



+ TOP NEWS INSIDE

CEO's Corner	2
Monthly Education	3
Staff Happenings	4–5
DRDH Unveils New Look and Name	6–8
Integrated Virtual Care Launch	9–10
Family Health Team News	10
eReferrals for Diagnostic Imaging	11
Accreditation News	11–13
A Message from our Board of Directors	14–15
Staff Satisfaction Scores Soar at DRDH	16–17
Breast Cancer Awareness Month	18–19
IPAC Week	20–21
Foundation News	22
Construction Activity Kicks Off	24–25
Four Seasons Lodge News	26–28

OCTOBER 2023



DRDH UNVEILS NEW LOOK AND NAME

On October 12, 2023, our new unified organizational name of Deep River and District Health (DRDH) was officially launched. Pictured here at the new main campus sign are DRDH team members gathered to mark this momentous occasion in our organization's history along with our Board of Directors, patients, and residents.

See pages 6– 8 for the full news release and more photos from the celebrations!

INTEGRATED VIRTUAL CARE LAUNCHED



DRDH is pleased to announce the launch of Integrated Virtual Care at the North Renfrew Family Health Team, an innovative approach to connect patients with primary care providers.

See pages 9–10 for the full news release.

+ CEO'S CORNER

CONNECTING WITH OUR DRDH TEAM AND COMMUNITY



Greetings DRDH Team,

It is a pleasure to welcome you to the latest edition of our refreshed monthly newsletter. As the first edition under our exciting and unified new name of Deep River and District Health, I am also excited to introduce a new feature in our monthly newsletter – "CEO's Corner."

As your CEO, I believe in the power of transparent and open communication. This regular column is a testament to that commitment. I want to keep you in the loop about what's happening within our organization, the milestones we're reaching, and the innovative ways we continue to adjust and grow here at DRDH. Together, we will celebrate the latest updates, achievements, and stories that shape the heart and soul of our healthcare community.

In each edition of this column, I aim to provide you with insights into DRDH's recent milestones, the latest news in healthcare that will affect us, and the tireless efforts of our team members. Moreover, I will offer a glimpse into what's coming and our vision for the future, sharing how we plan to further continue to grow and improve the quality of everything we do here at DRDH. This is an opportunity for me to say thank you for all that you do to make DRDH such an amazing place, and to celebrate our team's hard work, dedication, and the difference we make in our community every day.

This month alone we have so much to celebrate, including our new name and brand launch which brings together all of us under one, refreshed identity and look. We are also celebrating the launch of a new program in the family health team to continue to connect our patients and community to care, and lots of work happening to update our building and get our campus ready for the two new developments to come. All of our teams have been incredibly busy this month, from the ED team with lots of very busy days to the entire medical team dealing with a very busy and full unit. Our building services team has been busy adjusting to all of the work happening outside, including a complete rearrange of our outdoor storage,

and our IPAC team celebrated IPAC week as well as launched our fall influenza campaign. Every department and team is busy adjusting, adapting and driving forward our mission to provide excellent, compassionate care.

Of course, we can't just look back at what we have done; we will continue to set our sights on an even brighter future. Next month we will launch our new and refreshed Strategic Plan, developed with feedback from our team and community. This will set our direction for the next five years, and continue to focus our efforts on what is most critical and impactful. We will also look ahead to our Accreditation Survey mid-November, where we can look forward to showcasing the amazing work we have done here over the past four years, and the ongoing excellent work we do everyday. I encourage all of you to share your successes, that of your teams and use this visit from Accreditation Canada as a chance to reflect and share the amazing things that happen at DRDH. We have so much to be proud of, and this is our opportunity to shine!

I know I am continually inspired by the extraordinary dedication of our team, and for that I say thank you. Your unwavering commitment to our mission, our patients and residents, and our community is the bedrock upon which our organization's success is built. Together, we are the reason DRDH is such an amazing place – for our patients, residents and for each other. This is a testament to our collective passion for excellence and caring, and a source of immense pride we should all feel in what we do everyday.

Thank you for your continued trust and support, and for being an integral part of our DRDH family. I look forward to our ongoing conversations and continuing to work with all of you to make DRDH more than just a healthcare institution but a cornerstone of our community.

Janna Hotson
President and Chief Executive Officer
Deep River and District Health

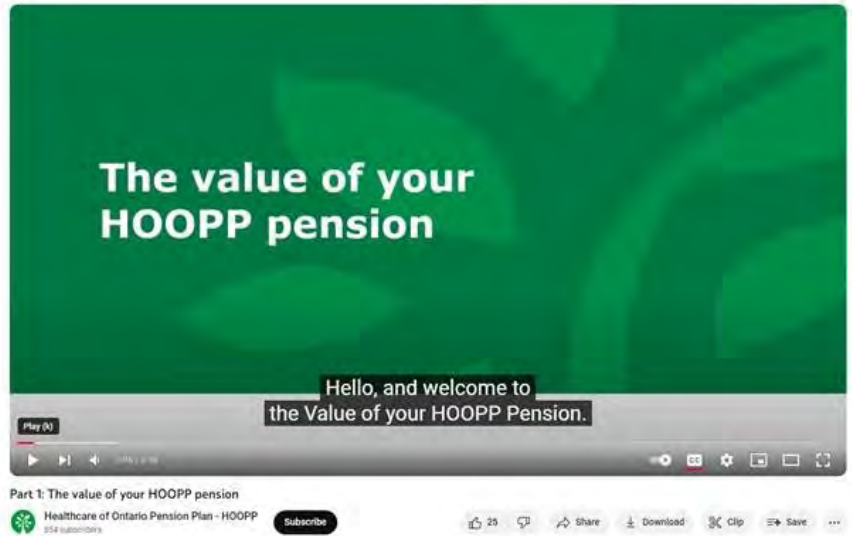
MANDATORY EDUCATION

NOVEMBER 2023

Please see the assigned education for the month of November. This is due to be completed by November 29th, 2023.

All Staff

- HOOPP video - Part 1
- Quality, Risk & Safety Framework
- Code Silver
- Code Purple
- Code Brown.
- Code Green
- Code White
- Lock Out Tag Out Procedure



RN

- Amniotest

RN/RPN/DI/PSW/PT/Lab/FHT/Dietitian/OTN

- Fall Prevention and Management Policy

Housekeeping

- RICN Environmental Cleaning Best Practise - Bathroom Cleaning Regular Patient/Resident Bathroom (YouTube)



Please contact Mary Goodchild (mary.goodchild@drdh.org) if you are having any issues accessing the education.

