

North Renfrew
Family Health Team

THE ZINGER

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

January 2020



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2019

ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

Auxiliary

- Provided the Four Seasons Lodge with a gift of \$12,000 for the purchase of new mattresses. The donation enabled the organization to replace the mattresses in every room to ensure our Residents are sleeping on safe and quality beds.
- Provided two donations at the Annual General Meeting - one for \$60,000 which will be added to the \$60,000 given last year to be put towards the purchase of a new nurse call system, and one for \$10,000 which allows the Hospital to continue to offer the Pre-School Speech Therapy program to the children and families in our region.
- Additional \$4,000 donated to support the Pre-School Speech Therapy program.
- Donated \$6,494 to the Four Seasons Lodge from funds raised at a silent auction and specialty sale. \$840 will be applied to recreation discretionary spending and \$5,654 will be applied to initiatives under the Lodge at Home transformation project.



Accessibility

- The Medical Floor tub room door was replaced with a barn style sliding door to maximize space in this small area. In addition, the door opening was widened to allow ease of access for nursing staff to get wheelchairs or lifts into the room.
- Signage policy updated and visual noise reduction project started on advice of Accessibility Advisors in order to reduce clutter for people with invisible disabilities and mental health challenges.

Board

- Elected three new members to fill vacancies and ensure a broad spectrum of skills and expertise amongst members of the Board of Directors.
- Continued to share Board Highlights after each meeting to communicate information from Board Meetings with the public as well as with staff.
- Appointed three patient representatives to sit on the Resource and Audit / Quality, Risk and Safety / and Strategic Planning and Partnership Committees.
- Three new Board Members attended the OHA's Governance Essentials for New Directors education session in Toronto.

ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

2019

Building Services

- Replaced task chairs at the Nursing Desk in the Emergency Department, on the Medical Floor and in the Four Seasons Lodge.
- Upgraded 'Fixx It' software to improve Preventative Maintenance tracking.
- Bed rail audits introduced in the Long-Term Care to ensure safety of beds for our Residents.
- Completed renovations in the basement Food Bank area including a repair of the ceiling and addition of emergency power.
- Cameras added to provide additional coverage of the parking lot to increase safety and security.
- Trees and shrubs were removed in the parking lot to increase visibility and safety.
- Completed repairs to the sidewalk and foundation in December to increase safety and accessibility.
- Purchased a garden tractor with attachments for snow removal thanks to a \$12,000 donation provided by Weesoe Community Communication Technology (WCCT).



Communication

- Distributed 2018-2022 Strategic Plan newsletter to all houses and businesses from Petawawa to Rapides des Joachims. The distribution of this newsletter not only shared our new strategic directions with our communities, but also increased awareness of the programs and services offered at the Deep River and District Hospital, the Four Seasons Lodge, and the North Renfrew Family Health Team.
- Revitalized Board Annual Report and shared 2018-2019 edition with staff, the Board, and the public.
- Published twenty-one News Releases to share information with stakeholders.
- Continued monthly publication of The Zinger newsletter for the organization.
- Shared 'special edition' of The Zinger newsletter in May to focus on strategic priorities for 2018-2022, goals and objectives for the 2019-2020 fiscal year, as well as corporate, risk, HR, quality and finance project highlights.
- Shared consolidated Bill of Rights and Responsibilities physically in the organization as well as publically on our website.

2019

ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

Corporate

- Upgraded the fire panel, nurse call and personal announcement (PA) systems throughout the organization.
- Completed a mock accreditation survey in September to identify areas for improvement in advance of our accreditation in November.
- During the survey in November, Accreditation Canada recognized the Deep River and District Hospital team's clinical and operational performance with its highest rating, Exemplary Standing, for the first time!



Diagnostic Imaging

- Began procurement process for general X-ray, portable X-ray and ultrasound machines. The new portable X-ray arrived in December, construction for the general X-ray room is scheduled to begin in January, and evaluations have been completed for the ultrasound machine.
- Passed first anniversary review with the OAR Canadian Bone Mineral Densitometry Facility Accreditation Program.
- Extended hours for out-patient ultrasound services in November to better meet the needs of patients or caregivers who work during the typical work week.



Engagement – Patients, Residents and their Families

- Patient and Family Advisory Council achieved all five goals that they set for themselves for the 2018-2019 year. Goals included for the Council to provide input and recommendations on the 2019-2020 Quality Improvement Plan, the patient care environment (i.e. noise, overhead paging policies, etc.), patient education and safety information (including the patient safety brochure) as well as to further integration of patient and family advisors into committee structure in the organization and to stabilize and grow membership.

ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

2019

- The Residents' and Family Council provided input and recommendations into Resident and Family Council annual survey, council structure and identified numerous resident driving activities and outings.
- The Residents' and Family Council provided direction and input into priorities for the Lodge at Home project, providing insight into areas for improvement that will foster a home-like environment in the Four Seasons Lodge. Invitations have been sent to Residents and their families to participate in the Lodge at Home Advisory Group.
- Residents and their families observed the Code Green mock evacuation that was completed on April 8, 2019. The Residents had a great time watching the evacuation with treats and drinks.
- Residents and their families participated in a Mother's Day celebration hosted at the Four Seasons Lodge where they did crafts and potted flowers with staff and their children.
- Residents and their families participated in a Family Fun Day in August where there was a BBQ lunch, yard games, water balloons, a bouncy castle, face painting, and more.
- Hosted a Pop Up Art Renfrew County exhibit in the lobby during the month of July where artwork was enjoyed by staff, patients, residents, and visitors alike.
- Residents hosted a friendly apple bake-off contest with staff in September to celebrate "Apple Month".
- Residents hosted a number of Halloween activities in October, including a friendly costume contest and trick-or-treat event for staff and their children.
- Hosted two grade nine students for "Take Our Kids to Work Day" in order to provide them with exposure to various careers in the health care field.
- Residents and Families attended the Christmas Dinner on December 14 as well as a festive gathering and Christmas sweater contest on December 19, 2019.



