

# THE ZINGER



Deep River and District Hospital Newsletter

January 2018



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## Board of Directors

- **Community Partners Group**
  - ⇒ The Hospital formed a Community Health Partners Group in the fall of 2017 to engage our communities on relevant issues which impact our catchment area.
  - ⇒ Membership of the group includes representatives from Canadian Nuclear Laboratories, Garrison Petawawa, our local municipalities and more.
- **HIS Cluster Alignment**
  - ⇒ In September, the DRDH Board endorsed that the DRDH sign an agreement with The Ottawa Hospital to be our Hospital Information System (HIS) Partner.

## Clinical Nutrition and Diabetes Education

- Free nutrition classes open to all were held in the fall of 2017.
- Partnered with the Town of Deep River Summer Program to offer Kids in the Kitchen Program to children ages 6-10.

## Corporate

- **CMEPP**
  - ⇒ Became a participant to realize savings in service contracts for equipment maintenance.
- **Committees**
  - ⇒ Established and/or reviewed Terms of Reference for all Committees.
- **HIROC**
  - ⇒ Received \$9441.36 in surplus distribution.
- **HealthPro**
  - ⇒ Received \$6,984 dividend for 2016/2017 by participating in HealthPro purchasing program.
- **Smoke-Free Environment**
  - ⇒ Smoke-Free Environment in effect in October 2017, ahead of mandatory legislated date of January 2018.



## Communications

- **Communication Plan**
  - ⇒ Developed and approved. Monthly calendar of activities implemented.
- **Document Management**
  - ⇒ Implemented document management system (PolicyMedical) in Spring of 2017.
- **Website**
  - ⇒ Launched revitalized website in June of 2017 to be in compliance with accessibility standards as per the Accessibility for Ontarians with Disabilities Act.
- **Phone System**
  - ⇒ Implemented new phone system in July of 2017.
- **Zinger Newsletter**
  - ⇒ The Zinger newsletter was published consistently throughout 2017.
  - ⇒ Transitioned newsletter from an internal publication to one that is published online and shared with our partners in the community.

## Diagnostic Imaging

- **Departmental**
  - ⇒ Diagnostic Imaging Liaison Committee implemented.
- **Breast Screening**
  - ⇒ Cancer Care Ontario has named the Deep River and District Hospital as the top performing facility in the province of Ontario for Ontario Breast Screening Program (OBSP) Wait Times—time from abnormal screen to diagnosis for cases with tissue biopsy for the 2016/2017 fiscal year.
- **Mammography-OBSP**
  - ⇒ Successfully accredited.
- **Ultrasound**
  - ⇒ Sclerosing Therapy for Morton's Neuroma introduced.
  - ⇒ New "Reprocessing" area completed. Accepting items from other Departments for "High Level Disinfection"

## Emergency Department

- **Triage**
  - ⇒ New waiting chairs purchased
  - ⇒ Triage workflow changes planned to take place in early 2018 to improve patient safety and align with best practice



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## Emergency Preparedness

- **Committee Work**
  - ⇒ Emergency Preparedness Committee was formed and meetings were held monthly
  - ⇒ Monthly fire drills completed
  - ⇒ Emergency Preparedness Corner – updates posted in the Zinger monthly
- **Code Development**
  - ⇒ Code Red Fire Safety Plan developed and approved by Deep River Fire Department
  - ⇒ Emergency Operations Center and Incident Management Systems policies developed

## Ethics

- Ethics education sessions provided to the Board and to Leadership Council
- Ethics framework approved and implemented across the organization
- Regional ethicist engaged to facilitate working group on upcoming legislation changes

## Family Health Team

- **Building**
  - ⇒ Submission to Ministry to construct new FHT building completed
- **Care Delivery**
  - ⇒ Business Case Application submitted to MOH for primary care building
  - ⇒ Hypertension Management Program developed and ready to start in January 2018
  - ⇒ Improved third next available appointment access to practitioners
  - ⇒ Medical directives reviewed and posted on Policy Medical
  - ⇒ Partnered with Ontario MD to develop office efficiencies, use of fax sever to decrease need for printing and scanning documents
  - ⇒ Staff room and group programming room renovated and in use
- **Medical Staff**
  - ⇒ Dr. Steve McLeod joined the Family Health Team in September 2017, and is currently in the process of rostering 1200 patients.

## Food Bank

- Able to assist a total of 182 families in 2017, 36% of whom have children.
- The total included about 35 families who had not previously visited the Food Bank.
- Helped 275 adults and 151 children during the year, and provided 3,000 boxes of food.



## Finance

- **Budget**
  - ⇒ Balanced 2016/2017 year end
  - ⇒ Paid parking successfully implemented
- **Capital Planning**
  - ⇒ 5 year capital plan developed
  - ⇒ Capital purchases completed:
    - ⇒ Slit lamp
    - ⇒ Bladder Scanner
    - ⇒ GlideScope
    - ⇒ CADD Pumps
    - ⇒ Dishwasher
    - ⇒ Siding
    - ⇒ Domestic Hot Water
- **Funding**
  - ⇒ HEEP - Successful in receiving \$168,000 in funding for identified projects
  - ⇒ HIRF - Successful in receiving an addition \$907,000 funding

## Foundation

- Executive Director, Ashley Pardy, recruited in March of 2017.
- Initiatives Launched:
  - ⇒ Catch the Ace Lottery
  - ⇒ Golf tournament
  - ⇒ Kitchissippi Run

## Food Services

- **Silver Award**
  - ⇒ Achieved the Champlain LHIN Healthy Foods in Champlain Hospitals Silver Level. DRDH was the first to reach this impressive milestone among the 20 participating institutions in our region.



