



THE ZINGER

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

September 2019





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MANDATORY EDUCATION—DUE DECEMBER 31

Education has been assigned for December as below. If you have any issues please let Tabitha or your supervisor know. The Surge system was experiencing some troubles at the beginning of the month and some courses were delayed, so many sure to check back before December 31 to ensure you have completed all courses assigned to you.

All Staff

- WHMIS & GHS
- Body Mechanics
- Muskoskeletal

Dietician, Nurse Practitioners, Physiotherapy, Recreation Therapy, PSWs, RN, RPNs

- Documentation

RN & RPN

- SBAR
- CNO Registration and Learning Plans

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What Have You Learned?

Classification of Hazards

Labels- Key Components

Pictograms

Mandatory Components of SDS

HOSPITAL, FOUR SEASONS LODGE, AND FAMILY HEALTH TEAM RECEIVE HIGHEST RATING IN ACCREDITATION SURVEY

NEWS
RELEASE



Accreditation Canada has recognized the Deep River and District Hospital team's clinical and operational performance with its highest rating, **Exemplary Standing**, for the first time.

Accreditation provides health care organizations with an independent, third-party assessment using standards built upon best practices.

At the end of November, two surveyors from Accreditation Canada visited the Deep River and District Hospital, the Four Seasons Lodge Long-Term Care, and the North Renfrew Family Health Team to evaluate nearly 1,800 criteria across all areas of the organization. During an intensive three-day process, the surveyors met with staff, partners, patients/residents and their families, as well as observed care, reviewed charts, and reviewed policies and processes. Accreditation touches the entire organization from front-line staff to the Board of Directors. Of all the criteria that were applicable to the organization, a 99.4% compliance rate was achieved.

In addition to the standards criteria mentioned above, there are 42 Required Organizational Practices (ROPs), which address high risk areas in health care. All 42 ROPs were met, validated by tests for compliance.

Continued on next page...

“I am extremely proud of everyone for their incredibly hard work to provide health care services that are safe, effective, and of the highest quality”, stated Richard Bedard, President and CEO. “Being Accredited with Exemplary Standing is a real testament to the fact that everyone here makes quality and safety a priority every day in our interactions with patients, residents, and their families”.

“DRDH has made a commitment to continually improving our services”, said Tabitha Kearney, Manager of Quality, Risk and Innovation, who led the Accreditation preparation process. “We voluntarily participate in Accreditation so we can learn what we are doing well, and where improvements are needed”.

“We are proud of the ways in which we are making our organization safer for patients, residents, and staff”, said Janna Hotson, Chief Nursing Executive. “Collaboration and teamwork has lead to vast improvements since our last survey. Accreditation is a quality improvement journey, and our team will continue working to advance quality, safety, and person-centered care”.

The organization looks forward to celebrating this achievement and sharing the full report publically through our website, drdh.org, early in the New Year.



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STAFFING UPDATES

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Thana Dau

Lois Lane

We are pleased to welcome two new members to the team this month. Thana is a student who will be working in Dietary, and Lois is an Registered Nurse.

WELCOME

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SAVE THE DATE

Save the Date

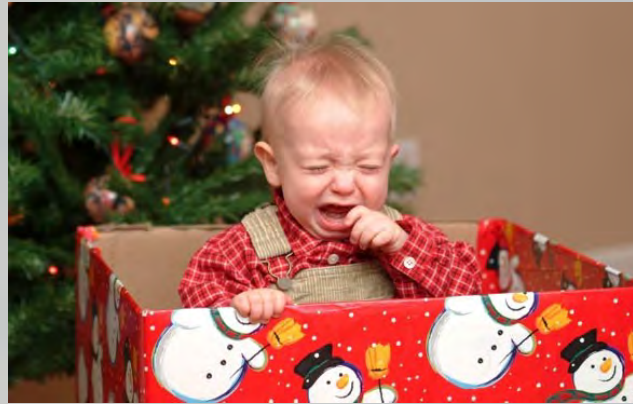
Employee Recognition Night

February 7, 2020

- details to follow -

TIME OUT: MAKING THE MOST OF THE HOLIDAYS

Parties, shopping, eating, drinking, entertaining, more parties, fighting for parking at the mall, more shopping, wrapping, cooking, more eating...