Ethics

- An ethics education session was provided to the Board of Directors by the Regional Ethicist in May.
- Ethics education was provided to Leadership Council in April and to all staff in July.

2019

ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

Family Health Team

- CSV Architects were engaged to facilitate the completion of a Business Case for Family Health Team Building.
- Planning sessions were held with CSV Architects in May and November to plan space requirements for future programs and services.
- Completed preventative cervical screening on 71% of eligible patients, which is well above the provincial average of 58.2%.
- Completed preventative mammogram screening on 68% of eligible patients, which is well above the provincial average of 60.9%.
- Completed preventative colorectal screening on 49% of eligible patients, which is well above the provincial average of 65%.
- Expanded use of the HealthMyself patient portal. Portal is now implemented for all physicians and is being used by 1069 families to book appointments. Since January 2019, there has been 713 appointments booked online.
- The FHT was able to discontinue the temporary Urgent Care Clinic that was put in place to help rostered patients access care in a timely manner when wait times were long. Vast improvements have been made to appointment availability, and 80% of patients now feel that they have been able to get an appointment on the day that they wanted, according to a recent patient experience survey.
- Improved transition for patients from hospital to home through use of Patient Oriented Discharge Summaries (PODS) and Post-Discharge Follow-Up Phone Calls.



Finance

- Achieved a balanced budget at the 2018-2019 year end.
- Completed a number of capital purchases including fire panel, nurse call system, Personal Announcement (PA) system, ice machine, cladding, garden tractor, wound care vacuum pump, and electrocautery machine.
- Received transformational funding to support IT needs.
- Completed applications and exceptional circumstance applications under the HIRF funding program.
- Received a Hydro rebate.



ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

2019

Food Services

- Reviewed and revised menus to comply with legislation.
- Implemented cold storage bin system and added additional racking in the freezer.
- Improved recycling program.
- Repaired the vending machine coin mechanism and replaced the bill reader.

Foundation

- Catch the Ace progressive lottery launched, raising over \$1,140,000 and counting!
- Held second annual Daddy-Daughter ball in Petawawa.
- Hired summer student for the second year to help with communication efforts.
- Erected Major Campaign Thermometers on July 1 to show progress in our communities.
- Hired new Executive Director, who began working in July.



Health & Safety and Emergency Preparedness

- Launched a number of updated emergency response codes, including Code Silver and Purple in March, Code Yellow in May, Code Blue in June, Code Orange in July, Code Brown in August, Code Black in September, Code Red in November
- Provided Non-Violent Crisis Prevention Intervention training to staff.
- Replaced the door at reception, as per issues noted during the completion of Workplace Violence Risk Assessments. The old door did not function properly and could not be locked from the inside.
- Added additional items to the emergency back-up generator, including the Diagnostic Imaging Suite, medical inpatient rooms / bathrooms, items in the kitchen, Food Bank fridges in the basement, as well as the sump pump.
- Completed mock Code Green evacuation of the Four Seasons Lodge and on the Medical Unit. The exercise was observed by representatives from the North Renfrew Long Term Care and the Deep River Fire Department. Evacuation was completed in just over 14 minutes, exceeding the goal of 45 minutes.
- Annual fire inspection completed with Deep River Fire Department.
- Updated 'no smoking' signage to include no vaping pictogram.

2019

ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

Health Records, Privacy and Freedom of Information

- Implemented Diagnostic Imaging report follow-up procedure to ensure that all patient results are investigated by ER physician.
- Remained compliant with IPC annual privacy report submission requirements.

Housekeeping

- Implemented internal audits with results showing improved quality.
- Implemented an off hours building check for non-occupied areas.
- Improved recycling process.

Human Resources

- Developed Action Plan to address the areas for improvement identified in the Worklife Pulse Survey (communication, recognition, and engagement).
- Presented peer nominated Ernie Mielke Award to Amanda Pleadwell, PSW, in recognition for her dedication, positivity and demonstration of the Mission, Vision and Values of the organization.
- Awarded 5-year staff service 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.
- Held HOOPP information session for employees in May.
- Formed the Recognition and Engagement Committee.
- Hosted a 'Sip and Sign' night for staff as a fundraiser for the Foundation in July.
- Launched updated employee recognition award (now called the "Essential Pieces Award") in September to be in alignment with organizational values.
- Regular engagement events held throughout the year recognizing and celebrating staff.



ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

2019

Information Technology

- Completed projects with transformational funding including:
- Installed air conditioning for IT room.
- Completed work update our firewall, routers, security system, and hardware updates
- Installed “all in one units” (printer, scanner, fax, copier) and transitioned away from using personal printers. Implemented tap technology whereby print jobs will stand in queue until one “taps in” to ensure privacy and confidentiality are maintained.
- Completed audit and Microsoft licensing updates.
- Developed a regional password policy to be implemented in 2020.
- Upgraded security systems with single sign on and door swipe technology.
- Created two wireless networks (one for organizational use and one for the public).