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## Health Records

- Dragon Dictation (Voice Recognition) Implementation started
- Health information management position fully staffed
- Electronic Daily Census Submission Implementation

## Housekeeping

- Changed chemical suppliers for hand sanitizer, hand soap and cleaning disinfectant from Ecolab to Diversey, which resulted in cost savings.
- Purchased a new rug cleaner.
- Started monthly rounding.
- Departmental dashboard implemented to track items such as monthly audits, discharges, checklist signage and rounding.
- Changed suppliers for garbage bags and cleaning products, which resulted in cost savings.

## Human Resources

- **Leadership Team**
  - ⇒ Fully staffed Leadership Team over the 2017 year (Human Resources, CFO, CNO, Manager of Nursing Services, Food Services Supervisor, etc.)
  - ⇒ Rounding with direct reports implemented
- **Initiatives**
  - ⇒ Human Resources module included with the launch of our new website allows internal and external applications to be received through the website.
  - ⇒ Standards of Behaviour of Excellence adopted across the organization.

## Information Technology

- **Operations**
  - ⇒ Electronic Health Records Steering Committee implemented
  - ⇒ IT helpdesk portal implemented for staff to submit IT needs and requests
- **HIS Transition - Transformational Funding**
  - ⇒ IMT Roadmap/Plan developed and approved by Board
  - ⇒ IT Readiness Assessment completed by The Ottawa Hospital



## Laboratory

- Improved communications for Lab staff with the commencement of bimonthly Lab Staff meetings.
- Peer assessment completed of all 600 IQMH accreditation standards
- POCT and Transfusion Medicine Meeting notes moved to Policy Manager for all Lab and Nursing staff to have access
- Approval for the adding of the FHT to Point of Care testing policy and procedures for improved accuracy and precision.
- Lab Liaison Committee implemented for communications between DRDH and EORLA  
Risk assessments and Dashboards created for Continuing Quality Improvements.

## Laundry

- Changed laundry chemical supplier from Ecolab to Diversey, which resulted in cost savings.
- Started monthly Rounding.
- Implemented laundry departmental Dashboard to track items such as laundry poundage, maintenance and rounding.

## Long Term Care

- Staff scheduling adjusted to improve consistency of care for residents
- MOH inspection during the month of November, where the FSL received NO orders.
- Long Term Care Liaison Committee initiated

## Maintenance

- **Projects completed**
  - ⇒ Boiler replacement
  - ⇒ Cladding replacement
  - ⇒ Domestic hot water
- **Projects underway**
  - ⇒ Cooling system replacement
  - ⇒ Generator replacement



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## Medical Affairs

- **Credentialing**
  - ⇒ Efforts underway to improve credentialing process and align with common credentialing practices of other hospitals in the LHIN.
- **Emergency Staffing**
  - ⇒ New physician recruited under the Emergency Department Recruitment Program to work full time in our Emergency Department. This new physician is to begin working in early 2018.
- **Survey**
  - ⇒ Medical staff survey completed in preparation for medical manpower plan

## Medicine (Nursing)

- **Quality Improvement**
  - ⇒ RNs, physicians and medical students participated in a one day paediatric trauma training day provided by CHEO TREKK outreach team. Participants were able to practice and expand skills to care for paediatric patients in emergency.
  - ⇒ Began process of implementing the provincial digital Quality Based Procedures Order Set Program. Order sets are expected to “go live” early in 2018.
- **Linkages**
  - ⇒ Partnership formed with DND to provide opportunities for DND members to engage in the clinical environment with civilian populations.
- Acquired new equipment to aid in the delivery of care (CADD pumps, GlideScope, bladder scanner).
- Professional Development Committee for Registered Nursing Staff re-established and draft 2018 Nursing Education Plan Developed

## Palliative Care

- Palliative Care Committee formed
- Palliative Care Volunteer committee revived, with high level of engagement from volunteers
- Learning Essential Approaches to Palliative Care (LEAP) training courses were offered twice during the year.
- Palliative Care Volunteer committee produced a service brochure and distributed out to Hospital, Family Health Team and local physicians





## Patient & Family Relations

- **Patient and Family Advisory Group**  
⇒ Began meeting regularly this past year and have established tangible goals
- **Senior Friendly**  
⇒ Senior Friendly Quality Improvement plan submitted

## Pharmacy

- Successful inspection through Ontario College of Pharmacist in November 2017

## Physiotherapy

- Stand Up! grant funding received and program delivered to community aimed at fall prevention
- GLA:D Program launched to improve functioning for arthritic clients in community