If this all sounds too frighteningly familiar, you've probably been hit by the seasonal bug known to most as the holiday time crunch. The condition usually deprives you of rest, time for yourself and even, ironically, time with those you care about most. Fortunately, with a little preparation and a little resolve this condition is completely preventable.

Dole tasks out. It's easy to get so caught up in your list that you forget there are many around ready to help. Change DIY duties into DIWO (do it with others) by asking family and friends to lend a hand. Make that extended family dinner you're hosting a potluck, enlist children to help out with gift wrapping or leave your partner in charge of running those pesky errands while you finish up the seasonal shopping.

Get creative with multitasking. Shop for gifts online while your holiday treats are baking or sign greeting cards as you wait for the kids' hockey practice. Effective multitasking can help you get through that "to do" list a little faster and free up some precious time to spend with your family.

Make me time. It may seem to go against holiday instincts, but scheduling time out for yourself is one of the best gifts you can give to everyone. Remember: burning the candle at both ends will not only leave you exhausted, it'll probably make you feel pretty down towards the season. By taking a few hours of down time you'll be relaxed, recharged and ready to face the holiday season—and family and friends—with revitalized cheer.

Say "No"... nicely. Many people have trouble setting social limits during this season. Can't stand the thought of attending yet another open house? Send a "sorry I can't make it" note and a small gift for the hosts well in advance of the event. Feeling consumed by weekly office holiday cocktail parties? Politely refuse the invite and offer to organize a get-together in the quieter months of January or February instead. Saying "no" isn't easy, but if done with thoughtfulness and care it can spare you the time-crunching conundrum of saying "yes."

Rekindle holiday spirit. Schedule at least one night a week to sit back, relax and enjoy the people you love. Whether it's a family ice-skate outing, a casual movie night with friends, or a "board game night" with the neighbours and their kids, create opportunities for shared down time.

During all the hustle and bustle it's easy to forget the true meaning of the season. But by taking a few moments to prioritize, you'll avoid the holiday crunch and discover that time really can be on your side, even during the busy holiday season.

Article from our EFAP Provider:

<https://www.workhealthlife.com/Article/Read/time%20out%20making%20the%20most%20of%20the%20holidays>

AUXILIARY CHRISTMAS TEA



Thank you to the Auxiliary for all your efforts in hosting the annual Christmas Tea on December 5. The sweet treats were thoroughly enjoyed by all!



AUXILIARY CHRISTMAS TEA CONT'D



THE ESSENTIAL PIECES AWARD

Caring

Excellence

Safety

Integrity

Partnering

Innovation

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

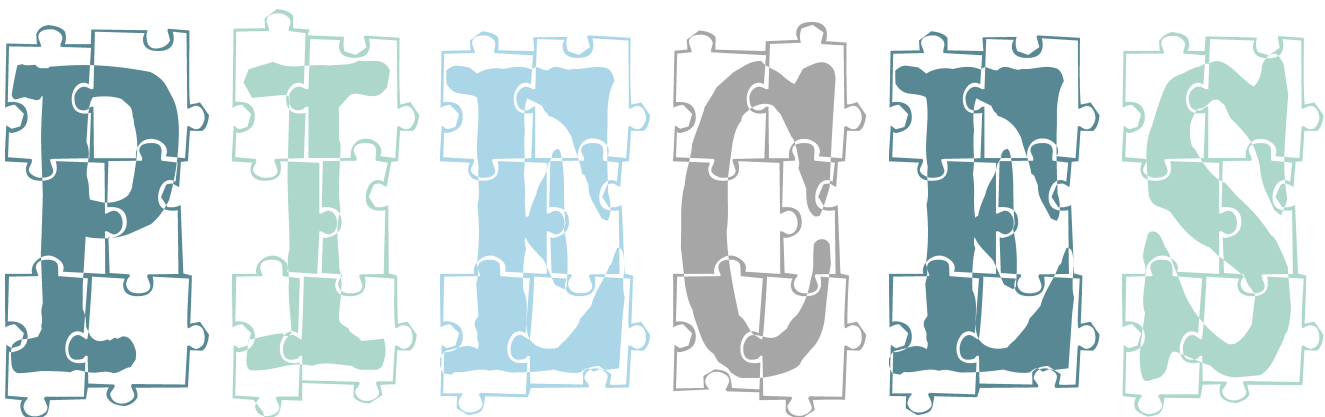
The updates to the nomination process were made to better align with the mission, vision, and values of the organization. The Essential Pieces Award nomination form allows for peer recognition (this includes staff members, physicians, and volunteers) of an individual who performs outstanding, consistent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