IPAC and Occupational Health

- Achieved that highest staff vaccination rate in the region, according to Public Health.
- Launched updated Hand Hygiene program, along with “Give us a Hand” game for staff to increase awareness of the moments of hand hygiene.
- Influenza vaccination offered to volunteers, including Board Members, in addition to staff.
- Updated Pandemic Plan to outline response to a provincial pandemic situation.
- Required immunizations completed for all new volunteers to ensure the health and safety of patients and residents.
- To meet best practice guidelines, the air-borne respiratory infections (ARI) and anti-biotic resistant organism (ARO) screening process has been updated for patients and residents.
- Outbreak Management Program updated in alignment with the Renfrew Count and District Health Unit Outbreak Management Protocols.



Laboratory

- Updated and executed EORLA Medical Director Agreement.
- Work has begun progressing to implement regional Laboratory Information System (LIS) as the first step towards our transition to the Epic Hospital Information System with The Ottawa Hospital.

2019

ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

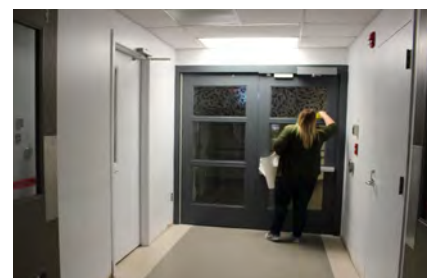
North Renfrew Family Health Team

Laundry

- Implemented iron-on labelling system.
- Introduced of melt away laundry bags for increased safety and infection control.

Long Term Care

- Began holding Lodge at Home Advisory group meetings regularly to promote change in LTC culture. Changes are underway to the entrance to the home and the dining room furniture. Choices for the entrance and furniture were chosen by residents.
- Implemented the Bed Safety and Management Program in February with the purchase of the bed entrapment tool and 15 new mattresses.
- Purchased flower boxes for residents who have since planted butterfly gardens outside of the home.
- Hosted monthly huddles with Behavioural Support and Geriatric Mental Health to promote change and education for staff.
- Implemented PSW and RPN orientation packages in June.
- Completed Program Evaluations for Medication Management, Continuous Quality Improvement, Prevention of Abuse and Neglect, Volunteer Program, Religious and Spiritual program, as well as Training and Orientation.
- Launched High Alert Medication Policy in February.
- Purchased new fall prevention equipment for all residents at risk for falls in January.
- Improved the exterior gazebo and added a sound system for residents to enjoy the outdoor space.
- Implemented a new medication cart with a portable e-mar tablet.
- Launched the Medical/Recreational Cannabis for Resident Use Policy in February.
- Revised the “Move-in Package” for new Residents, as well as launched tools for daily reports and weight.
- Launched Seniors Without Walls telephone trivia program, which is enjoyed by multiple Residents.
- Training was completed in October for Four Seasons Lodge staff, including RPNs, PSWs, and support staff on the Lodge at Home transformation plan and resident-centered care.
- Updates made regarding how we enter the home were made to ensure staff, visitors, and volunteers flow through the Main Entrance to the home. Change was made to focus on resident needs and to support a home-like environment for our residents.



ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

2019

Medical Staff

- Began participation in common credentialing with other organizations in our LHIN.

Nursing and Palliative Care

- Created patient brochures to provide patients with information about what to expect and how to stay safe during their time in either the Emergency Department, on the Medical Floor or in the Long-Term Care.
- Provided Charge Nurse education throughout the month of January to support their important role in the organization.
- Hosted a palliative volunteer course throughout the month of May in collaboration with Carefor Home and Community Services.
- Updated Medication Management processes throughout 2019 in preparation for Accreditation.
- Implemented Suicide Prevention Policy in March corporately to provide support for patients, residents or clients who voice thoughts of suicide.
- Implemented mobility audits for inpatients and confusion screening for emergency and inpatients to improve safety for seniors.
- Launched Patient Orientated Discharge Summary form in June to ensure smooth transition home and communicate discharge information to the family physicians.
- Training on the new vacuum pump equipment was completed in October, with an appointed RN as the organizational Wound Care Champion.
- Updates have been made to the interdisciplinary program for skin and wound care in October to preserve skin integrity, prevent pressure ulcers, promote comfort and mobility, as well as prevent infection for our patients and residents.
- Palliative Volunteer Committee was revitalized to ensure appropriate volunteer supports are available for patients, residents and their families.
- Thanks to an anonymous \$7,000 donation, the organization was able to purchase a new electrocautery machine in November. The machine uses electrical current to control bleeding.





ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

Organizational Development

- Updates made to forms to improve incident reporting and patient feedback.
- Hosted three Leadership Council sessions for formal and informal leaders of the organization.
- Developed and implemented a Corporate Orientation program.
- Offered a free education opportunity to employees through Morneau Shepell to develop soft skills.

Pharmacy

- Initiated Pharmacy Access Audit.
- Reviewed and updated formulary in June 2019.
- Labelled all Pharmacy doors to ensure for ease of tracking for nursing staff when entering the pharmacy.
- New Pharmacy Scanner was purchased.

Physiotherapy

- Implemented the Cycling Program in January for Four Seasons Lodge residents.
- Launched mobility, range of motion, and strength class for Four Seasons Lodge residents in January.
- Completed an inventory and implemented a tracking process for all physiotherapy equipment.
- Completed all overdue billing requirements.