## Privacy and FOI

- Staff birthdays removed from Zinger to ensure compliance with privacy standards
- Privacy education provided to the Patient and Family Advisory Council in November

## Quality and Risk Management

- **Quality**  
⇒ QCIPA legislation met with updated policies: Quality of Care  
⇒ Disclosure policy and process being updated in keeping with legislation
- **Risk Management**  
⇒ HIROC Risk Assessment initiated  
⇒ HIROC Risk Register initiated

## Telemedicine

- Eliminated the use of Emergency Records to record patient assessments; this reduced Telemedicine and hospital costs as well as the workload for Registration desk staff.
- Streamlined the process for scheduling patient appointments for Endocrinology clinics, significantly reducing the amount of preparation time required by the Coordinator to arrange these clinics.
- Collaborated with the Telemedicine department at TOH to eliminate the time consuming and large volume of emails being sent between our two sites to schedule patient appointments. This was accomplished by education on and subsequent use of the tools on OTN which allows DRDH to show whether our two systems are available, reserved, or closed on any given date.

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## FOOD BANK—2017 Annual Report



DEEP RIVER AND AREA FOOD BANK INC.  
ANNUAL REPORT FOR 2017

DRAFB Chair: Charles Packer. Food Bank Phone: 613-584-2484

CLIENTS AND USAGE	2017	2016	NOTES
Total number of clients	182	182	<p><b>Total client-visits each Year</b></p> <p>Food Bank usage was almost level with 2016.</p>
Number of new clients	35	27 (15%)	
Number of client-visits	1,000	1,035	
Clients with children	65 (36%)	63 (35%)	
Number of children helped	151	148	
Number of adults helped	275	268	
Average visits per client	5.5	5.7	
% of clients with 1-4, 5-8 and 9-12 visits	47% / 29% / 24%	42% / 29% / 29%	
Clients from Deep River	104 (57%)	87 (48%)	<p>■ Deep River ■ East ■ West</p>
East of Deep River	43 (24%)	46 (25%)	
West of Deep River	35 (19%)	49 (27%)	
Outside Area (Area is Deux Rivières to Chalk River.)	0%	0%	
FOOD DISTRIBUTIONS			
Boxes of Food Provided:	3,000	3,100	<p>Food purchases with cash increased by about 20% in 2017 which is reflected in the "Cash spent per visit" figure rising by a very similar amount.</p>
Grocery Reclamations	1,028 (34%)	1,370 (44%)	
Donated Food	717 (24%)	681 (22%)	
Purchases with Cash	1,255 (42%)	1,050 (34%)	
FINANCIALS			
OPERATING INCOME	\$55,162	\$54,011	<p>Donations to our food bank remain very strong from all sectors, and it clear that we have an exceptionally generous community.</p> <p>THANK YOU TO ALL OF OUR SUPPORTERS!</p>
Individuals & gift cards	\$33,710	\$34,100	
Churches	\$6,330	\$10,400	
Organizations & Clubs	\$9,262	\$3,700	
Businesses	\$5,602	\$5,000	
Commemorations	\$100	\$800	
OPERATING EXPENSES	\$53,019	\$41,848	<p>■ Food ■ Facilities ■ Admin ■ Insurance</p>
Food Purchases	\$47,230	\$36,400	
Facility Rent	\$2,000	\$2,000	
Administration & Phone	\$2,160	\$1,900	
Insurance	\$1,178	\$1,200	
Recipe Books	\$451	\$370	
Cash spent per Client-Visit	\$53.02	\$40.43	
VOLUNTEERS			
Number of volunteers	23	21	<p>We are very blessed to have a group of volunteers who work hard, enjoy each other, and who take responsibility to make sure that we do what is needed for our community.</p>
Estimated hours	2,200	2,500	

## FAMILY HEALTH TEAM



### *New Patient Self Check-In Kiosk at the Family Health Team*

Patients of the FHT now have a third option to check in for scheduled appointments at the Family Health Team. With our growing patient population at the FHT, sometimes patients will be waiting in line at reception to check in for their appointments. The Kiosk offers patients a third option, where they swipe their health card and have the option to update their demographics at the kiosk. The kiosk checks the patients in, notifying nursing that a patient has arrived.

Staff and patients alike are excited to see the new technology available to them.

Pictured here is Jeremy Palmer, who is trying out the kiosk. Sandra Griffiths would like to thank Jeremy for the time he spent setting up the kiosks and testing the system until he was certain the new technology was functioning properly.

## OPG SUPPORTS FOOD BANK

On December 21, 2017, the staff of the OPG Des Joachims Generating Station made a generous \$360 donation to the Food Bank. Pictured here are William Willard, Sandra Griffiths, Janna Hotson and Richard Bedard accepting the donation on behalf of the Food Bank. Pictured representing OPG is Matt Simser (middle).



## Financial Position

Financial position based on agreement with the LHIN, as of November 30, 2017	Surplus of \$3,102
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## NEW DOCTOR FOR DRDH EMERGENCY DEPARTMENT

Deep River and District Hospital is very proud to welcome a new physician to our community.