STAFF HAPPENINGS

NEW HIRES



Caroline Froment



Kaylee Richard



Alesia Rodeghiero



Alex Everick



This month we are pleased to welcome four new members to our DRDH team. **Caroline, Kaylee, and Alesia** are all Registered Nurses, and **Alex** has joined our Housekeeping team.

Please join us in extending a warm welcome to our newest team members!

- WELCOME -

CHOCOLATE FRIDAYS



Halloween offered the perfect opportunity for us to re-launch Chocolate Fridays.

For those who are newer to our team, Chocolate Fridays were a beloved pre-pandemic tradition across the organization, and we are so happy to bring them back!



EMERGENCY DEPARTMENT NURSING EDUCATION

Earlier this month, Corina David, RN, participated in the “*Immediate Response ED Nursing Education Program*” hosted by Ontario Health. As a vital member of our ED team and a dedicated mentor for her peers, Corina has been able to further her specialized body of knowledge required for providing excellent care for our patients. The entire ED team is sure to benefit from Corina’s expanded trauma knowledge and skills.



Congratulations Corina!

HEALTHCARE INFRASTRUCTURE CONFERENCE



On October 3, William Willard—Executive Vice President and Chief Financial Officer, represented DRDH at the 2023 Healthcare Infrastructure Conference.

The conference was aimed at uniting senior healthcare leaders under one roof to discuss why now, more than ever, it is critical to building a modern, sustainable, and integrated digital healthcare infrastructure that connects healthcare providers and services focused on access, experience, and outcomes.

William was a speaker on a panel discussion on the topic of digital infrastructure challenges in healthcare along with those from Niagara Health, Mackenzie Health, and others.



THE ESSENTIAL PIECES AWARD

CALL FOR NOMINATIONS



The **Essential Pieces Award** allows for peer recognition of an individual who performs outstanding, consistent actions that contribute to the overall exceptional experience for the patients, residents and/or visitors of our organization. Any member of our team across any department is eligible to be nominated for an Essential Pieces Award, including physicians, volunteers, or students.

The nomination form can be found on Policy Medical (*Organizational Resources* → *Human Resources* → *Essential Pieces Award*). The form includes a written piece that allows nominators an opportunity to describe how the individual they are nominating demonstrates outstanding, consistent actions that contribute to the exceptional care experience for all.

If you would like to nominate someone for an Essential Pieces Award who you feel should be recognized for their contributions, please don't hesitate to submit a nomination at any time throughout the year!

Completed forms can be submitted to Amy McDiarmid in which ever format works best for you—either by email (amy.joyce@drdh.org) or a paper copy enclosed in an envelope.

Caring

Excellence

Safety

Innovation

Partnering

Integrity

DEEP RIVER AND DISTRICT HEALTH UNVEILS NEW LOOK AND NAME



Deep River and District Health (DRDH) held a launch party on October 12 to celebrate the organization's new name and refreshed look. Pictured here at the new main campus sign are DRDH team members gathered to mark this momentous occasion in our organization's history along with our Board of Directors, patients, and residents.

The Board of Directors for the Deep River and District Hospital, the Four Seasons Lodge Long-Term Care Home, and the North Renfrew Family Health Team has undertaken another important step towards modernization of the health campus. The Board is pleased to share the organization has adopted the single, unified name of **Deep River and District Health**. This strategic decision reinforces the organization's commitment to reflect the integration and cooperative strength of the services and team that make up the health campus, as well as the focus for the organization to promote health for our communities.

On October 12, Deep River and District Health was pleased to unveil its new corporate identity.

The new corporate logo features elements that represent the Deep River area's distinctive natural environment. The familiar healthcare cross symbol has been customized to incorporate illustrations of the river, mountains, and pine trees, paying homage to our region's landscape. The logo utilizes a modern and clean font that leverages different weights and colours to establish a recognizable difference between the overarching Deep River and District Health logo, and corresponding logos for each of our three sectors - the Deep River and District Hospital, the Four Seasons Lodge Long-Term Care Home, and the North Renfrew Family Health Team.

Collectively, the health campus of Deep River and District Health serves as a crucial health hub for people residing from Head Clara and Maria and Rapides-des-Joachims past Pembroke, including Deep River, Laurentian Hills, Petawawa, Pembroke, and more. Recognizing the importance of public and stakeholder input, the rebranding process was guided by multiple stages of public engagement and feedback opportunities throughout its many phases, seeking input on naming selection, brand design, and logo selection. The output of the extensive stakeholder engagement process resulted in the selection of the unified name and brand that reflects not only the health campus and its services, but also the communities that we care for.

The Deep River and District Health team is excited about this important milestone in our history and looks forward to continuing our commitment to providing excellent, compassionate care under our new unified name and brand.





CLEAN-UP CREW

It turned out that the confetti poppers we used were not made with biodegradable materials as believed, so thank you to Janna, William, and everyone else who helped clean up!

NAMING LAUNCH FOLLOW-UP AND WHAT'S COMING NEXT

Thank you to everyone for coming out and joining in the celebrations as we marked the official launch of our new name and brand. It was amazing to be able to celebrate such an important day for our organization together.

Over the next few weeks, there will be more exciting activities coming as we continue to transition to our new identity as Deep River and District Health. Some upcoming activities are below:

- **Email Updates** – Rebekah Thompson will be connecting with all staff over the next few weeks to update all of our email signatures with our new name and logo. Please watch for Rebekah to come by and provide her access to your email so she can help to update and standardize all of our emails.
- **Social Media Updates** – our Facebook and LinkedIn pages are undergoing updates with our new name and brand, so be sure to give them a follow.
- **Policy, Procedure and Form Transition** – work will be starting to see all of our policies, forms, and documents transition to our new name and brand. This will be a substantial undertaking and will take some time to complete. Watch for more information on updating of documents in the coming weeks, as we look to launch our very own Brand Guide. This guide will help us all to know how to use our beautiful new logo and colours. Until then, please wait to add our new logo to any existing documents. If you have something specific that needs updating with our new logo right away, please reach out to Amy McDiarmid.
- **Launch of DRDH Branded Swag Shop** – work is underway to launch our very own e-store with exclusive branded DRDH merchandise. Stay tuned for more information coming soon, including a go-live sale you won't want to miss!