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

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

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

To increase the prestige of receiving the Essential Pieces peer recognition award, an additional token of appreciation and recognition has been added to the honour. For the individual who is selected for the 2019 award, an educational bursary of \$500 will be provided by the organization.



RECREATION STATION—CHRISTMAS PARTY



A huge thanks to Brandy Raven, Christine Howat, James Elliott, Sarah-Lynn Parker, and Alana Hawley who helped the Recognition and Engagement Committee with planning and executing the Christmas Party this year.

Thanks are also owed to Pat St. Michael Insurance, who donated some of the great prizes, to DJ Big Mike, to Ullrich's Catering, and to the generous anonymous donor who provided wine for the tables!

RECREATION STATION—CHRISTMAS PARTY



RECREATION STATION—CHRISTMAS PARTY



RECREATION STATION—SPIRIT DAY

Red & Green / Ugly Christmas Sweater Day



Thursday, December 19, 2019
Congratulations to Anne Blackstock for being the most festively dressed person!



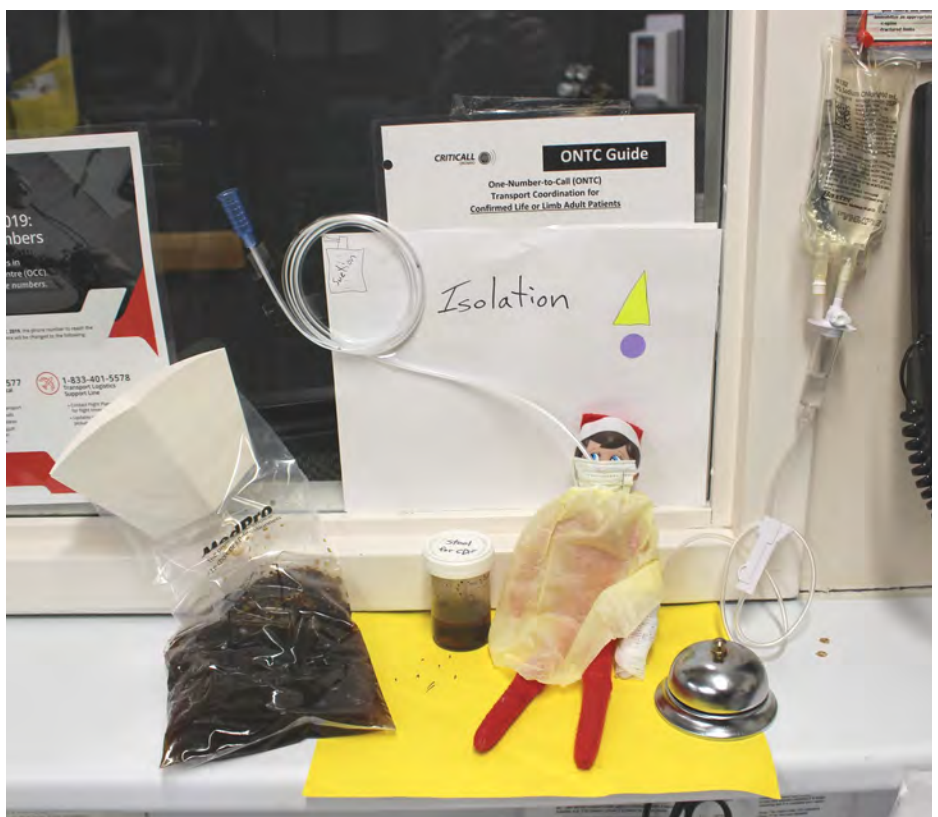
KITCHEN GETS A FRESH COAT OF PAINT



Thanks to our maintenance staff for brightening things up in the kitchen with a fresh coat of everyone’s favourite blue paint!