Quality and Risk

- Completed risk assessments and risk register through our insurance provider (HIROC) for the second year.
- Launched 2019-2020 Quality Improvement Plan, with updates provided to the Patient and Family Advisory Council, Quality, Risk and Safety Committee as well as the Board of Directors and posted publically in the organization.
- Launched departmental quality dashboards in April.
- Presented medication and fall incident reports to committees for feedback.
- Completed Patient Safety Culture Survey in June as part of our preparation for Accreditation.
- Launched electronic feedback tracking tool.
- Launched EMS transfer delay tool to track impact to patients of the changes made to 'non-urgent' transfer processes in the County.
- Maintained patient satisfaction scores well above the provincial and Champlain LHIN averages in the 2018-2019 NRC Health survey.

2019

ACHIEVEMENTS

Deep River and District Hospital

Four Seasons Lodge

North Renfrew Family Health Team

Regional Partners

- Participated in the Bedside Care Program for Med Techs with DND in May and June. Partnership allowed Nursing Officers to complete Maintenance of Clinical Practice Hours.
- Submitted Ontario Health Team (OHT) self-assessment.
- Explored clinical patient pathway in and out of hospital with community partners who were part of our OHT self-assessment.
- Collaborated with the Renfrew County District Health Unit (RCDHU), to implement a Narcan Distribution Program through the Emergency Department. Narcan kits, along with training, can now be provided to aid in the emergency treatment of a known or suspected opioid overdose.
- Partnered with the Deep River Police on their Vulnerable Persons Registry to help reduce delays in finding a vulnerable person should they go missing. Forms are made available in the organization, incorporated into our discharge assessment processes, and information will be made available to patients, residents, and their families.
- Two staff members participated in “Exercise Collaborative Spirit” with our DND partners to experience a day in the life of a Canadian Soldier.



Telemedicine

- Became one of Champlain LHIN regions top utilization sites with 551 hosted patient events.
- Held 65 telemedicine consultations between January and June 2019 in 19 different areas provided 8,189 hours (not including teledermatology).
- Extended endocrinology clinic hours in order to accommodate the growing patient need for this specialty.
- Began partnership with Pembroke Regional Hospital where patients (over 18 years of age) can now see a Psychiatrist from PRH via OTN at DRDH.
- Implemented a new Mental Health clinic where the same patients are able to come weekly to meet with consultant via OTN in order to provide continuity of care.

Volunteer Program

- Re-launched Volunteer Program and hosted first volunteer orientation June 25 with 14 people in attendance.
- Developed Volunteer Handbook and application package to support new volunteers entering into service.

MANDATORY EDUCATION—DUE JANUARY 31

Education has been assigned for January as below. If you have any issues please let Tabitha or your supervisor know.

All Staff

Abuse & Neglect – Zero Tolerance and Mandatory Reporting

Whistleblower Protection

Incident Reporting

Diagnostic Imaging, Health Records, Laboratory, Nurse Practitioners, Physiotherapy, Recreation Therapy, PSWs, RN, RPNs

ADR & MDI Reporting (Vanessa’s Law)

RN

Urinalysis QA

MANDATORY EDUCATION

**DEEP RIVER AND DISTRICT HOSPITAL
THE FOUR SEASONS LODGE
NORTH RENFREW FAMILY HEALTH CAMPUS**

Policy: Abuse and Neglect – Zero Tolerance and Mandatory Reporting

Original Date: 2017-07-05	Policy Manual: Administration
Approved by:	
<input type="checkbox"/> Board of Directors	<input type="checkbox"/> Chief Financial Officer
<input checked="" type="checkbox"/> Chief Executive Officer	<input checked="" type="checkbox"/> Chief Nursing Executive

Policy
Residents and patients have the right to dignity, respect and personal ethics in the conduct of their duties on behalf of the organization. This includes the expectation that all individuals covered by this policy will comply with all applicable laws and regulations, and all DRDH policies, protocols and procedures.

The North Renfrew Health Campus strictly adheres to the standards of care and treatment of person towards a resident or patient.

Abuse can take many forms. Abuse includes, but is not limited to:

- Physical Abuse
- Sexual Abuse and Sexual Assault
- Emotional Abuse
- Verbal Abuse
- Financial Abuse
- Exploitation or a Resident's Property or Funds
- Neglect
- Prohibited Use of Restraints
- Measures Used to Discipline a Resident

(*Definitions of abuse as per the Long Term Care Act (1991) and must abide by the code of ethics, which includes obligation of all registered personnel to report any unethical behaviors

Staff must immediately report all alleged, suspected or actual abuse to the appropriate person, in good faith, report issues and/or concerns in connection with a serious violation that could adversely impact the Hospital, its patients, stakeholders, employees or the public at large. Individuals, as described above, who have a reasonable belief or become aware that a wrongdoing has been committed or will be committed should first attempt to raise the matter using the usual reporting relationship. If that is not possible, or has not been successful, then the procedure outlined in this policy may be followed to communicate a disclosure.

Any employee, medical staff or Board member who is aware of or suspects any abuse should report it immediately in accordance with the reporting procedures of the organization.

1. Improper or incompetent treatment or care of a resident or patient that resulted in harm or a risk of harm.
2. Abuse of a resident or patient by anyone, or neglect by an employee or board member that resulted in harm or a risk of harm.