Dr. Ballantyne has been successfully recruited to work in the DRDH Emergency Department under the Emergency Department Recruitment Program. This program helps to increase physician complement in emergency departments across Ontario.

“Dr. Ballantyne will be a great addition to our team and we look forward to him joining our medical staff.” stated Richard Bedard, DRDH President and CEO.

Dr. Ballantyne is from Ottawa and is eager to begin work here at DRDH. He completed his Family Medicine Residency training through the University of Missouri.

“The Emergency Department and patients will benefit by having a dedicated emergency physician on staff. We look forward to Dr. Ballantyne’s arrival in January”, said Dr. Ben Amor (Chief of Staff).



### REMINDER: Open Enrollment for Group Benefits

Our group benefits provider has been working with us to ensure our benefit plans (Extended Health & Dental) are all up to date. As a result, we are having an open enrolment period in the month of January to allow those eligible to join the benefit program.

If you are a Full Time employee (Non Union, ONA, OPSEU), or a Regular Part Time OPSEU employee with a .4 FTE or greater, you are eligible to enrol in the DRDH Group Benefit Plans.

If you are already enrolled, you do not have to do anything.

If you wish to enroll, please complete the form which can be found by clicking [HERE](#) and return to Michelle Robertson no later than January 31, 2018 at 12:30 pm. Benefits will be effective February 1, 2018.

If you are an eligible employee and you do not take advantage of this open enrolment period you can apply to join the plan at a later date, but **you will be required to provide evidence of insurability to the insurance carrier**. Denial or approval of entry into the plan will be given by the insurance carrier at that time with any related stipulations as determined by the carrier. Any costs associated with this evidence will be payable in whole by you.

If you have any questions, please do not hesitate to contact Michelle at extension 7130.

## *Patient and Family Advisors Work to Improve Patient Experience*

The Patient and Family Advisory Council serves in an advisory capacity providing feedback and input related to the experience of patients and their families at the Deep River and District Hospital. Members of the Council are encouraged to share ideas on how to improve the patient experience, advise on strategies to enhance partnerships with patients, family members and caregivers, as well as provide input into the annual Quality Improvement Plan. The Council meets an average of four times a year. At the most recent meeting in November, the Council discussed items such as privacy, visiting, and the patient environment.

First, the Patient and Family Advisors received a short education session from the Hospital's Privacy Officer. The group learned about breeches of privacy, Ontario's health specific privacy legislation and how DRDH is responding to the updated privacy legislation.

Second, the group discussed the formation of the 2018-2019 Quality Improvement Plan (QIP). The QIP outlines actionable goals and tracks progress for acute care, the Long Term Care and the Family Health Team. Some of the goals included on the QIP are mandatory (from Health Quality Ontario), and some are added based on Hospital priorities. The Council was invited to provide input on which items that they feel should be tracked on the 2018/2019 QIP.

Third, the results of the Four Seasons Lodge Satisfaction Survey were presented to the Council for review. This survey is conducted annually to assess the satisfaction of Residents in our Long-Term Care.

Next, the Council provided input on visiting practices within the Hospital. Many Hospitals are altering their visiting hours to allow families and loved ones access in order to support patients at any time.

Lastly, the Council discussed aspects of the patient environment, such as noise caused by overhead paging, and what the Hospital can do to foster a more positive environment. Advisors shared their own experiences and offered suggestions for improving the patient environment at the DRDH.

The Patient and Family Advisory Council is looking for members to join the Council, on a three year volunteer term, and help to provide input on items such as those discussed above. To get involved in the governance of your local hospital, through serving as a 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](mailto:amy.joyce@drdh.org) or by phone at 613-584-3333 x 7100.







## CHRISTMAS DINNER AT THE FOUR SEASONS LODGE



Policy Updates

The following new or updated policies are now available on PolicyMedical:

**Quality, Risk and Safety Framework**

**CEO Succession**

**Quality of Care Committee**

**Board of Directors Evaluation**

**Integrated Risk Management (IRM) Program**

**Board Committees—Terms of Reference x 5**

**Patient Safety Incident Review Process**

**Board Chair Role**

**Critical Events, Adverse Events and Good Catches**



**Hawaiian Coleslaw**

- 1 cup Shredded Green Cabbage packed
- 1 cup Shredded Red Cabbage packed
- 1/2 cup Grated Carrots packed
- 1 cup Pineapple diced
- 2 Green Onions sliced
- 1 Tbsp Ginger Root grated
- 3 Tbsp Rice Wine Vinegar
- 1 Tbsp Soy Sauce
- 1 1/2 Tsp Honey
- 1 Tsp Sesame Oil
- 1/2 Lime juiced

Combine slaw mix, carrots, pineapple and scallions in a large bowl and set aside. Add the remaining ingredients to a mason jar, shake well to combine, and pour over the slaw. Stir to combine. Cover and let sit in the refrigerator for 30 minutes prior to eating.