ELF ON THE SHELF RETURNS TO THE MEDICAL FLOOR

The elf on the shelf enjoyed his time at DRDH so much that he has made his way back to the Medical Floor yet again this year—must be the great care he continues to receive!



THE PORTABLE X-RAY MACHINE IS HERE

Thanks to the Foundation's Focused on You Campaign, the New Portable X-Ray Machine is Here!

Thanks to all the hard work of the Deep River and District Hospital Foundation's Focused on You Campaign, the new portable X-ray unit has arrived. The arrival of the portable X-ray is the first of the upgrades being made thanks to funding provided by the campaign. It is planned that renovations to the main X-Ray room will begin in early January, followed by the purchase of new ultrasound equipment. Although the Foundation has made great strides towards reaching the goal of raising \$1.75 million for this campaign, fundraising efforts are still underway! To date, 75% of the funds have been raised for the Focused on You campaign.

NEW
EQUIPMENT

HOSPITAL TEMPORARILY CLOSES FRONT ENTRANCE FOR REPAIRS

Beginning on Monday, December 9, the Deep River and District Hospital temporarily closed one of its entrances for repairs. The main entrance, adjacent to the Gift Shop, was be closed for approximately 2 weeks while repairs to the sidewalk and foundation were completed. The repairs will increase safety as well as accessibility for those we serve.

The Deep River and District Hospital would like to thank everyone for their patience during this time as we worked to improve our facility.



STAY TUNED FOR THE "AFTER"...

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WHISTLE STOP NEWS

On December 5, the Whistle Stop hosted a pop-up sale in the Four Seasons Lodge so the Residents could do some shopping from the comfort of their own home.

When I came down to snap a picture of the shoppers in action... all that was left was one lonely pair of pants! I guess the shopping was a real success.



MOCK CODE BLUE



On December 10, a Mock Code Blue took place on the Medical Floor. Mock Code Blue exercises offer staff a chance to practice their response to a person that is experiencing cardiac or respiratory arrest.

The Mock Code pictured here was facilitated by James Elliott, who has proven to be a really great teacher in addition to being a really great nurse!

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 – November 2019					
	Goal	November	October	September	August
Clinical Nutrition	>92%	60%	100%		100%
Diagnostic Imaging	>92%	50%	100%		80%
Emergency Department	>92%	53%	50%	25%	92%
Family Health Team	>92%	80%	75%	50%	73%
Four Season’s Lodge	>92%	61%	92%	47%	100%
Laboratory	>92%	100%	50%	100%	100%
Medical Unit (RNs, RPNs, MDs)	>92%	64%	87%	50%	80%
Pharmacy	>92%	100%	100%		100%
Physiotherapy	>92%	100%	100%		100%
Support Services (Hsk, Food Service)	>92%	63%	63%	59%	67%

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	November 2019
Organizational Hand Hygiene Compliance	>92%	58%





CHRISTMAS-TIME IN THE FOUR SEASONS LODGE





CHRISTMAS-TIME IN THE FOUR SEASONS LODGE





CHRISTMAS-TIME IN THE FOUR SEASONS LODGE



A MESSAGE FROM THE FOUNDATION EXECUTIVE DIRECTOR

During my time as the Foundation ED I could not have anticipated just how strong of a community there is here in Deep River and the DRDH. In just six short months I have had the opportunity to work, partner, and meet with individuals throughout the valley that truly understand that we are all in this together. When I walk into the building, I pass by individuals who are devoted to their craft and ensure that their patients truly feel supported and cared for. When I step outside the building, I continually interact with families whose compassion and giving nature is truly inspiring.