DEEP RIVER AND DISTRICT HOSPITAL

Policy: Whistle Blower

Original Date:
2017-06-21

Approved by:	Policy Manual: Administration
<input type="checkbox"/> Board of Directors	<input type="checkbox"/> Chief Financial Officer
<input checked="" type="checkbox"/> Chief Executive Officer	<input type="checkbox"/> Chief Nursing Officer
	<input type="checkbox"/> ED, Family Health Team
	<input type="checkbox"/> Human Resources Officer

Policy
Deep River and District Hospital (DRDH) is committed to the principle that every individual has the right to be treated with dignity and respect, and has the obligation to exercise high standards of business and personal ethics in the conduct of their duties on behalf of the organization. This includes the expectation that all individuals covered by this policy will comply with all applicable laws and regulations, and all DRDH policies, protocols and procedures.

This policy will not apply to personal grievances concerning employees' terms and conditions of employment, physician agreements with the Hospital, volunteers and student arrangements with the Hospital, or any aspects of the working relationship in the Hospital, complaints of harassment (staff or patients) or disciplinary matters. Such complaints are dealt with under current Hospital policies (e.g., Code of Conduct, Employee Complaint Procedure, etc.) and procedures and federal or provincial laws as appropriate. Individuals in registered profession are governed by the Regulated Health Professions Act (1991) and must abide by the code of ethics, which includes obligation of all registered personnel to report any unethical behaviors

Application
This policy applies to all employees of DRDH, persons with practicing privileges, volunteers, Board Members, patients and their families, and all individuals who represent DRDH in any manner whatsoever. The scope of this policy applies to all activities within the jurisdiction of DRDH, both on and off any sites including but not limited to travel, training and social functions. Any act occurring outside the workplace but having adverse repercussions in the work environment, is also covered by this policy.

This policy defines a process by which individuals, as described above can, in good faith, report issues and/or concerns in connection with a serious violation that could adversely impact the Hospital, its patients, stakeholders, employees or the public at large. Individuals, as described above, who have a reasonable belief or become aware that a wrongdoing has been committed or will be committed should first attempt to raise the matter using the usual reporting relationship. If that is not possible, or has not been successful, then the procedure outlined in this policy may be followed to communicate a disclosure.

Purpose

- 1) Encourage and enable the reporting of violations of Hospital Policies and Procedures relating to ethical behavior and business conduct, including the Standards of Behaviour of Excellence (Code of Conduct) and Conflict of Interest Policies.
- 2) Encourage and enable reporting of concerns relating to:

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EMPLOYEE OFFER THROUGH ROGERS DIRECT

Rogers is offering an exciting new promotions this month for employees exclusively through RogersDirect! Employees get a discounts of 10%, 20% and 30% off plus a \$300 credit per line for new activations or when you upgrade your device on a two year Rogers Infinite plan. For the full details, and the special password for employees to access this offer, please contact Michelle at michelle.robertson@drdh.org or extension 7130.



INFLUENZA VACCINATION RATES

Thank you to all those who received the flu shot this year and helped us to protect our staff, patients, residents, and visitors from illness. A special thanks to James Elliott for helping us achieve a high vaccination rate again this year.

INFLUENZA VACCINATION RATE FOR THE ORGANIZATION = 82%

This year, our rates include volunteers and physicians!



RENOVATIONS TO BEGIN AT THE DEEP RIVER AND DISTRICT HOSPITAL

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Pictured here is the new general X-ray machine that will be installed at the Deep River and District Hospital.

Thanks to the generosity of our community and the hard work of the Deep River and District Hospital Foundation through the *Focused on You* campaign, renovations in the Hospital's Diagnostic Imaging Department began on January 6, 2020. A 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 equipment requires a complete renovation in the Diagnostic Imaging Department, including upgrades to items like lead lining to meet regulations, and added elements to the infrastructure.

During the renovations, both X-ray and ultrasound services will remain available for both in-patients and out-patients. Signage will be placed throughout the organization to assist with way-finding during the renovations. It is anticipated that renovations will be completed by the end of March, 2020.

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. To continue raising funds, the Foundation will be launching another round of the Catch the Ace progressive lottery in January. Ticket sales started again on January 2, 2020, and the first weekly draw was held on January 9, 2020. For more information about Catch the Ace, and where to buy tickets, visit the Foundation's website at drdhfoundation.com.

ONTARIO POWER GENERATION SUPPORTS DIAGNOSTIC IMAGING CAMPAIGN



On December 12, 2019 Ontario Power Generation (OPG) made a donation of \$10,000 to the Deep River and District Hospital Foundation's *Focused on You* Diagnostic Imaging Major Campaign. The Campaign is working to raise funds for Diagnostic Imaging upgrades, including a new X-ray, portable X-ray, and ultrasound equipment. The Foundation is very thankful to OPG for their commitment to exceptional health care in our area.

With the *Focused on You* campaign being at 75% of the \$1.75 million goal, support from organizations like OPG helps us move closer to achieving our goal. The Foundation also recognizes the efforts of our grant team, who volunteer their time and effort to write strong grant applications.

Jennifer Gardiner and John Greig of Ontario Power Generation were able to join members from the DRDH Hospital and Foundation to make the donation. Pictured above, from left to right, is Dick Rabishaw - DRDH Board Chair, Richard Bedard, DRDH CEO, John Walden – DRDH Foundation Board Member, Chris Doucette – DRDH Foundation Executive Director, Jennifer Gardiner – OPG Stakeholder Relations Advisor, and John Greig - Manager, OPG Des Joachims Generating Station.

