indirectly stealing from the Hospital? Every penny we raise goes to fund equipment needed by the Hospital and supports the Speech Therapy program, which we boost by \$10,000 every year.

Please try to drop off your donations when the shop is open, if the light is on someone is there, including Sundays usually in the afternoon, and be assured that we appreciate your donations.

We all, at some time, will use the Hospital, lets make sure we keep it.



CATCH THE ACE IS BACK



ESTIMATED  
WINNINGS FOR  
WEEK 22=  
**\$161,000**



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!*

HAPPY ENVIRONMENTAL SERVICES WEEK

September 8—14, 2019 was National Environmental Services Week!

We celebrated with a “Last of Summer BBQ” for all-staff on September 19. Thank you to all the staff in our environmental services departments for all the work that you do (especially Gerald who made the cake at the BBQ—that was scrumptious).

**HAPPY ENVIRONMENTAL SERVICES WEEK!**



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.*