**DEEP RIVER &
DISTRICT HEALTH**

Thank you again to everyone for helping to celebrate this milestone event, and for your support and enthusiasm as we look to the future of DRDH together!

NORTH RENFREW FAMILY HEALTH TEAM LAUNCHES INNOVATIVE MODEL TO CONNECT PATIENTS TO CARE



Pictured here celebrating the launch of IVC are North Renfrew Family Health Team members Lauren Haggerty, NP, Allison Lepack, Vice President of Clinical Services and Chief Nursing Executive, and Nancy Hearn, RPN.

Deep River and District Health (DRDH) is pleased to announce the launch of Integrated Virtual Care (IVC) at the North Renfrew Family Health Team (NRFHT), an innovative approach to connect patients with primary care providers.

IVC is an emerging model of comprehensive, team-based primary care with family physician leadership. Patients receive team-based primary care through a blend of in-clinic and at-home options, depending on the patients' individual needs and preferences. Options to connect with family physicians include secure messaging, telephone, and video encounters from the patient's home, and enhanced telemedicine options at the NRFHT.

Through IVC, patients are attached to a family physician who oversees all aspects of the patients' primary care, and works closely with the on-site team at the NRFHT. Enrolled patients are part of the Family Health Team with access to its services and interdisciplinary care providers including nursing practitioners, registered practical nurses, dietitians, social workers, and administrative supports.

First implemented at the Petawawa Centennial Family Health Team (PCFHT) in 2021, IVC has been successful in improving equity in access to primary care for nearly 3,000 patients to date. The model is already demonstrating success, with patient satisfaction scores above 90%. Healthcare Excellence Canada selected IVC as an example of "promising practices to strengthen primary care in northern, rural and remote communities in Canada."¹

"Following the success of IVC at the Petawawa Centennial Family Health Team, we are pleased to be partnering with the North Renfrew Family Health Team to expand this innovative model of care and connect even more patients with primary care services," said Judy Hill, Executive Director of the PCFHT.

"IVC continues to demonstrate evidence that it will be impactful in the advancement of new models of primary care," said Dr. Jonathan Fitzsimon, Family Physician and Medical Lead for Renfrew County Integrated Virtual Care. "IVC has already resulted in significant impacts for increasing attachment to primary care locally, and ongoing partnerships with researchers from the Institut du Savoir Montfort and the University of Ottawa, Department of Family Medicine are helping to track progress and demonstrate the success of IVC." *Continued on next page...*

¹ "Promising Practices for Strengthening Primary Care in Northern, Rural and Remote Communities" Healthcare Excellence Canada, June 2023, <https://www.healthcareexcellence.ca/en/what-we-do/all-programs/strengthening-primary-care/promising-practices-for-strengthening-primary-communities/>

“We are excited to bring this innovative, proven model of primary care to the North Renfrew Family Health Team. IVC furthers our ability to ensure continuity of comprehensive primary care for our patients”, said Janna Hotson, President and CEO of Deep River and District Health. “Implementing this innovative approach supports our team to continue to connect all of our patients with primary care providers today. As an early adopter of this nationally recognized emerging model of primary care, we are well positioned to expand the model into the future to address the growing numbers of unattached patients in our community.”

At this time, family physicians will be assuming care for existing patients of the Family Health Team through IVC, ensuring continuity of care for those in our community with an already existing attachment to primary care. It is planned that IVC will be used to increase local capacity in primary care to address increasing needs over the coming years.

To put your name on the waitlist for doctors accepting new patients in our area, please call Health Care Connect at 800-445-1822 or [click here to visit the Health Care Connect website.](#)

+ FAMILY HEALTH TEAM NEWS HEART SMART SESSION

HEART SMART

With Rebecca Poirier, Registered Dietitian and Certified Diabetes Educator

Thursday, Nov. 30th | 1:00-2:30 p.m.
Deep River & District Health
117 Banting Drive

Free
Event!

If you have high cholesterol, and/or have an interest in following a heart healthy diet, then this class is for you!

Heart Smart is a group education session that provides a dietary approach to lowering cholesterol and blood lipid levels.

Our 90 minute session will cover the following:

Reducing your risk of heart disease, and key areas of heart healthy eating such as dietary fat and cholesterol intake including: omega-3s and trans fats, fiber, exercise, alcohol, eating out, the Mediterranean diet, **and more!**



Open to all interested adults in the community!



**To Register, Please Contact the
North Renfrew Family Health
Team at 613-584-1037**



The North Renfrew Family Health Team is hosting a Heart Smart Information class that is open to anyone in the community!

The class will be held on November 30 from 1:00 - 2:30 pm in the Classroom at Deep River and District Health.

Please call the North Renfrew Family Health Team at 613-584-1037 to register.