ONTARIO **POWER**
GENERATION

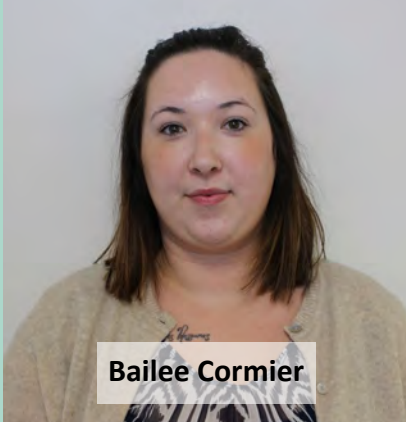
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STAFFING UPDATES

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Bailee Cormier



Tova Greenberg



Mary-Sue Hart



Milaine Monnin-Frizzi

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

Bailee is a Personal Support Worker, Tova is a Pharmacy Tech, and Mary-Sue and Milaine are Registered Nurses.

WELCOME

EMPLOYEE RECOGNITION NIGHT

Thank you to those that RSVP'd
Employee Recognition Night

February 7, 2020

- SEE YOU THERE -



CHECKING YOUR FINANCIAL WELL-BEING

No matter how good you are with your finances, it makes sense to conduct a financial well-being check at least once a year. Whether you do this as part of your New Year's resolutions or use another milestone like your birthday as

a reminder, taking a step back to assess where you are financially and making any adjustments you need can set you up for success.

Evaluate where your finances are right now—It's important to get a snapshot of where your finances stand in order to make plans for the future.

Has your income increased or decreased in the last 12 months? If your income has changed, it may be time to recalibrate your spending. Take a look at your budget. If your income has gone down, where can you cut unnecessary expenses to save yourself more money? If your income has increased and you're not feeling squeezed for money every month, can you use that additional money to do things like pay down your debt or increase your contribution to your retirement account?

Are you expecting any major expenses in the next 12 months? This can include things like a wedding, buying a house, renovations and home improvement projects, or school fees for your children. Write these down.

SET YOUR GOALS

Can you save more in your emergency fund? Financial experts recommend having 6 to 12 months of living expenses saved in an account you can easily access in case you go through a major life change such as the loss of a job.

Do you need to save for major expenses? After you wrote down your major expenses for the next 12 months, it's time to decide how you're going to pay for them. For most of us that means setting more money aside over a long term.

Can you pay off more debt? If you have a credit card balance, consider making some adjustments so that you can pay it down and stop paying for expensive interest on your balance.

Are you saving enough for your retirement? If you have a retirement account, it's worth looking at whether you can increase your contribution (unless you are already at the maximum). If you don't have long-term retirement savings, this is the time to start. The longer your money has to accrue compound interest, the more valuable it will be when you retire.

Do you have insurance? If you own a home or car, now may be a good time to shop around for the best rates on homeowners and car insurance.

MAKE YOUR MONEY WORK HARDER

Use your phone's calendar alerts to shop smarter. Using alerts to remind you when the contracts for services such as your mobile phone, TV, gas, and electricity are about to end can help you save money. Set the alerts a few weeks ahead of the contract's termination date so that you have time to shop around and compare rates.

Review your recurring subscriptions. It's easy to subscribe to a streaming service like Netflix or Spotify and then forget about it, all while continuing to pay. Many of us also take out gym memberships, but find ourselves paying for a service we never use. At least once a year, go through your bank and credit card statements to look for those payments. If you aren't using the service regularly, cancel it.

Article from our EFAP Provider:

<https://www.lifeworks.com/ca/newsletter-content/checking-your-financial-well-being/>

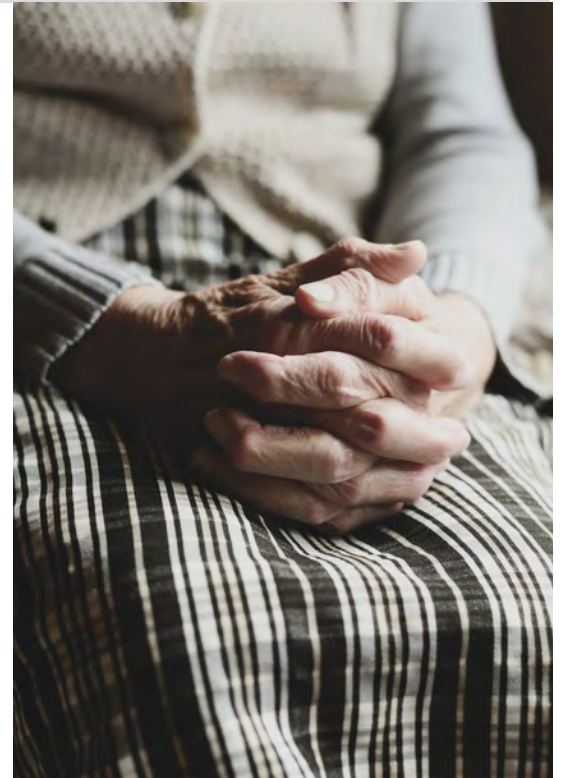
DRDH HELPS KEEP SENIORS SAFE

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 December 2019, staff performed screening on 94% of the inpatients over 65, and on 91% of all patients on the medical unit.

