

Life Line



Volume 1, October 2018



Employee Spotlight



Name: Georgi Krumov
Department/Job Title: Chef in Nutrition and Food Services
Years of service: Started on August 27th, 2018
Where did you attend school: I completed a Culinary Diploma in the Centre for Professional Education in Sofia, Bulgaria, and the Carnival Cruise Lines Culinary College in Miami, Florida

Top 3 things you do in your job:

- 1) I still feel like a kid in a pastry shop when I start cooking something exciting.
- 2) I like cooking healthy foods, fermenting foods such as kombucha, kimchi, sour dough, etc., reading and understanding the ingredients on each product.
- 3) I love cooking on a budget. Knowing how to make great tasting food with inexpensive ingredients is a good skill to have for everyone.

What do you enjoy most about your job: Most of all I enjoy the feeling of job well done and the customers are happy.

Why did you choose New Liskeard: I think New Liskeard chose me. I love the nature, clean air, and the people here are really nice. Another thing I find charming here is that nobody talks about politics.

What would be your second career choice: Don't know for sure. Maybe Youtuber, maybe car mechanic, or those could be just my hobbies.

Dream vacation destination: Jamaica, Tortola, Bahamas, basically the Caribbean's, which I fell in love with when I was working on a cruise ship.

Favourite food: Fruits, vegetables, nuts and smoothies made of all three of those. Also, rice, pasta, thin crust pizza if I make it, and sushi. While I owned my own sushi restaurant, I was basically surviving on sushi.

Hospital Highlights

Cafeteria – The construction on the cafeteria is progressing very well. A 'soft opening' was held on Wednesday, Oct. 10th for staff, visitors and families consisting of lunch from 11:30-1:30. We are looking at a grand opening date in November. The lunch has two hot dishes with pizza and/or a potato dish prepared by our new chef Georgi Krumov, with soft drinks and coffee also available. During the soft opening only cash will be accepted as a payment method, but are looking into a number of other options for the future. We are stocking our cold vending machine daily with healthy food options such as sandwiches, wraps, salads, fruit and yogurt. Items from our lunch menu will also be provided for a more substantial meal for visitors and staff on evenings and weekends. We hope to see you all there! – Jamey Swartz

Pharmacy

The pharmacy department renovation project for compounding of chemotherapy and other sterile/hazardous drugs is now completed, with small project close-out items underway. The renovation will ensure compliance...
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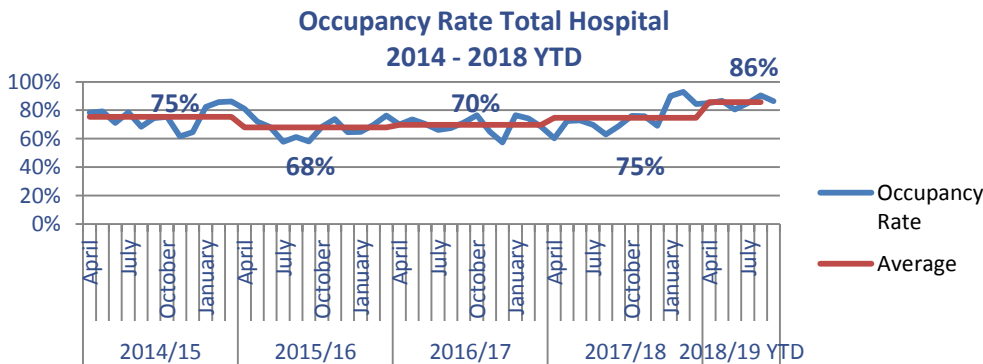
New X-ray/Fluoroscopy Units

Our facility has recently acquired and installed two brand new X-ray/Fluoroscopy units. This equipment was purchased to replace two pieces of equipment that had been in operation for over 19 years...
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Statistics

There are two statistics that likely have the single biggest impact on the operations of the hospital: Inpatient Volumes and Acuity and; Emergency Department Volumes and Acuity. Both of these numbers continue at rates that are well above the averages for the previous 4 years. The charts below illustrate these volumes from 2014/2015 to September 2018. The Occupancy Chart illustrates that the years from April 2014 until March 2017 averaged 75%, 68%, 70% and 75% respectively.