+ HOSPITAL NEWS

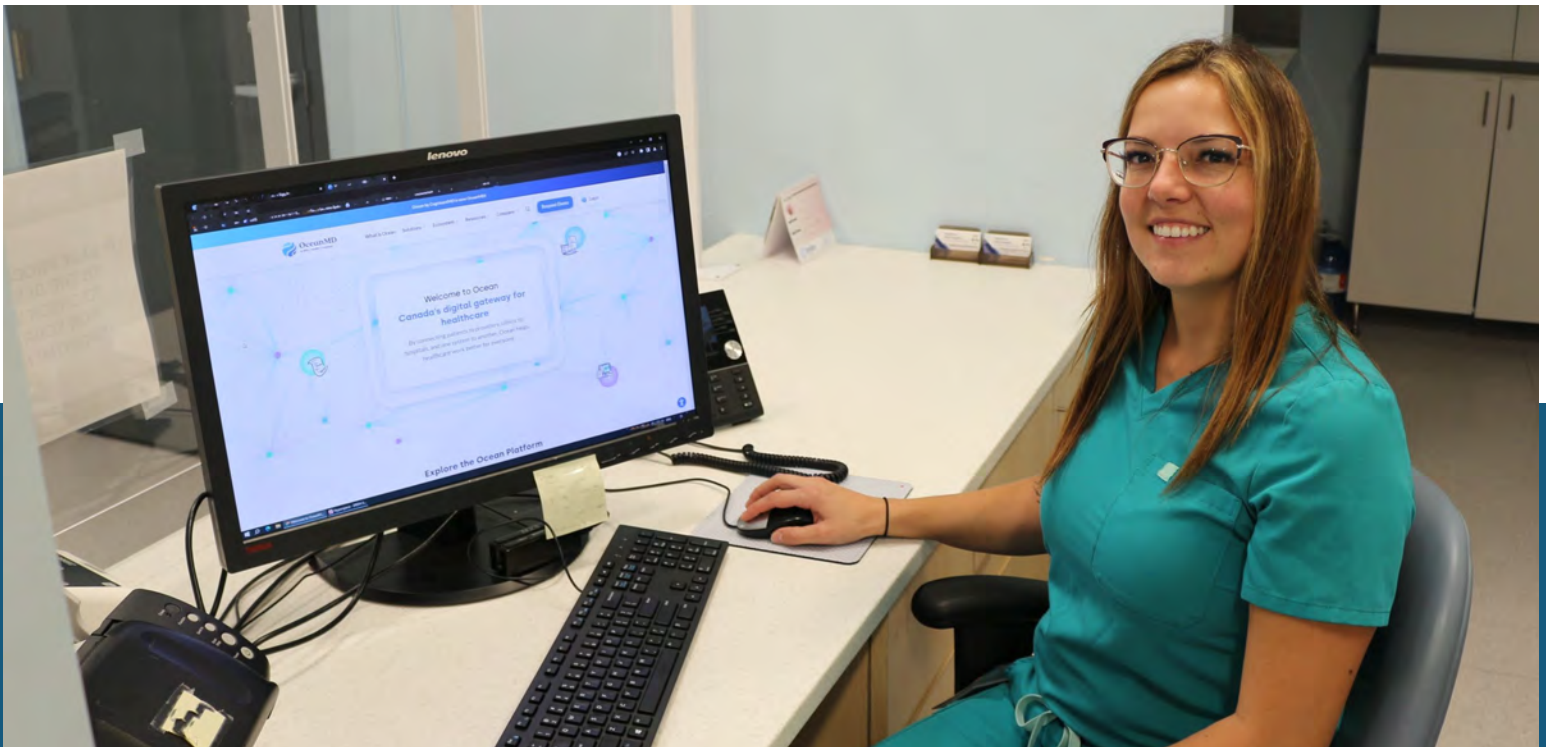
LAUNCH OF E-REFERRALS FOR DIAGNOSTIC IMAGING

Our health campus has made another stride in advancing digital technology with the launch of eReferrals for Diagnostic Imaging services. The Ocean eReferral Network is an initiative that allows healthcare providers to securely send electronic referrals in real-time while keeping patients informed.

With the launch of eReferrals, the referral process is greatly streamlined as care team members now have a more effective way to submit, process, and track referrals over the traditionally paper-based fax process. Referrals received electronically are consistently more clear and comprehensive, which improves our ability to communicate effectively and efficiently with referring healthcare providers.

Thank you to all our Diagnostic Imaging team members for their work on this important step in advancing technology and improving workflow for care providers.

Pictured here is Renée Bedard, Diagnostic Imaging Charge Technologist who supported the Ocean eReferral Network project at the Deep River and District Hospital



MOCK ACCREDITATION SURVEY

On October 23 and 24, Gayle Campbell from Accreditation Canada visited DRDH to complete a mock accreditation survey, and helped us practice for the real thing coming up in November.

For those of you who recall our last survey back in 2019, Gayle was one of our surveyors at that time, so it was extremely valuable to welcome her back and showcase all of the work we have done over the last four years. We were very fortunate to have Gayle provide the opportunity for our team to see what a survey will be like, and practice responding to the types of questions that surveyors will ask.

Overall, Gayle's biggest piece of advice for us is to brag to our surveyors about all the amazing things we do here at DRDH, so don't be shy!

ACCREDITATION COUNTDOWN



LESS THAN 1 MONTH TO GO!



ACCREDITATION UPDATE

We are now less than 1 month from our onsite Accreditation survey between **November 13-16, 2023**.

To help support everyone feeling comfortable and ready for our upcoming Accreditation Survey, information binders are now in each department/area and include weekly information sheets about the Accreditation standards and what you can expect during the onsite visit.

Additionally, the Clinical Scholars are rounding with staff to review the information sheets and answer your Accreditation questions!

ROP SPOTLIGHT

ROPs are essential practices that organizations must have in place to enhance patient/resident safety and minimize risk.

The **Infection Control** category includes the following:

Infection Rates

- Infection status is monitored closely while patients are in the hospital.
- Initial anti-biotic resistant and acute respiratory infection screening is done on every patient on the medical unit and acute respiratory infection screening is completed in the Emergency Department.
- Screening patients appropriately, cleaning rooms while patients are with us and at discharge and knowing outbreak status of the facilities in our region helps to prevent the spread of infection in our facility.
- Infection rates are tracked on the IPAC and Occupational Health dashboard, which is found in the hallway by reception.

Hand Hygiene Education and Training

- Hand hygiene is the most important factor in preventing the spread of disease.
- Hand-hygiene education is provided upon hire and annually thereafter for all staff.
- Support your peers in washing their hands when you notice they missed an opportunity.
- If you identify an area of risk let the IPAC nurse know.

Hand hygiene Compliance

- As health care professionals it is our duty to follow hand hygiene principles to ensure our patient/resident's safety and prevent the spread of disease.
- Hand hygiene audits are completed monthly using a standard tool across all settings. Our goal for compliance is 92% across the organization.
- Departmental compliance rates are posted on the IPAC/Occupational Health dashboard found in the lobby by reception. This allows us to track our progress, identify successes to celebrate and identify areas where we can improve.

ACCREDITATION COUNTDOWN



IT'S ACCREDITATION MONTH!



ACCREDITATION UPDATE

It is now Accreditation month with our onsite Accreditation survey between **November 13-16, 2023**.

Don't forget to check out the information binders in each department/area that include weekly information sheets about the Accreditation standards and what you can expect during the onsite visit. The Clinical Scholars are also an excellent resource and are rounding with staff to review the information sheets and answer your Accreditation questions!

If you have any questions, you can also attend a virtual drop in session with Bailey and Allison—keep an eye out for calendar invites!

ROP SPOTLIGHT

ROPs are essential practices that organizations must have in place to enhance patient/resident safety and minimize risk.

The **Medication Management** category includes the following:

Antimicrobial Stewardship Program (ASP)

- The ASP optimizes the use of antibiotics to improve patient outcomes and reduce unintended harm associated with antibiotics such as C-diff. and antibiotic resistance.
- This is lead by the Antimicrobial Stewardship Committee.