**Hawaiian Fruit Crumble**

- 4-2/3 cups thinly sliced apples
- 2 tablespoons and 1 teaspoon lemon juice
- 2-1/3 cups crushed pineapple, drained
- 4-2/3 cups whole cranberry sauce
- 2-1/3 cups quick cooking oats

- 1-3/4 cups packed brown sugar
- 1 cup and 3 tablespoons all-purpose flour
- 1-1/4 teaspoons ground cinnamon
- salt to taste
- 1/4 cup and 2 teaspoons butter

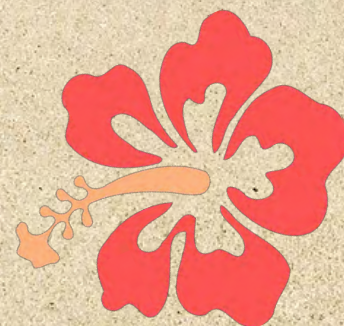
Toss apple slices with lemon juice. Place in a 10 x 6 x 1 1/2 inch baking dish. Spoon pineapple evenly over apples, then cover with cranberry sauce. Mix oats, brown sugar, flour, cinnamon, and salt. Cut in butter or margarine till crumbly. Sprinkle over fruit. Bake at 350 degrees F (175 degrees C) for 30 minutes, or till apples are tender. Serve warm.

**Quick Hawaiian Haystacks**

- 4 (10.5 ounce) cans cream of chicken soup
- 6 cups diced cooked chicken
- 1 cup milk, or more as needed
- 7 cups cooked rice
- 2 (5 ounce) cans chow Mein noodles
- 2 (8 ounce) cans pineapple tidbits, drained
- 2 cups shredded Cheddar cheese
- 5 stalks celery, chopped
- 3 green bell peppers, chopped
- 5 green onions, chopped
- 3/4 cup flaked coconut
- 3/4 cup slivered almonds
- 2 teaspoons soy sauce, or to taste

Mix chicken soup and chicken together in a saucepan; stir in enough milk to make a gravy-like consistency. Cook and stir chicken sauce over medium heat until smooth and heated through, 5 to 10 minutes. Layer rice onto on the bottom of service pan. Layer chow mein noodles, the chicken mixture, pineapple, cheddar cheese, celery, green peppers, green onions, coconut, almonds, and a drizzle of soy sauce, respectively. Cover with tin foil and bake at 350°F for 40 minutes.

*Four Seasons Lodge combated the cold weather with tropical vibes at a Hawaiian Luau!*





**Hawaiian Sweet Potato Casserole**

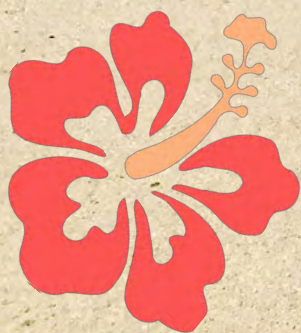
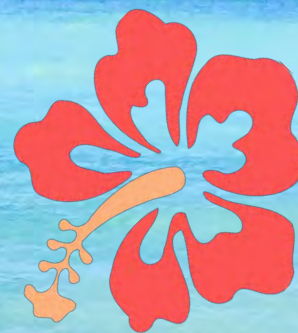
1 cup and 3 tbsp. light brown sugar  
 1-1/4 tsp. ground cinnamon  
 7 large sweet potatoes  
 1 tbsp. and 1/2 tsp. cold butter, cut into pieces  
 2-1/4 tsp. salt  
 7 firm bananas, sliced  
 2-1/4 (8 ounce) cans crushed pineapple  
 1 cup and 3 tbsp.. pineapple juice  
 1-1/4 tsp. lemon juice  
 2 tbsp. and 1 tsp. honey

Preheat an oven to 350 degrees F (175 degrees C). Butter a 9x13-inch baking dish. Stir together the brown sugar and cinnamon until evenly blended; set aside. Place the sweet potatoes into a large pot and cover with salted water. Bring to a boil over high heat; reduce heat to medium-low, cover, and simmer until just tender, 15 to 20 minutes. Drain and allow to steam dry for a minute or two; peel and cut into 1/2 inch slices. Layer the potatoes into the prepared baking dish, dot with butter, and sprinkle with salt. Arrange the bananas over the potatoes and sprinkle evenly with the brown sugar mixture. Top with the crushed pineapple. Whisk together the pineapple juice, lemon juice, and honey until the honey has dissolved. Pour over the casserole. Bake in the preheated oven until hot and browned on top, about 40 minutes.

**Hawaiian Pork Loin**

3-1/2 pounds boneless pork loin  
 3/4 cup brown sugar  
 1 tablespoon chili powder  
 2 tablespoon garlic powder  
 1 teaspoons ground black pepper  
 1/4 cup orange marmalade  
 2 onion, sliced  
 1 orange bell pepper, cut into long strips  
 1 red bell pepper, cut into long strips  
 1 (15 ounce) can mandarin oranges, drained and juice reserved  
 1 (14 ounce) cans crushed pineapple, drained and juice reserved

Preheat oven to 350 degrees F (175 degrees C). Place pork tenderloin in a shallow 9x13-inch; sprinkle with brown sugar, chili powder, garlic powder, and black pepper. Spread pineapple preserves over pork loin. Arrange onion, orange bell pepper, and red bell pepper on and around tenderloin. Mix reserved juice from mandarin oranges and crushed pineapple in a small bowl; pour in at least 1/2 cup reserved juice. Bake in the preheated oven until tenderloin is no longer pink in the center, 45 to 60 minutes. Spoon mandarin oranges and pineapple over tenderloin in the last 20 minutes of cooking. An instant-read thermometer inserted into the thickest part of pork should read at least 145 degrees F (63 degrees C).