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Month of September

Occupancy Rates

87%

Emergency Department Visits

1525

Newborn Births

16

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Mike Baker, President and CEO – Well you are reading the first issue of the Temiskaming Hospital newsletter, an important tool to enhance the communication with our staff, our professional staff and our community. And it is not meant to be just a one way communication. On the last page, there is an email address provided to contact us with your suggestions, input for future articles, etc. The newsletter will also be posted to the Hospital website and intranet.

As you may know, we ran a contest to name our new newsletter and as you now know, the winning name is “Life Line”. Twenty-eight people submitted 59 suggestions, with four people submitting “Life Line”. Each of the winners will receive a \$50 gift certificate to the local merchant of their choice. The winners are: Tisha LaCarte, Doris Maille, Brad Sauve and Lori Caldwell. In fact, Doris Maille included a brief note on why she felt “Life Line” was appropriate, as follows; “ I feel that the hospital newsletter should be named Temiskaming Life Line: My analogy on this name is that the word LIFE is very significant to our organization as we have an impact on the patients. We as an organization sustain life, save life, are present at a new life, ease end of life and improve quality of life. The word LINE signifies the pathway a patient encounters when receiving services in our facility. It usually starts with frontline staff in the ER and ripples from there to other services and departments. All to say that the information communicated in the Temiskaming LIFE LINE newsletter shares information that has a direct or indirect impact on quality of care and Best Care for All Act. The newsletter also promotes the lines of communication between all departments through-out the organization.” Well that made sense to us, so we thought we would share it with you.

Tegan Phippen receives Honourable Mention for “The Open Gown” for the newsletter name. Tegan did not provide an explanation and we were afraid to ask!

Thank you to all the people who took the time to enter the contest and congratulations to those who took home the hardware!

Erin Montgomery, Chief Nursing Executive/Director of Patient Services – Increased in-patient occupancy on the Medical/Surgical department continues. For the 2018-19 fiscal year, patients designated ALC continues to increase month after month. Our Q1 (April-June) ALC rate = 37.95%; a 26.5% increase over Q1 2017-18. Currently there are 21 patients who are designated ALC, which is 44% of our CCC/Medical Surgical Beds (48) and 36% of our total inpatients beds (59). The number of patient designated ALC significantly increase overall in-patient occupancy rates. Workload pressures on staff have not gone unnoticed. In addition to the 4th critical care and 5th medical/surgical nursing staff added on night shift to base staffing levels, the addition of a permanent 6th nursing assignment of 1 RPN for both day and night shifts and increased PSW hours from 4 to 16 hours on the medical/surgical department will be occurring. Our Occupational Therapist will be increased to 4 days per week commencing December, 2018 to assist with increased referrals. We are continuing to review clinical departmental needs. Thank you to all staff for your continued hard work and commitment to quality patient-centered care.

The following equipment upgrades will be occurring over the upcoming months with additional vital equipment upgrades in the future. Equipment upgrades currently include: Emergency Department and SCU - Telemetry System; Hospital-Wide – Defibrillator Replacement; Emergency Department - Ultrasound Machine; Med/Surg and LTC – Geriatric Chairs (2); Diagnostic Imaging - General Ultrasound Machine; Diagnostic Imaging - Mobile Radiographic (x-ray) Equipment and Palliative Care Bed.

Dr. Irfan Khan, Respiriologist, has started to provide monthly outpatient clinics at Temiskaming Hospital which commenced September, 2018. With the addition of Dr. Khan, patient care related to respiratory disease will be improved and will complement the current work of our hospital and community partners.

Finance & Corporate Services Report

In the statistics section of this newsletter, we reviewed the high occupancy and emergency department volumes and acuity. Both of these trends have a significant impact on the operations of the hospital. Not only is it expensive for the hospital, but it also directly impacts many of our staff, including nurses, support workers, housekeepers, food services, lab and diagnostic imaging, as they all work more hours, including more overtime hours, more call backs, more sick time, etc. Several action plans have been put in place to alleviate the costs and workload pressures these increases create on the staff and the hospital.