Concentrated Electrolytes

- These electrolytes are in concentrations that pose a greater risk for patient safety like magnesium sulfate greater than 20% and potassium (chloride, phosphate or acetate) – greater than 2mmol or 2meq/mL

Heparin

- Due to the potential risk to patients, we must ensure that that high concentration are stored only in critical care areas, like the Emergency Department, or in the Pharmacy/Accudose.

High Alert Medications

- High alert medications are medications that have the possibility of significant patient safety incidents, such as paralytics, narcotics, some sedatives, etc.
- The High Alert Medication Policy can be found on Policy Medical under: Policy & Forms —> Pharmacy.

Infusion Pump Safety

- Annual training and education on infusion pumps helps to ensure that pumps are used safely and properly.
- Safety Incident related to pumps are reported through Surge and reviewed to prevent further incidents from happening.

Narcotics

- Narcotics pose a greater risk for a patient safety incident, especially at higher doses such as IV Fentanyl with doses greater than 100mcg, IV Hydromorphone greater than 2mg and IV Morphine greater than 2mg are not stocked in client areas
- Narcotics that pose a higher risk for an adverse patient safety incident require an Independent Double Check (IDC).

+ A MESSAGE FROM OUR BOARD

CELEBRATING OUTSTANDING PATIENT AND RESIDENT SATISFACTION



Dear Deep River and District Health Team,

I am very pleased to write to you today as Chair of the DRDH Board, to congratulate you as team members, and to thank you as individuals, for your accomplishments towards delivering excellent, compassionate care and services. The recent patient and resident survey experience results shared with the Board demonstrate outstanding levels of satisfaction, which reflect on your unparalleled dedication and commitment to excellence.

The organization achieved outstanding results across all areas, from the Family Health Team to Four Seasons Lodge to the Medical and Emergency Departments. Consistently, our patients and residents have told us that the care they receive is outstanding. This achievement is extraordinary, and something that I hope you are incredibly proud of.

The Board specifically wanted to share some results for each team and offer congratulations, as follows:

Resident Satisfaction Survey:

The results of the 2023 Resident Satisfaction Survey demonstrate an amazing overall satisfaction rate of 77%. This is a testament to the outstanding work everyone in the Four Seasons Lodge does on a daily basis to care for our residents. The breakdown of satisfaction scores in various categories is equally impressive:

- Food and Meals – Satisfaction of 86%
- Safety and Security – Satisfaction of 83%
- Respect by Staff – Satisfaction of 95%
- Staff Responsiveness – Satisfaction of 95%

These scores demonstrate not only an increase across all categories measured, but also a notable elevation of our overall satisfaction rate. Your dedication to ensuring the well-being and comfort of our residents is truly exceptional, and residents report clearly in their feedback how important your care and services are to improving their comfort, dignity and daily life.

Family Health Team Patient Survey:

The NRFHT received consistent high patient satisfaction scores in relation to patient centered care, with 91% of patients reporting that they feel involved in the decisions about their treatment. This is truly amazing and shows how well our primary care team knows and cares for our patients, and how integrated the patient centered approach is to everything you do. Even more impressive results include:

- 98% of patients reporting that they feel comfortable discussing their health concerns with their provider
- 80% of patients reporting that they were able to get an appointment with their provider on the day they wanted
- 80% of patients reported that they would recommend the services of the NRFHT to others

This feedback shows how well the whole team integrates to provide person-centered care for our patients.

Medical Inpatient Survey

Our inpatient experience results are equally impressive. An astounding 100% of the respondents since the new survey went-live in July felt they were treated with courtesy and respect by both our nurses and doctors.

Continued on next page...

A MESSAGE FROM OUR BOARD CONTINUED...

Furthermore:

- 100% of the respondents felt that their doctor listened carefully and explained things in a way that was understandable.
- 100% of the respondents indicated that their pain was well controlled, with staff taking all necessary measures.
- 100% of the respondents felt that staff was always responsive to their needs, including attending to their requests to go to the bathroom.
- 100% of the respondents appreciated the information shared with them about the medications being administered and their potential side effects.

These outstanding results reflect the exceptional care and professionalism our inpatient staff consistently provides. The Board is truly impressed with the amazing scoring achieved, and how consistent patient feedback is about the excellent care provided in the medical unit.

Emergency Department Patient Survey:

In our Emergency Department, the new electronic survey created an opportunity in the first three months it went live for over 300 ED patients to provide feedback on the care and services provided by our team. Your dedication in the emergency department is commendable, with some highlighted results below:

- 95% of respondents felt they were treated with courtesy and respect by nursing staff during their visit.
- 91% of respondents felt they were treated with courtesy and respect by the doctors.
- 88% of respondents felt that the doctor listened carefully to them.
- 92% of respondents felt that the nursing staff listened carefully to them.
- 90% of respondents felt that the physician explained things in a way they could understand.
- 96% of respondents felt that both nursing staff and doctors spent enough time with them during their visit.

These impressive results illustrate the exceptional quality of care and service that our Emergency Department staff provides during patients' most vulnerable moments. These scores far exceed average scores for other hospitals, and demonstrate effective teamwork and caring here at DRDH to receive such outstanding feedback from our patients.

So, thank you for your efforts. Excellent feedback results such as this take dedication, caring and commitment from the entire team to achieve. Your unwavering commitment to those cared for by DRDH has made these achievements possible. You are the heart and soul of DRDH, and it is your tireless efforts and compassionate care that continue to make a significant difference in the lives of our patients and residents.

These remarkable results serve as a reminder of the positive impact you have and the exceptional care that defines our organization.

On behalf of the Board of Directors for Deep River and District Health I extend our heartfelt thanks and express our utmost appreciation for the outstanding work you do each day. I know that our community also echoes this appreciation.

Please take pride in your accomplishments. It is deserved.

Thank you,

David Cox
Chair of the Board of Directors
Deep River and District Health

STAFF SATISFACTION SCORES SOAR AT DEEP RIVER AND DISTRICT HEALTH



Pictured here are DRDH nursing team members Brandy Bruce, RPN, Erin Dempster, RPN, Whitney Green, RN, Madison Magne, Manager of Clinical Services – Acute Care, and Alana Hawley, Infection Prevention and Control & Occupational Health.