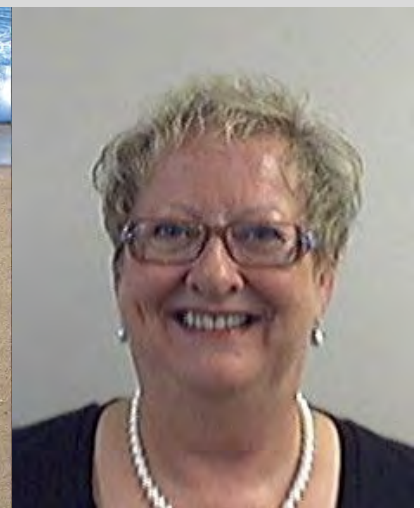




## Holiday Staff Pot-Luck



## Rita Retires



Best wishes to Rita Montgomery on her retirement!

Rita's last day was on January 11, 2018.



## Rita Retires



Throughout the month of January, our RPNs received training on IV use. Pictured above are RPNs Kelly Fick, Kim Gravelle and Christine Howat being taught by RNs Sarah Chard and Michelle Lesaux.

## Waiting Area gets a Face-Lift



Due to the upcoming signage and other changes taking place in the Emergency Department (see *page 27 for more information*) we need to paint the walls in the waiting area. When the painting began, it turned out that the shade of blue that was chosen is a little more vibrant than expected. We decided to put the painting on pause while we polled our patients to get their opinion. Turns out, they dig it! We will be proceeding the blue paint that has been purchased, and will revisit the colour in the future.

## Foundation News—Daddy Daughter Ball

**Deep River and District Hospital  
Foundation**

Cordially invites you to

*Ties and Tiaras***Daddy Daughter Ball**

Tickets: \$50 for daddy and \$50 for daughter. Each additional daughter is \$30.

Show her she is special with tickets this Christmas!

**February 10<sup>th</sup>**  
**4:30 p.m. to 8:30 p.m**

Petawawa Golf Club  
3 Festubert Blvd. Petawawa, On

For tickets please email  
Ashley Pardy at  
[foundation@drdh.org](mailto:foundation@drdh.org) or  
call (613)-584-3333 ext.7140

Tickets can be purchased via e-transfer or cash at the Deep River and District Hospital Foundation; Scotia Bank, Deep River; or Kinder Connection Nursery School in Petawawa.





## EMERGENCY PREPARDNESS CORNER

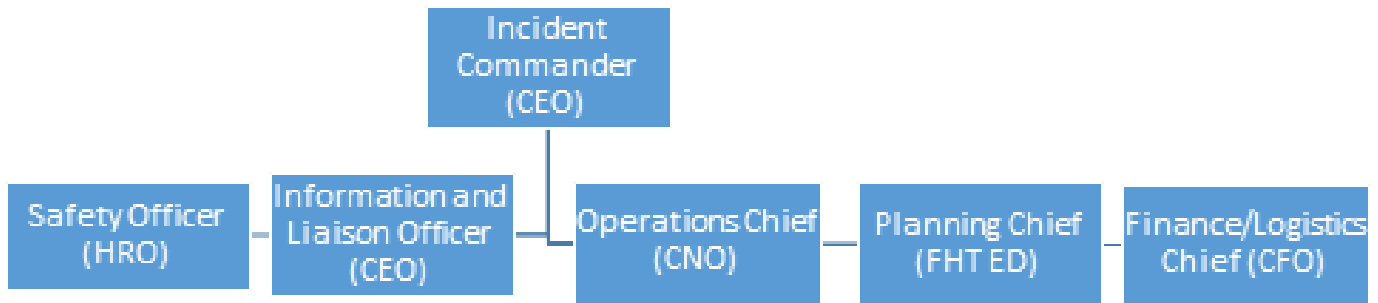
### Incident Management System and Emergency Operations Center - How is this used at the DRDH?

The Incident Management System (IMS) is a standardized approach to emergency management control that includes guidelines and directives to ensure that material and human resources can be efficiently and effectively deployed in an emergency situation while protecting life, property and the environment. The IMS allows for rapid decision making, while using available resources in the most effective and efficient manner when responding to an emergency.

Within the IMS system there is an Emergency Operations Center, which is a facility or room from which incident management support to the Incident Commander is coordinated. The Emergency Operations Centre (EOC) may be activated to support the purpose as outlined above and/or with the loss of one or more of the Hospital infrastructures. The EOC at the DRDH is located in the classroom. The red cabinet located at the end of hallway by classroom holds the supplies for the EOC.



### The Incident Management Team (IMT) DRDH Organizational Chart:




## Foundation News—First Annual Gala to be held in April 2018



Don't forget to save the date...the DRDHF will be holding its first Annual Gala in April 2018. Mark your calendars because we will be putting on a red carpet event with lots of music, dinner, dancing and fun. This will truly be a night to remember!