The concern is that the typical seasonal breaks in occupancy (i.e. the summer period) have not materialized this year and the resulting continued high volume does not bode well for the hits we usually take every January to March as a result of the annual flu outbreak...

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October is Breast Cancer Awareness Month

The mammography suite at Temiskaming Hospital was dedicated and named The Sharon Evans O'Shaughnessy Mammography suite in 2002. Sharon was a registered nurse and understood the importance of early detection in breast cancer. While battling breast cancer herself, Sharon

valiantly undertook a fundraising initiative to ensure that the patients of Temiskaming Hospital would have access to the most current technologies in mammography at our facility. The upgraded mammography unit that is presently in use at Temiskaming Hospital is the GE Senographe Essential Direct Radiography System which was purchased in 2014.

Here are general guidelines from the Canadian Cancer Society to follow while considering breast imaging:

If you are 40 to 49 years old, talk to your doctor about your risk for breast cancer, along with the benefits and limitations of mammography. The research isn't clear about the benefits for women in their 40s.

If you are 50 to 69 years old, have a screening mammography every 2 years.

If you are 70 or older, talk to your doctor about how often you should have a mammography.

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1328

610

5

OBSP Outpatient studies completed in 2017

Clinically indicated Mammography studies in 2017

June 6, 2018 OBSP Mammoth Blitz – First Time screens within 4 hours



Departmental Highlights – Respiratory Therapy

"Keep your lips tightly sealed.... now take a really deep breath in.... AND ... BLOW, BLOW, KEEP BLOWING, KEEP BLOWING YOUR BREATH ALL THE WAY OOOOUT, and deep breath back in okay, excellent, you can rest easily. Sit back."

These are the instructions I use to coach patients as they perform a breathing test. This test is called Spirometry. It is one of many measurements of your breathing performed using a Pulmonary Function Test (PFT) Lab.

The PFT lab was recently purchased to provide the most accurate tool that can assist your doctor in finding the cause of your symptoms such as cough, shortness of breath, or monitoring your lung function during treatment. Diseases such as COPD, Asthma, Pulmonary Fibrosis and Pulmonary Hypertension are often diagnosed with a completed full Pulmonary Function Test. – *Angie Herd*



People Excellence Awards

October 17, 2018 we honoured our people whom have been nominated by their colleagues for the exceptional contributions they have made to our organization.

We recognized our people for their achievements in Commitment, Spirit, Innovation, Quality Assurance and Teamwork and Safety.

Commitment Award

*Natalie Rivet
Tisha LaCarte*

Spirit Award

*Sandra Peddie
Janet McDowell*

Innovation Award

Doris Maille

Quality Assurance and Teamwork Award

Lisa Goddard

Safety Award

CCC Med/Surg & Critical Care Team Leaders

*Doris Maille
Andrea Faubert
Cindy Cote*

*Stacey Aitchison
Guylaine Dallaire
Joti Prior*



Pharmacy cont'd

...with applicable National Association of Pharmacy Regulatory Authorities (NAPRA) standards of practice which comes into effect January 1, 2019. The hospital resumed patient services for outpatient chemotherapy September 4, 2018. Our maintenance, purchasing, pharmacy and day medicine staff is to be commended for their hard work and dedication throughout the project. – *Erin Montgomery*

X-ray/Fluoroscopy cont'd

The units that were acquired are Siemens Luminos dRF for the fluoroscopy suite and Siemens Ysio Max for the direct radiography suite. Both units come with automation features that are state of the art in the imaging world. Our radiologists are very pleased with the quality of images that these units produce. Thank you to Care Close to Home for their fundraising initiatives that made the much needed replacement of these units possible. – *Natalie Rivet*

People Appreciation

In October we celebrate:

Occupational Therapy Month
Food Service Worker Week
Infection Control Week
SPD Week
IT Professionals Day
Respiratory Therapy Week
Health Care Quality Week

October :

1-31
1-6
15-19
15-19
18
21-27
21-27

October is Breast Cancer Awareness Month

Next month we will be celebrating:

Medical Radiation Technologist Week
Skilled Trades Week
Financial Management Week