Deep River and District Health (DRDH) is proud to share the remarkable results of our recent staff satisfaction survey. Despite the many challenges faced across the health care system in recent years, **DRDH has achieved an outstanding 24% increase in overall staff satisfaction from the 2019 survey.**

The survey revealed an increase in many key areas, showcasing the unwavering dedication and resilience of the team across DRDH, including the Deep River and District Hospital, the Four Seasons Lodge Long-Term Care Home, and the North Renfrew Family Health Team. Notably, results related to training and development opportunities, relationships with colleagues and leaders, and staff's thoughts about DRDH as a place of employment all saw significant increases, which is a testament to the organization's commitment to fostering a culture where everyone in the DRDH team feels valued and safe.

Results saw an increase in satisfaction levels across every category surveyed. When analysing the most positive response choices, often referred to as the 'top box' scores, the organization witnessed a substantial increase of 12% in staff experience. The overall positive response choices also exhibited an uptick of 24%, highlighting the DRDH team's confidence in their workplace.

Team members reported high levels of job satisfaction, with some categories seeing significant improvements. The survey indicated a 35% increase related to the question, '*How do you feel about your job?*', which skyrocketed from only 57% in 2019, to an astounding 92% in 2023.

The survey, which had a 55% participation rate, highlights a strong local health care workforce that feels not only prepared to excel in their roles, but is also deeply connected to their colleagues and the organization as a whole. The data shows that our DRDH team takes immense pride in being part of an organization that prioritizes their well-being and professional growth, ultimately translating into a better experience the patients and residents we care for.



Continued on next page...

Janna Hotson, DRDH President and CEO, expressed immense pride in the team's achievements, stating, "These outstanding survey results are a testament to the commitment of our exceptional team. Despite the challenges we have all faced together, our team has not only persevered, but has thrived. This achievement underscores our organization's dedication to creating an environment where our team members feel valued, supported, and prepared to provide excellent care to our patients, residents, and community."

David Cox, DRDH Board Chair, shared that, "People are at the core of all we do at DRDH, and the Board is pleased that these survey results demonstrate not only the dedication our team has to caring for our patients and residents, but also for each other. As our organization looks towards our future growth and expansion, these remarkable results serve as a powerful motivator to continue our focus on supporting and growing our team to ensuring DRDH is a place where people want to work, learn, and grow."

Deep River and District Health looks forward to continuing to engage with our team members, seek input, and build on the remarkable results of this year's staff satisfaction survey.

Although the organization does not currently have many vacant positions, those looking to join the outstanding culture and team at DRDH should regularly monitor the career opportunities section of our website at www.drdh.org/currentopportunities.

DRDH IN THE NEWS

Maclean's Magazine

Have you checked out the October 2023 edition of Maclean's Magazine? In an article titled, "*Have you Heard of Deep River, Ont? Learn the Once-Secret Town's Story*" Deep River is described as a small town with big amenities. Among the many clubs and activities that make our area such an attractive place to live, our "top rated" hospital is also highlighted by Mayor D'Eon. Thank you for the feature Mayor D'Eon!



VOLUNTEER ORIENTATION



On October 25, 2023 an orientation session and annual education was provided for our amazing group volunteers. The session included a wide range of topics including our patient / resident centered care philosophy, the Fundamental Principle and Resident Bill of Rights, confidentiality, workplace safety, hand hygiene, emergency codes, and more.

Please join us in extending a sincere thank you to both our new and returning volunteers!



DEEP RIVER &
DISTRICT HEALTH

Caring Excellence Safety Integrity Partnering Innovation



**OCTOBER IS
BREAST
CANCER
AWARENESS
MONTH**

Breast screening is an important part of maintaining your overall health and well-being, as regular mammograms help detect cancer early.

Early detection of breast cancer provides the greatest possibility of successful treatment.

The Deep River and District Hospital is a local site for the Ontario Breast Screening Program (OBSP).

Why choose OBSP?

- ☺ Reminder letter sent from OBSP for future appointments
- ☺ Report mailed directly to you and your family physician
- ☺ Best practice for breast screening
- ☺ OBSP provides large database for breast care research
- ☺ No physician referral required for women aged 50-75



Women aged 50-75:
Call 613-732-1463 and request your appointment locally in Deep River.
No physician referral required!

**BOOK YOUR
MAMMOGRAM
TODAY**

BREAST CANCER AWARENESS MONTH

October is Breast Cancer Awareness Month in Canada, a time to raise awareness for the disease and the importance of breast screening as part of maintaining overall health and well-being. Breast cancer is the most commonly diagnosed cancer among Canadian women, and can be impossible to see or feel. The good news is that regular mammograms can help detect breast cancer early, and early detection provides the greatest possibility of successful treatment.

Throughout the month of October, we took the opportunity to spark conversations about breast health and celebrate our Diagnostic Imaging team's important role in screening women ages 50-75 in our community through the Ontario Breast Screening Program (OBSP).



October 10, 2023 was "Pink Day" at DRDH in recognition of Breast Cancer Awareness Month!

Thank you to everyone who joined in the conversations about breast health throughout the month, and the importance of regular mammograms in detecting breast cancer early.

Women ages 50-75 can call 613-732-1463 and request an appointment right here in Deep River. No physician referral is required!

HEALTHCARE FOOD SERVICE WORKER WEEK



October 2 – 8, 2023 was Healthcare Food Service Workers Week! Healthcare Food Service Workers Week takes place each year to honour the professionals who help patients and residents stay well-nourished and healthy.

Healthcare Food Service Workers play a significant role in the day-to-day operations of our organization, and their skills are an integral part of the care we provide for our patients, residents, and community. Our Dietary team not only prepare healthy and delicious meals to meet all dietary and health needs, they are also an important part of the overall patient and resident experience here at DRDH. Please take a moment to join us in thanking all our Dietary team members for their incredible work in keeping our patients, residents, and everyone at DRDH well nourished!

Pictured here representing our Dietary Department is Amanda Thompson, Ian Wilkie, Ann Kelly, Jess Mackinnon and Dave Mackinnon.

SONOGRAPHY WEEK



October 2-6, is Sonography Week, and we'd like to thank both our fantastic Diagnostic Medical Sonographers here at DRDH and recognize their importance in delivering excellent care for our community.