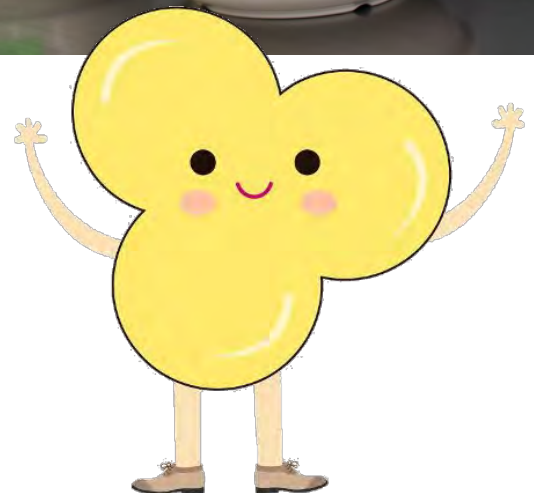


RECREATION STATION: POPCORN FRIDAY



On Friday, January 17, there was no "butter" way to recognize National Popcorn Day than by popping up some fresh popcorn for staff and residents.

Thanks to the Engagement and Recognition Committee for the Friday fun!



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 – December 2019

	Goal	December	November	October	September
Clinical Nutrition	>92%	100%	60%	100%	
Diagnostic Imaging	>92%	100%	50%	100%	
Emergency Department	>92%	64%	53%	50%	25%
Family Health Team	>92%	68%	80%	75%	50%
Four Season’s Lodge	>92%	97%	61%	92%	47%
Laboratory	>92%	100%	100%	50%	100%
Medical Unit (RNs, RPNs, MDs)	>92%	76%	64%	87%	50%
Pharmacy	>92%	100%	100%	100%	
Physiotherapy	>92%	100%	100%	100%	
Support Services (Hsk, Food Service)	>92%	64%	63%	63%	59%

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	December 2019
Organizational Hand Hygiene Compliance	>92%	84%



OUTBREAK DECLARED OVER

On the afternoon of January 17, a gastric outbreak was declared on the Deep River and District Hospital's medical floor by Public Health. With a mix of staff and patients experiencing gastric symptoms, outbreak precautions were put into effect to prevent further spread of the illness.

On the afternoon of January 21, the gastric outbreak was declared over! The outbreak was declared over by Public Health, as all of our patients' symptoms had fully resolved and the incubation period had ended.

Thank you to all our staff for their hard work in containing the outbreak and helping to resolve it so quickly. A special thanks to Allison Lepack and James Elliot for their early recognition and coordinating our outbreak response.



Pictured here are Allison Lepack, Manager of Clinical Services, and Terry Firlotte, Housekeeper, happy to be removing outbreak signage after the outbreak was declared over!

Congratulations to everyone on a short outbreak!

The Outbreak Management Team will be reviewing our response and looking for opportunities to improve preparation for future events.



CREAM CHEESE FOR SALE

The kitchen has 1.5 kg blocks of cream cheese for sale for \$16 (tax included) - perfect to use in baking for any potlucks, celebrations, or as a special treat. Email Angie at angela.zhu@drdh.org if you are interested.

If you do buy some, here is a tasty recipe you can make with it:

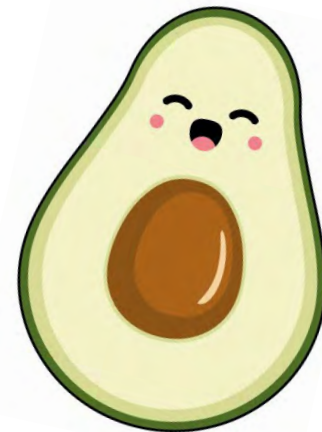
Avocado Cream Cheese Dip

Prep Time 5 minutes

Total Time 5 minutes

Servings 6 -8

Author Jessica Knott



INGREDIENTS

- 2 avocados
- 3 - 4 tablespoons Silk Unsweetened Original Almondmilk
- 8 ounces cream cheese , softened
- 3 tablespoons fresh lemon juice
- 1/2 teaspoon dill
- 1 tablespoon parsley
- olive oil
- Olive oil bruschettini , to serve
- Celery , to serve

INSTRUCTIONS

Slice avocados, remove skin and pit and place in blender with fresh lemon juice then blend until silky smooth. Slice softened cream cheese and place in same blender with Silk Almondmilk, dill and parsley and blend until smooth. Pour into serving bowl and top with a little olive oil. Slice celery in half and serve with bruschettini. Dip is good for a few days.



PALLIATIVE CARE CHAMPION

Brandy Raven has continued to further her education in the field of palliative care, in order to support our organization as a Palliative Care Champion. Brandy is available as a resource for staff to support patients, residents and their loved ones at end of life and along the palliative care journey. Brandy's passion and professionalism allow her to provide empathetic support through a person-centered care approach.

Clinical skill champions have additional skills and training in a given area and are dedicated care providers. These champions act as a resource for staff and families in specialized care areas across the organization. If you are a clinician that is passionate about a specific area of care and would like more information on what it means to be a clinical skill champion, please reach out to Janna Hotson or Allison Lepack.



FEBRUARY IS THERAPEUTIC RECREATION MONTH!



In honor of Therapeutic Recreation month, which is recognized each February, we would like to highlight the positive impact of Therapeutic Recreation on our residents in the Four Seasons Lodge.