November :

4-10
6-13
18-22

Happy Retirement Wishes

Rosemary Pannell
September 30, 2018



Dr. Jadine Fong
September 27, 2018



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Employee Spotlight



Name: Tegan Rose Phippen

Department/Job Title: Medical Radiation Technologist

Years of service: Hired January 2006

Where did you attend school: Cambrian College of Applied Arts and Technology

Top 3 things you do in your job:

- 1) Obtain diagnostic images requested by Physicians and Allied Health Professionals using x rays, positioning techniques, trouble shooting and IV and Oral Contrast with advanced machinery.
- 2) Work closely as a team within the department and the Hospital to serve the public efficiently and professionally.
- 3) Attempt to ease stress and fear using humor and compassion.

What do you enjoy most about your job: I enjoy the challenge of working closely with people who are usually in pain or afraid, and being able to help them to smile or laugh even for a minute. When I was a small girl I was in this hospital for 3 days. I woke one night and I was afraid. I remember the nurse coming in and rubbing my back until I stopped crying. It made a huge impression on me, and I know the extra mile makes all the difference.

Why did you choose New Liskeard: New Liskeard is my home town. I have fallen in love with the beauty of the North and the people who live here. I am close with my family and friends here. I enjoy the Lake and camping in summer, and winter sports and ice fishing at "our home in nature" as my 6 year old daughter puts it.

What would be your second career choice: Registered Nurse

Dream vacation destination: France, Italy, Greece, Japan, Australia

Favourite food: The chicken wraps the cafeteria used to make *drool* and my grandma's perogies.

Tegan receives Honourable Mention for "The Open Gown" for the newsletter name.

Welcome Announcement

Over the past two months, we have welcomed some new faces to our team.

Anna Foster, Registered Nurse
Ashley Boudreau, Registered Nurse Student
Britney Maki, Personal Support Worker
Carmen Fisher, Receptionist/Registration Clerk
Gabrielle Cook, NOSM Physician Assistant Student
Georgi Krumov, Chef
Jasmine Beaulieu, Registered Nurse
Karen Hutchison, Dietetic Intern
Kelsey Kuska, Personal Support Worker
Marie-Claude Laferrière, Receptionist/Registration Clerk
Stacy Leyte-Lavigne, Registered Nurse

NOSM Medical Students

Andrei Dobrin
Katherine Rabicki

Stéphanie Lachapelle

Midwife Students

Elizabeth Leblanc
Heather Martin

NE LHIN Care Coordinators

Annick Brown
Adam Dagelman

Colette Belanger
Gillian Medland

Northern College Registered Practical Nurse Students

Abigail Bennett
Kaitlin Landry
Karen Belanger
Katie Morin
Kayla Smith
Kianna Audette
Kim Campbell

Kurdistan Mahmood
Megan Church
Portia Osei-Tutu
Roch Martel
Sarena Pelletier
Sydney McDougall
Terena Dufresne

Newsletter Editorial Team:

Mike Baker Patrick Rieux
Carla Scott Jackie Holtz

Suggestions and comments are welcomed, please email jholtz@temiskaming-hospital.com

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Finance & Corporate Services Report

Continued from page 2... Even with the mitigation strategies we have developed, including co-locating ALC patients and adding new health care shift rotations, high patient levels have cost implications for us. For example, our budget was developed based on the trends of the previous 3 years, with much lower Emergency Department and occupancy numbers. At the end of July, our Year End Projection is a \$275,051 deficit and work continues with you to develop other mitigation strategies that will not negatively impact patient care. We have also placed some capital purchases on hold until the year plays out more and we see where we are going to end up.