Sonographers play an essential role in diagnosing and monitoring various conditions and capturing detailed ultrasounds that help healthcare teams make accurate and informed decisions. Please join us in thanking our Sonographers for their dedication and commitment to providing outstanding patient care!

Pictured here are DRDH's Diagnostic Medical Sonographers Nadine Lindenbach and Bianca Robinson, along with Madison Magne, Manager of Clinical Services – Acute Care (left), and Renee Bedard, Diagnostic Imaging Charge Technologist (right).

INFECTION PREVENTION AND CONTROL (IPAC) WEEK



October 16 - 20 marked Infection Prevention and Control (IPAC) Week 2023. The theme for IPAC Week this year was all about looking forward as we emerge from the pandemic, recognizing the lessons we can take away from this experience, and how we adapt to move ahead into the future.

Pictured here is Alana Hawley, IPAC and Occupational Health Nurse, doing a "glow bug" hand hygiene demo with Whitney Green, Charge Nurse, and Madison Magne, Manager of Clinical Services—Acute Care.

INFECTION PREVENTION AND CONTROL (IPAC) WEEK



Throughout the week, the importance of infection prevention and control was promoted through a number of fun activities and games including 'behind the mask', 'seek & find', glow bug demos, 'name that bug', and more. We also took time to celebrate the crucial work that our team does to keep our patients, residents and one another safe with an all-staff BBQ on Friday, October 20, 2023.



Influenza vaccinations were also provided as part of our IPAC Week activities. If you missed the roving vaccine buggy, please reach out to Alana Hawley.

Check out the IPAC office door or [click here](#) for up-to-date information on COVID-19 vaccine clinics being hosted by the Renfrew County and District Health Unit.





DEEP RIVER & DISTRICT HEALTH

Foundation

Thanks to the The Beer Store in Deep River for raising **\$384.05** this year for the DRDH Closer To Home campaign through empty bottle returns and donations from customers.

We appreciate everyone who participated in this initiative!

THANK YOU TO THE BEER STORE



APPRECIATION CAFE



You are invited for tea/coffee/dessert!

We are hosting a free Appreciation Café to celebrate the wonderful donors, volunteers, and supporters that help DRDH run smoothly.

Join us on November 28th (Giving Tuesday) between 2:00 and 4:30pm at the CEC (115 Deep River Rd) for socializing with other people who care about DRDH. At 3:00pm there will be a very short presentation on the Closer To Home campaign progress and Q&A.

There is no need to pre-register. This will be a casual "drop-in" event. See you there!

WELCOME WREN



Earlier this month, we brought on Wren, a new co-op student from Mackenzie Community School for the semester. Wren's job is to launch a new fundraiser from start to finish before the end of the term, and she's already hit the ground running. Stay tuned for more news about her and her fundraiser!





COPING WITH A BREAST CANCER DIAGNOSIS

AN ARTICLE BY LIFESPEAK

“You have breast cancer.” You hear the words you have feared the most: “breast cancer.” It seems as though the world starts to close in on you as the impact of the diagnosis sinks in. Questions swirl in your mind, everything from “how bad is it?” to “can I be cured?”

This is an experience that no one ever expects will happen to them. The period between diagnosis and the next steps can seem like a lifetime, although your life has been changed in the blink of an eye.

How can you cope with a new diagnosis of breast cancer?

Although it may seem like there is nothing that can make this process easier, there are simple strategies and tools you can use to help yourself through this stressful journey.

Take it one step at a time

Although your mind is racing forward and fearing the worst possible outcomes, it is important to take this journey one step at a time. With breast cancer being far too common, you have likely known or loved someone who has been impacted by it and their experience will be coloring your own fears and worries. Try to separate their journey from yours, realizing that each diagnosis is unique and will have different treatment options and outcomes. Use simple mindfulness practices such as checking in with your five senses when you catch your mind jumping ahead and anticipating the worst possible outcomes. Focus on what you can see, hear, feel, and experience in the current moment, where you are right now. Do this as often as you need to throughout the day to keep your mind from wandering into a scary and uncertain future. Be mindful of when your brain is taking you on a worry rollercoaster and jumping to frightening conclusions. Although it will be challenging, work hard to stick to the facts that you do know, rather than the unknowns that you don't.

Always bring an extra ear to appointments

You will likely have a number of appointments upcoming with various specialists and cancer treatment professionals in the next few months. These appointments will be critical checkpoints in your journey as you learn more about what you're facing, the options for treatment, and the results of post-treatment investigations. They will inevitably be a large source of stress and fear. When we are afraid, our brains are not good at processing information or remembering things. It's a good idea to bring a family member or steadfast friend along with you to appointments to help ensure you get all of your questions asked and can remember some finer details that you may forget during your appointments. This person can also be a strong advocate for your wishes and needs if you need one, as cancer treatment is exhausting and emotionally taxing. It is most helpful if this person is a calm, grounded friend or family member who can help soothe your anxiety rather than ignite it.

Keep a journal or notebook for your journey

It is quite common that you will have many questions come up, often in the middle of the night or between appointments. Trying to remember these questions can cause additional stress when you're already anxious. Find a notebook or journal that you can use to document and support yourself through your journey. Use your journal to keep track of any and all questions that come up between appointments, dates of appointments, or imaging studies and details that you learn from your healthcare team. Bring your journal with you to all appointments and treatments so you can have all of the important information on hand and up to date. If needed, ask your appointment companion to take notes during appointments, or help you keep it up to date while you go through your diagnostic and treatment journey.

Build your support team

Navigating a cancer diagnosis and treatment is overwhelming and scary. You will need supportive people in your corner to help you through. Whether it's for transportation to or attendance at medical appointments, emotional support during the process, or simply to have a safe space to vent your fears and express yourself, having a small team of people you trust is absolutely vital during this journey.

Click here to read the rest of the article on LifeSpeak:

<https://wellness.lifespeak.com/expertblog/coping-with-a-breast-cancer-diagnosis--5678>



CONSTRUCTION ACTIVITY BUILDING EXCITEMENT AT DRDH



Construction activity has kicked off to facilitate the future growth and expansion at Deep River and District Health (DRDH). The health campus will see a flurry of exciting activities over the coming weeks, which move the campus another step closer to expansion.

Much of the work over the coming weeks will be taking place in the area between the current DRDH building and the Town of Deep River's Pump House Booster Station, including clearing the area to make room for a new driveway and reconfigured parking area.