Therapeutic Recreation is a profession which supports all individuals to achieve quality of life and optimal health through meaningful participation in recreation and leisure.

We would like to recognize Leanne Robison for her dedication to ensuring our residents have pleasurable experiences by incorporating person-centered approaches to leisure and fun.

Thank you Leanne for everything that you do!

CHECK OUT THIS OPPORTUNITY

SHARE YOUR IDEAS, JOIN PFAC!

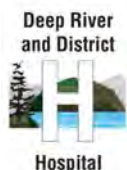


THE PATIENT & FAMILY ADVISORY COUNCIL IS INVITING NEW MEMBERS

The Patient and Family Advisory Council (PFAC) reports to the Quality, Risk, and Safety Committee of the Board and serves in an advisory capacity providing feedback and input related to the experience of patients, residents, and their families at the hospital, long-term care, and family health team.

Members are encouraged to share their ideas on how to improve experiences, advise on strategies to enhance partnerships with patients, residents, family members, and caregivers as well as provide input into the annual Quality Improvement Plan. Membership will have a three-year renewable volunteer term.

To get involved in the governance of your local health care organization, through serving as a volunteer Member of the Patient and Family Advisory Council, you are encouraged to submit your expression of interest to Amy Joyce by email at amy.joyce@drdh.org or by phone at 613-584-3333 x 7100.



FOUR SEASONS LODGE NEWS



The Four Seasons Lodge and the North Renfrew Long-Term Care Centre's Day Program have initiated monthly activities to visit with other seniors on our community. On January 23, visitors from the NRLTCC Day Program came to the Four Seasons Lodge for a snack and flag bingo.



AUXILIARY NEWS



On January 17, 2020 members of the Deep River and District Hospital Auxiliary provided a donation of \$405 to the Four Seasons Lodge Long-Term Care Home. The donation was made possible thanks to funds raised from a speciality jewellery sale of items donated to the Whistle Stop. The donation will be applied to improvements under the Lodge at Home project, which is working to foster a home-like environment for Residents of the long-term care. Initiatives carried out under the Lodge at Home project include improvements to the home's entryway to make it feel like the entrance to a home in the community. The first phase of the improvements can be seen in the photo above, and further improvements will follow inside the doors, such as the addition of a deacon's bench for visitors to perhaps take off their shoes and hang their hats, as they would if they were entering any other home.

Pictured here, from left to right, are Auxiliary Members Aliya Ebrahim, Jenny Ward, Joan Hallett, and Judith Cloutier, presenting the donation to Janna Hotson (middle), Administrator of the Four Seasons Lodge.



THE JOINT HEALTH AND SAFETY COMMITTEE AT WORK!



On a chilly January day, the Joint Health and Safety Committee was seen in action inspecting the newly updated sidewalk. There is a portion of the sidewalk adjacent to the ramp that could be a potential hazard. It has been decided that to mitigate any slips or falls, a temporary barrier will be kept in place throughout the winter until work can be completed in the spring.

Thanks to the Joint Health and Safety Committee for their diligence in helping to ensure a safe environment for our staff, patients, residents, and visitors.

MEMO

Designated Staff Parking

A concern regarding evening staff having to walk across the parking lot to their vehicles at night (or in the dark) was brought to the Joint Health and Safety Committee. A discussion took place during the JHSC meeting regarding the current parking spaces designated for evening staff, and the feasibility of designating additional spaces. It has been decided that no spaces will be designated, and the Committee was in consensus that there is no immediate safety risk to staff in the parking lot.

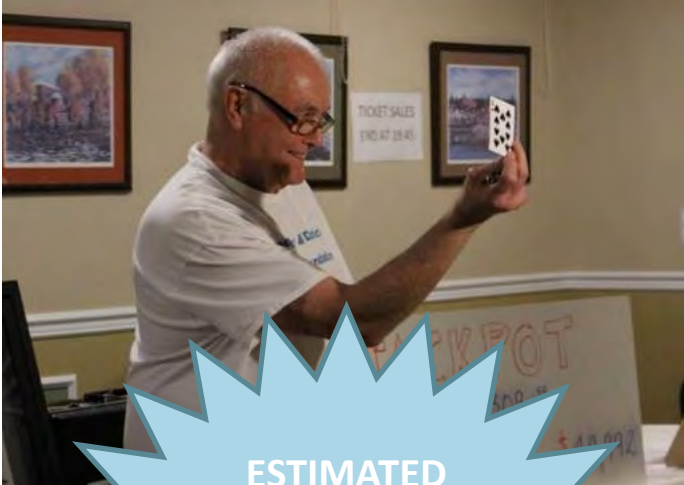
The JHSC is recommending that if staff working the evening shift park in a space that they feel is unsafe upon arrival for their shift, that staff member should move their vehicle on their break to a space they feel is more appropriate. When possible, staff can go to the parking lot with a co-worker should they feel necessary.

If an employee feels that there is a specific safety concern in relation to the parking lot, this staff member should arrange a time to meet with Michelle Robertson, Human Resources Officer, or James Elliott, Team Lead to discuss developing a safety plan.

If there are questions or concerns regarding this issue or any safety issue, please contact a member of the JHSC.



FOUNDATION NEWS—CATCH THE ACE IS BACK AGAIN!



ESTIMATED WINNINGS FOR WEEK 4 = \$18,000

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!

ORNGE BRAVES THE ELEMENTS FOR OUR PATIENTS



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.