Thank you for all you are doing to take such excellent care of our patients, while at the same time ensuring we are getting optimum value for the money we spend. – *Mike Baker*

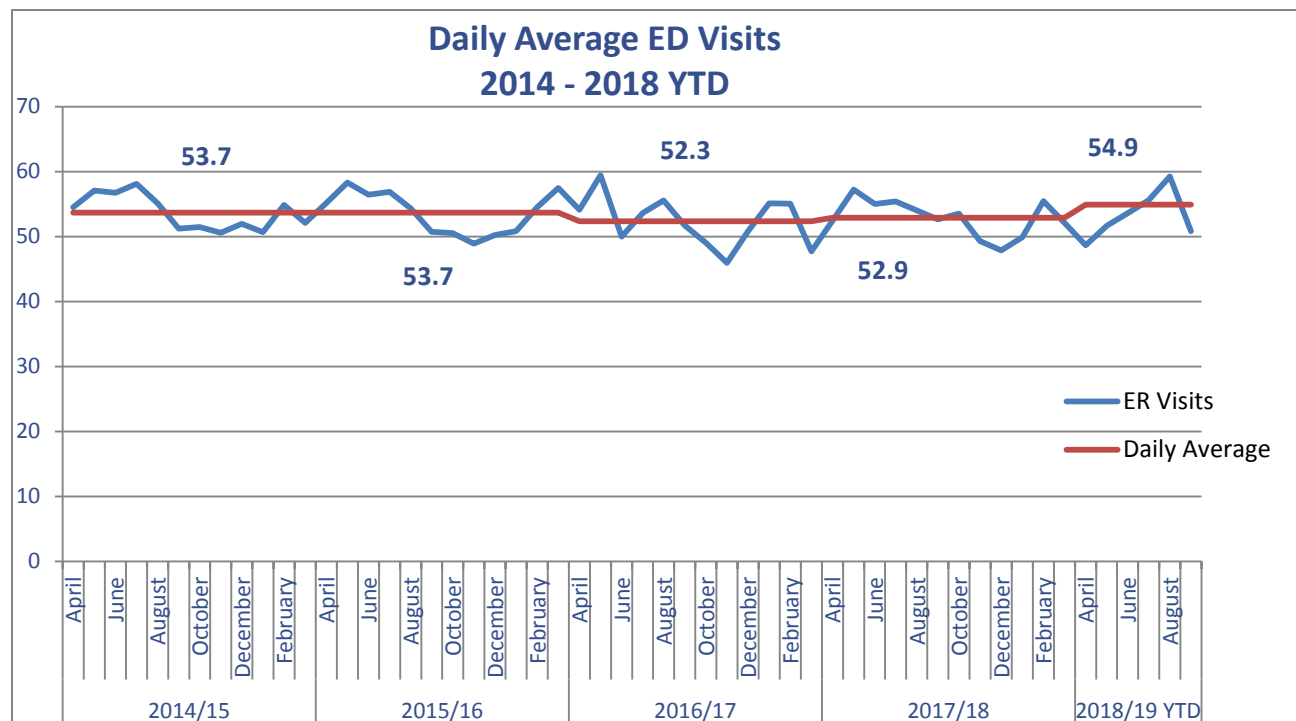
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Statistics

Continued from page 2... Of note, 2017 was averaging only 70% until January 2018 when our averages increased to 90%, 93% and 84%, resulting in an average occupancy of 87% from January to September of 2018. That is a 23% increase over the average for the previous 4 years! We have had 12 days where our total hospital occupancy has hit or exceeded 100%. The main driver of this increase is the number of Alternate Level of Care (ALC) patients. These are patients that do not require acute care and are mostly waiting placement in the community. In the first quarter of 2017/2018, our ALC rate approximated 12%, yet in September 2018 it sits at almost 40%.

A similar trend is developing in the Emergency Department where the daily average number of patients visiting our Emergency has jumped 6% in the last 3 months over the average for the previous 4 years, with both July and August up 8.4% and 11.9%, respectively, compared to the average daily visits for the first quarter this year. Both July and August had peak days where our staff saw 72 patients in a 24 hour period. In September, the peak number of patients in a day was 65; however, we had 4 code 1 (Requires Resuscitation) patients, the second highest count in a month, this year.

Read more about this situation in Erin Montgomery's report and in the Finance and Corporate Services Report.



Temiskaming Hospital will be holding their
2018 Flu Campaign in preparation for this year's

National Flu Prevention Week
October 29th to November 2nd.



Our Flu Campaign days will be held on:

Date: **October 22nd and 29th**

Time: 0730-1530 hours

Location: Day Medicine Room 603