The work being done over the coming weeks will ensure continuity of safe access to existing services at DRDH both during construction and following expansion project completion. Adjustments to the DRDH site will also improve flow for future patients, residents, and staff at the entire health campus as it grows over the coming years.

"Kicking off the construction activity is an exciting step in our organization's growth," said Janna Hotson, DRDH President and Chief Executive Officer. "The expansion of our health campus with new buildings will support our team and providers to deliver excellent care in modern and accessible spaces that will meet evolving community needs into the future."

Access to the construction site will be restricted as necessary to maintain safety. Efforts will be made to minimize any disruption for patients, residents, and visitors to the organization while this important work is being done.



As part of site preparations this month, removal of the old garage took place on October 19, 2023. Pictured here is the garage before, the garage on demo day, and the space after demo was completed.



A new shed has arrived onsite, which will help with storage needs following the removal of the garage. Shout out to Bailey Dombroski, Project Coordinator, for ensuring the new shed matches our building exterior so it looks like it's been here forever!



Thank you to Holly Allard from Ottawa Valley Media and Entertainment for helping us capture some drone footage of our organization from above as construction activity begun. We can't wait to see all the changes to our campus as it grows over the coming few years!

+ RESIDENTS' COUNCIL CORNER

The October Residents' and Family Council meeting kicked off with a review of the seasonal menu update, which is set to include recipes that are more hearty for the colder months such as a Tourtière meat pie, chicken parmesan casserole and a traditional East Coast boiled dinner. The residents were all very happy to hear these options presented by Ann, especially the desserts, and provided some feedback on what other items they would like to see included.

The Council also provided input on the organization's plans for developing an Indigenous Health Work Plan and Equity Support Plan. Janna Hotson, President and CEO, provided some background information on the development of both plans and the residents and family brought forward suggestions which included adding specific menu options, culturally diverse art, and ensuring that everyone is invited to Council meetings and made to feel welcome to express themselves in any way.

The Council discussed the upcoming Accreditation survey and what to expect while the surveyors are visiting the Home. A resident has volunteered to be the tour guide who will welcome the surveyors and provide a walkthrough of the Lodge.

Additionally, this month the residents celebrated Infection Prevention and Control (IPAC) Week with the help of Alana Hawley, IPAC and Occupational Health Nurse, who conducted a 'glow bug' hand hygiene activity for everyone.

Halloween celebrations also took place this month, and pumpkin carving was completed by the residents and room 6 was voted as the top pick. The residents also welcomed staff's children into the home for an afternoon of trick-or-treating and other Halloween activities including cookie making and face painting. In addition, a costume contest was carried out with all staff on October 31 and the residents voted for the best individual costume, spookiest costume and best group, awarding treats to the selected winners.

As part of our review each month of the Residents' Bill of Rights, the Council reviewed right #15, *every resident has the right to exercise the rights of a citizen,* and right #16, *every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.* In relation to these rights, the Council also reviewed the Accommodation Agreement during the meeting, as well as the seasonal menu.

Stay tuned for further Council updates in November's Zinger as the residents' are hosting are excited to host a Remembrance Day Ceremony in the Home as well as begin Christmas preparations.



See pages 27—
28 for more
photos of all the
Halloween fun!

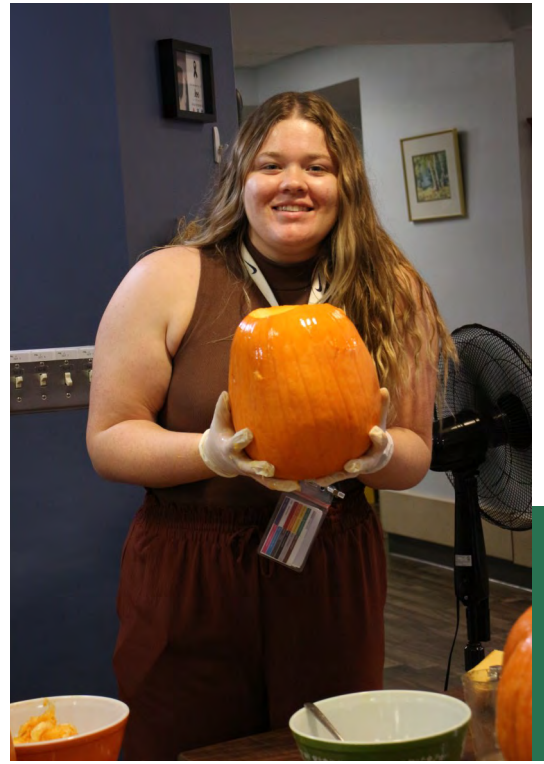
FOUR SEASONS LODGE NEWS

HAPPY HALLOWEEN



✚ FOUR SEASONS LODGE NEWS

HAPPY HALLOWEEN





DEEP RIVER &
DISTRICT HEALTH
INVITES YOU TO

Jingle & Mingle Holiday Party

JOIN US FOR AN EVENING OF CELEBRATIONS

FRIDAY, NOVEMBER 24, 2023
THE CIVIC CENTRE, 16 CIVIC CENTRE RD. PETAWAWA
5:30 PM | COCKTAIL HOUR
6:30 PM | DINNER BY ULLRICHS

DJ, PHOTO BOOTH & PRIZES TO BE WON
CASH BAR & TRANSPORTATION HOME AVAILABLE

ATTENDING THIS EVENT FOR ALL TEAM MEMBERS IS COMPLIMENTARY
GUESTS ARE WELCOME AT THE COST OF \$50
KINDLY RSVP BY NOVEMBER 6, 2023 TO AMBER COX
PLEASE INDICATE DIETARY RESTRICTIONS WITH YOUR RSVP.

Thanks to a generous donor, staff bringing a guest to the Jingle and Mingle party will have a chance to be randomly drawn to have the cost of their guest ticket covered. There will be 10 chances to win the cost of your guests' ticket! Also, there will be a number of prizes to be won. Some of these prizes include various gift cards, Yeti travel mug, Bluetooth Head Phones, Self Care Basket as well as a Getaway/Spa Package!

NOTE: the deadline to RSVP has been extended to Friday, November 10, 2023 at noon.

CALL FOR CONTENT

Is there something you would like to see appear in the next issue of The Zinger newsletter? Please submit your photos and information to Amy at amy.joyce@drdh.org.

Deep River and District Health receives funding from Ontario Health.

The opinions expressed in this publication do not necessarily represent the views of Ontario Health.