# STAFF NOMINATIONS NOW OPEN



Nomination Forms are available by clicking  **HERE**, or on  
PolicyMedical (*Organizational Resources —>*  
*Human Resources —> Ernie Mielke Award*)

**DEADLINE – MARCH 23, 2018**

*Submit Nominations to the CEO Office*

## STAFF RECOGNIZING STAFF





Hot  
Chocolate  
and  
Cookies



## Patient Safety Monthly Report

The patient safety rates for December 2017 are as follows:

Cdiff- 0

MRSA- 0

VRE-0





## Catch the Ace Winners

The Deep River and District Hospital Foundation is currently running a Catch the Ace Lottery. We encourage you all to buy tickets for your chance to win! The more tickets you buy, the bigger the prize pot gets. 20% of all tickets sales will be awarded to the weekly winner who will also get a chance to win the progressive jackpot (if they select the ace of spades) worth 30% of ticket sales. The longer it takes for the ace of spades to be drawn, the bigger the jackpot gets. Weekly draws will take place every Thursday at 8:00 pm the Deep River Curling Club. You can buy tickets for \$5 each at the Foundation office (located in the Hospital) at Raby's Ultramar in Chalk River and at Cahoon's pharmacy in Deep River.

## HERE ARE SOME OF THE LUCKY WINNERS SO FAR:





## Employee and Family Assistance Provider (EFAP) Change

Please remember that we have now switched our Employee and Family Assistance Program (EFAP) provider to Morneau Shepell.

*Access your EFAP 24/7 by phone, web, or mobile app.*

**1-844-880-9142**

workhealthlife.com



## Education Opportunity—February 2, 2018

## *Diabetes & Obesity Update*

**FRIDAY, FEBRUARY 2 IN THE CLASSROOM**

**9:20 AM—12:30 PM**

For allied health care professionals, nurses, physicians or anyone else who works with clients living with obesity or diabetes. Join us for one or more of the following free education sessions:



### **Insulin Pumping (9:30—10:20 am)**

Join Suzanne Magie RD CDE (Clinical Specialist with Omnipod Canada) to learn about insulin pumping and try out an a Omnipod insulin pump!

### **Managing Type 2 Diabetes a Little Better (10:30—11:20 am)**

Join Erica Van Drunen RD CDE for lifestyle & pharmaceutical tips for helping better manage type 2 diabetes. Discuss real life case studies & get some great resources.

### **Helping People with Obesity: Where to Start? (11:30am-12:30pm)**

Join Registered Dietitians Jenna Walsh & Erica Van Drunen to learn why weight loss is so hard, realistic weight expectations, lifestyle & pharmaceutical options for weight management and great resources to help clients manage their weight.

To Register: Contact Erica Van Drunen [erica.vandrunen@drdh.org](mailto:erica.vandrunen@drdh.org) (613) 584-3333 x 7470



## COMMUNITY PARAMEDIC RESPONSE UNIT

Paramedics are already situated in the community, so are ideally positioned to provide high quality, in-home monitoring to clients that have complex medical issues.

We strive to reach isolated, at-risk seniors while working collaboratively with other partners to make our community healthier.

### Our Goals:

- To decrease unnecessary 911 calls \*see below
- To decrease emergency room visits.
- To relieve stress for the family and caregivers.
- To improve the quality of life of our seniors by keeping them active, engaged and informed.
- To allow seniors to safely live and stay longer in their homes.

### Services offered\*:

- Assessment and testing on scene of Influenza like illness cases.
- IV start / Re-start/ Removal
- Fluid replacement therapy
- Vital signs and wellness assessment.
- Fall Risk assessment and lift assist.
- Point of Care Testing (INR, urine, blood glucose, influenza virus and ultrasound).
- Medication injections/vaccinations.
- Blood draw collection.
- Remote Monitoring for Chronic Obstructive Pulmonary Disease, Congestive Heart Failure and Diabetic Clients.

**\*To reduce the number of Emergency department visits and non urgent calls made to 911 please call our free 24HR direct number.**

**1-844-860-2778**

### County of Renfrew Community Paramedic Response Unit

9 International Drive  
Pembroke, ON  
K8A 6W5

Phone: 1-844-860-2778

Fax: 613-432-9064

E-mail:

[cpru@countyofrenfrew.on.ca](mailto:cpru@countyofrenfrew.on.ca)



## EMERGENCY DEPARTMENT PATIENT SAFETY TO EVOLVE AT DRDH

The Deep River and District Hospital is implementing patient flow changes that will mean significant improvements for patient safety.

Currently, upon arrival to the Emergency Department, patient flow begins with the reception desk. Patient information flows from registration to the ER nurses, who triage patients based on time of arrival, complaint and age. Patients could wait for a period of time in the waiting area before being assessed by a nurse.

Since patients are not currently triaged upon arrival in the Emergency Department, the delays in assessment and treatment may create the opportunity for a patient's health to deteriorate and require immediate attention. For example, a patient's condition could greatly worsen in the waiting area, when the patient has not yet been seen by a nurse.