Being born in the valley and having moved away for the past 5 years I was happy to see that the things I cherished most remained intact when I came back. Being part of the Deep River and District Hospital Foundation has been an experience like no other. Generosity comes in many forms, from the people who continually support Catch the Ace,

Circle of Giving, Gifting of Stocks, or donations in memory of those we love. Generosity is endless in this community and I am glad to be a part of this journey with all of you.

As the holiday's come closer, spend time with loved ones, enjoy each other's company, and above all else cherish the moments that bring us all together. The DRDH Foundation thanks you for all that you do to ensure we have the means to achieve our goal.

Sincerely,

Chris Doucette



Deep River & District Hospital
FOUNDATION



INCIDENT REPORTS

Recently, a number of incident reports have been submitted that would be better suited on a different form. Below is a brief overview of what type of incident reports should be submitted, as this will allow us to track trends and collect data, based on our incidents:

EMPLOYEE INCIDENT

- This should be used whenever an employee injures themselves at work, such as: slips, trips, needle stick injuries, pulled muscles, etc.
- Does not include injuries from violence

MEDICATION INCIDENT

- This should be used whenever a medication error is noted, whether or not the error reached the patient
- Medication errors that did not reach the patient are NOT near misses, they are medication errors
- By tracking these items on the Medication Incident Form it will better capture our incidents of medication errors

NEAR MISS

- This should be used whenever an incident is avoided but could have potentially caused harm/adverse outcome to staff, volunteers or patients/residents
- Patient/resident related: finding wrong name on requisition but no intervention had been completed, or patient returned to wrong bed after being away but no interventions done
- Environmental: frayed wires on electrical equipment, leaking pipes causing pooling water, finding equipment in disrepair
- Used to report unsafe conditions such as: working short staffed (missed monitoring, etc. ***only if patient remains stable – if not that would be an Adverse Event Report*), equipment that is needed but not working, patient provided wrong meal consistency – no adverse outcome
- Unsafe patient: not violent but impulsive, wandering patient

PATIENT FALL

- Should be used whenever a patient/resident has a fall with/without injury and when there is a near fall.
- A near fall is not a near miss and the near miss form should NOT be used. Using the Patient Fall form will help us track trends in near falls to help eliminate risk factors as we are able

VISITOR INCIDENT

- This should be used whenever an incident that primarily involves a visitor happens as they are not under our care at the time of the incident

WORKPLACE VIOLENCE

- Should be used whenever staff encounter someone (other staff, patient/resident or visitor) who is violent/aggressive. This can include verbal violence and aggression, physical violence, threats, discrimination, etc.
- Please use for patient to patient or resident to resident violence
- Anytime staff feel unsafe because of another person's actions or words this form should be filled out.

If you are ever unsure of which form to complete, please do not hesitate to contact Tabitha Kearney at tabitha.kearney@drdh.org or ext. 7104.

STAT HOLIDAYS

In order to assist with planning staffing requirements, the following is a list of statutory holidays to be recognized at the North Renfrew Health Campus (NRHC) in 2020:

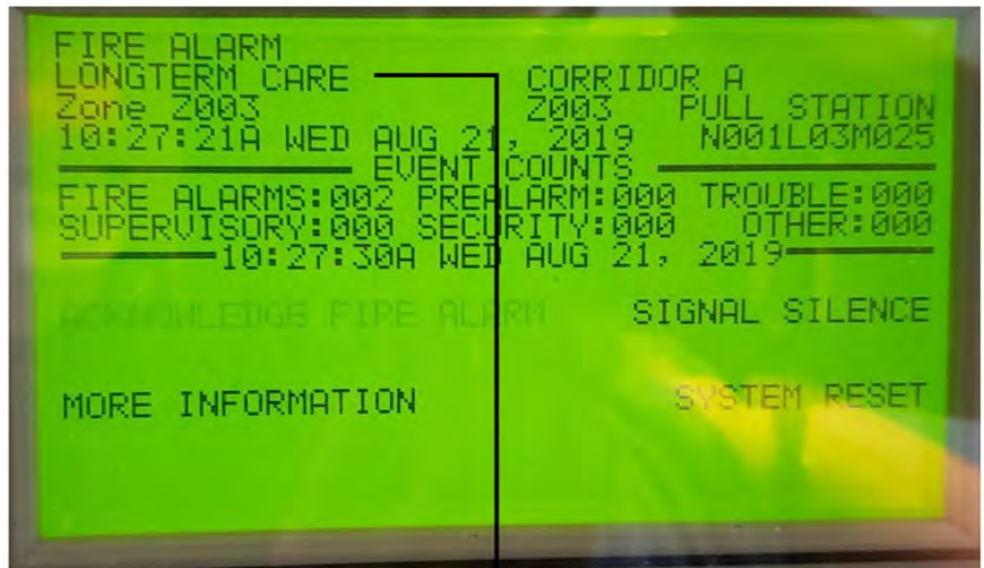
HOLIDAY	PREMIUM DAY (If Worked)	DAY RECOGNIZED (If not a normal working day)
New Year's Day 2020	January 1	January 1
Family Day (ONA/Non Union)	February 17	February 17
Good Friday	April 10	April 10
Easter Monday	April 13	April 13
Victoria Day	May 18	May 18
Canada Day	July 1	July 1
Civic Holiday	August 3	August 3
Labour Day	September 7	September 7
Thanksgiving Day	October 12	October 12
Remembrance Day (ONA/Non Union)	November 11	November 11
Christmas Day	December 25	December 25
Boxing Day	December 26	December 28
New Year's Day 2021	January 1	January 1

FIRE PANEL

When looking at the fire annunciator panel while alarming, the line of text, second from the top indicates the location of the fire/smoke.

We are currently working to update these locations to make them clearer to assist in timely response to alarms.

If you have any questions please do not hesitate to contact Tabitha Kearney at tabitha.kearney@drdh.org or ext. 7104. for further information.



2nd line from the top indicates the fire location

A MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

It is a pleasure for me to share season's greetings with everyone.

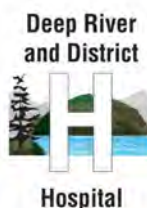
To begin, I would like to say that I am extremely appreciative and grateful of the work that each of you do every day in the hospital, long term care and in the family health team. Your contributions create a caring, compassionate and supportive environment for our patients, residents and their families.

The holiday season is a time that brings us many pleasant memories and allows us an opportunity to meet with colleagues, loved ones and family. During this time, we often reminisce over special moments and accomplishments. I am very proud of the accomplishments we have achieved across the organization during the past year. Some noteworthy milestones in the past year include: 1) The Foundation's Catch the Ace, 2) our submission for additional LTC beds and launch of our lodge at home program with the support of the Auxiliary, 3) selection of medical imaging equipment in the hospital, 4) our advancement of the family health team business case submission and 5) organizationally, our accreditation survey results.

On behalf of Deep River and District Hospital, The Four Seasons Lodge and North Renfrew Family Health Team, Merry Christmas, Season's Greetings and Happy New Year. Take time to celebrate the holidays and discover that there is no bigger gift than being together as a family, enjoying peace and love.



Thank you,



North Renfrew
Family Health Team



UPCOMING EVENT

Mother ~ Son
Ball
 Father ~ Daughter

VALLEY
Belle
 613.281.2692

January 11th, 2020
 1:00pm - 4:00pm
 Chalk River Lion's Club
 Tickets: \$15
 Proceeds to
 The Deep River Hospital Foundation

FORMAL DRESS ATTIRE
 ADULT DRESSES CAN BE BORROWED
 FROM VALLEY BELLE
 \$10 PER DRESS
 613-281-2692

Calliefox
 DESIGN

DR&DHF
 Deep River & District Hospital
 FOUNDATION

DCX
 DIGITAL COPY XPRESS
 Baby • Giftware • Home Décor • Greeting Cards
 Office Supplies • Copy & Print Services

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.