The current standard of care is for patients to be assessed by an experienced Registered Nurse upon arrival to the Emergency Department (specifically, prior to registration). Timely triage assessment allows staff to prioritize level of urgency and facilitate access to physician care based on the acuity of the patient. Triage upon arrival ensures efficient patient flow and increases both patient safety and appropriate delivery of care.

As of February 6, 2018 the Deep River and District Hospital is aligning its process to best practices and is implementing triage upon arrival. A review of hospitals in the region demonstrates that triage prior to registration occurs successfully at other local organizations including Mattawa Hospital, Almonte General Hospital, Kemptville District Hospital and Pembroke Regional Hospital.

Patients presenting to the Emergency Department after February 6 will notice that dedicated triage seating will be in place for patients who are awaiting triage. The dedicated seating will provide visual cues for nurses that a patient requires triage. Specifically, patients will be asked to sit in the red chairs until they have been triaged by a nurse, and then they will be directed appropriately. Only after they have been triaged will patients be asked to register.

The DRDH Board would like to thank our communities for their cooperation as we work to ensure patient safety for all those we serve.



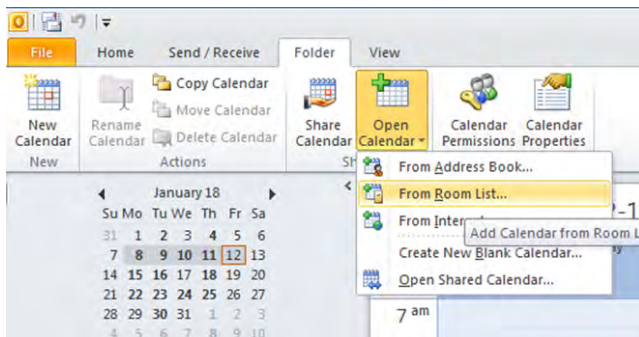
## WE ARE SAYING GOOD-BYE TO BOOK-A-ROOM

To reserve or book a room (Sunroom or Classroom), we are moving away from Book-A-Room to resource management. **Everyone** with access to Outlook will have the ability to view and book a meeting room within DRDH. Here is a step-by-step guide on how to book a room:

### Step 1:

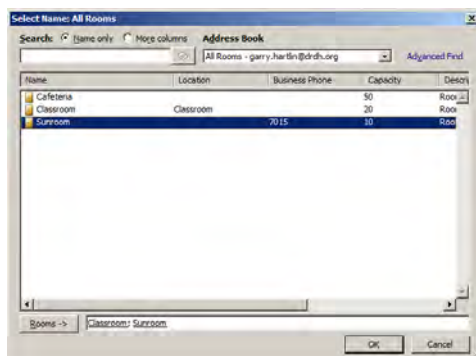
To view a meeting room, open **Outlook** and click **Calendar**

Across the top click **Folder** | click **Open Calendar** |  
Click **From Room list**



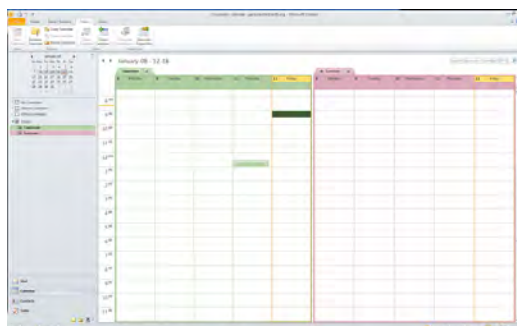
### Step 2:

Double click on room(s) you wish to view and click **OK**



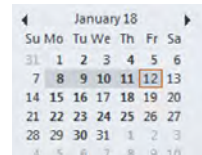
### Step 3:

Room calendars will appear



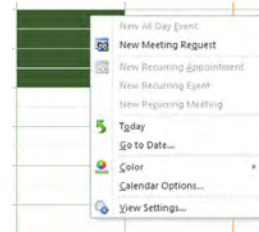
### Step 4:

To book a room choose a date



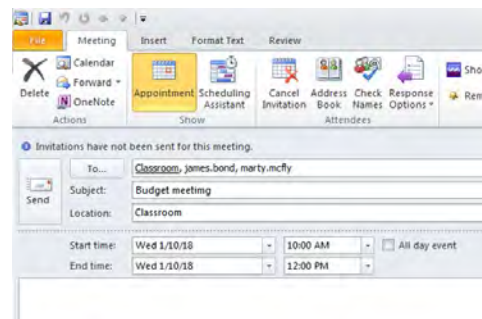
### Step 5:

Select a time or time range and **Right Click**



### Step 6:

Click on **New Meeting Request**. Add meeting invitees separated by a comma “,”. Type a **Subject** and click **send**



### Step 7:

**Wait** for approval from resource managers (EA or CNO AA)

Note: Once you have done this process once, you can begin at step 4 the next time around.

PS—Feel free to still call Amy at x 7100 to book a room over the phone.

Is there something you would like to see appear in the next issue of the Zinger?  
Please submit photos and information to [amy.joyce@drdh.org](mailto:amy.joyce@drdh.org).