

# Life Line



Volume 9, July 2020



Left to Right:  
Sandi Lajoie, Allyson Campsall, Emma Beaudry, Dr. Eric Besner

## Hospital Highlights – Regional Assessment Centre – Allyson Campsall, RAC Lead

In April 2020, under the direction of Ontario Health, Temiskaming Hospital opened a drive through COVID-19 Regional Assessment Center (RAC). The initial goal was to minimize the impact on the emergency department to ensure that front-line healthcare staff was able to respond to patients with acute medical needs and to respond to the need for COVID-19 screening in our district.

The RAC is located at the North East entrance (clinic) of the hospital. Patients are first screened over the phone by the Temiskaming Health Unit. The screening form is faxed to the RAC and the patient is contacted with an appointment time. The processes in place provide effective, efficient, and safe care during the testing process. Specimens are sent to Health Science North, Sudbury, on a daily basis with results available in approximately 48-72 hours. Since its implementation at the end of April, the RAC has performed over 750 tests bringing the total number of tests performed at the hospital to over 1200. The center has also been able to support the community by providing on-site testing to patients and staff at the Temiskaming Lodge. Assessment/testing is provided at no cost to the individual, and anyone can be screened and tested. OHIP coverage is not required.



**ACCREDITATION**  
CANADA

**Accreditation Coming in June 2021**

## STATISTICS

Average Occupancy Rate

2018/19

Year End as  
Month of March 2020  
of March 31, 2020

**86.6%**

**98.5%**

**99.4%**

## Employee Spotlight



**Name:** Nicole Lemay

**Department/Job Title:** Physiotherapy Accounting Clerk

**Years of service:** 31 years

**Where did you attend school:** Kirkland Lake Applied Arts and Technology

**What are the top three things you do in your job:** 1. Provides administrative and operational support to the physiotherapy department.

2. Answers queries from referral source and patients with regards to the clinic services.

3. Schedules appointments for clients in various programs with the Ministry of Health, WSIB, MVA and Disability Insurance.

**What do you enjoy most about your job:** I enjoy the interaction with the clients, I've always been a people person, it is also nice to see how a client progresses and improves during his/her treatment.

**Why did you choose New Liskeard:** After graduating from college I was offered a position in New Liskeard. It is close to the community where I grew up which allowed me to stay close to my family.

**What would be your second career choice:** Giving the opportunity I would have loved to be a primary school teacher in Arts or French.

**Where is your dream vacation:** My dream vacation would be to travel along the east coast to enjoy the spectacular view of the ocean, the unique coastal rock formations, the world's highest tides, the brightly colored little houses along the waterfronts and of course visit the lighthouses along the seacoasts and all of the other attractions that the east coast has to offer.

**What is your favourite food:** There is nothing that I like best than fresh glazed salmon with roasted vegetables. It's one of my favorite meals and I treat myself to it every other week.



## Mike Baker, President & Chief Executive Officer Report – COVID-19

I would like to start by acknowledging the fine work of Andrew Brown who will be resigning from Temiskaming Hospital and moving over to Blanche River Health on September 4, 2020. In the short time Andrew has been here, his attention to detail has improved our systems significantly especially on the financial side of the hospital. His control over many aspects of this complicated operation has been impressive. I was as excited at what we all had achieved together as I was at what I knew we were going to achieve in the future. I want to wish Andrew every success in his new career. We will soldier on and find a candidate who will further improve who we are as a hospital, as a healthcare partner, as an employer and as a vital community member.

Speaking about this community, what a contribution this community has made in their efforts to combat COVID-19. Whether it is the amount of fundraising, the amount of support in donating Personal Protective Equipment, or the way we have adhered to the infection prevention and control standards established by The World Health Organization, Public Health Ontario and the Temiskaming Health Unit, the results are obvious as shown in the chart (page 7 of insert). Temiskaming District has not had a COVID-19 positive case since late April. Other jurisdictions, such as the United States, are paying the price of not following these guidelines. So thank you to our amazing community for the discipline we have shown, and thank you to our staff and professional staff for great work they have done in planning for and implementing our pandemic plan and now for cautiously and safely reopening services at the Hospital.

Take care and stay safe!

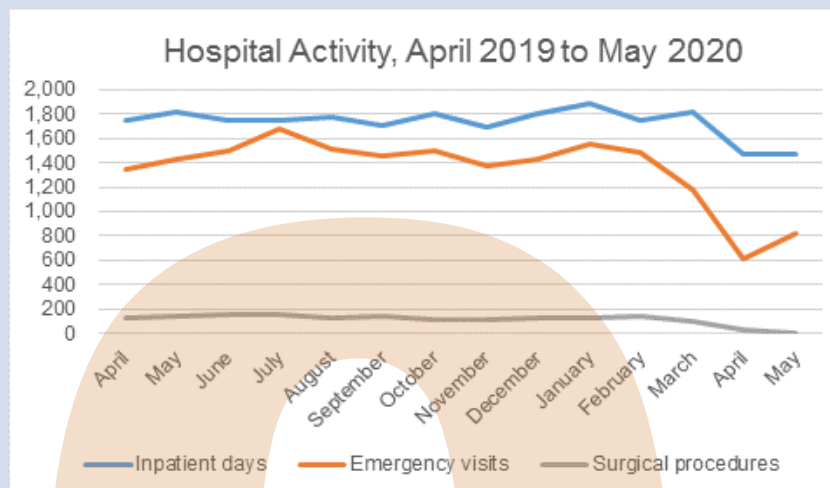


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## Andrew Brown, Chief Financial Officer/Director of Corporate Services Report



Despite lower inpatient days, emergency visits, and surgical procedures from March through May, the hospital has felt busier than ever with the continual evolution of our practices in responses to COVID-19. The graph (right) shows a comparison of April 2019 to May 2020 volumes by month for inpatient days, emergency department visits, and our surgical procedures performed, though I'm certain we all don't feel like there has been much of a lull. These decreases in volumes, coupled with increased stock requirements and additional staffing have furthered financial pressures on the Hospital. In spite of the pressures already facing the Hospital, we ended the 2019-20 fiscal year with an operating deficit of \$161K, despite a budgeted operating deficit of \$392K.



## Erin Montgomery, Chief Nursing Executive/Director of Patient Services Report – Care Partner Presence

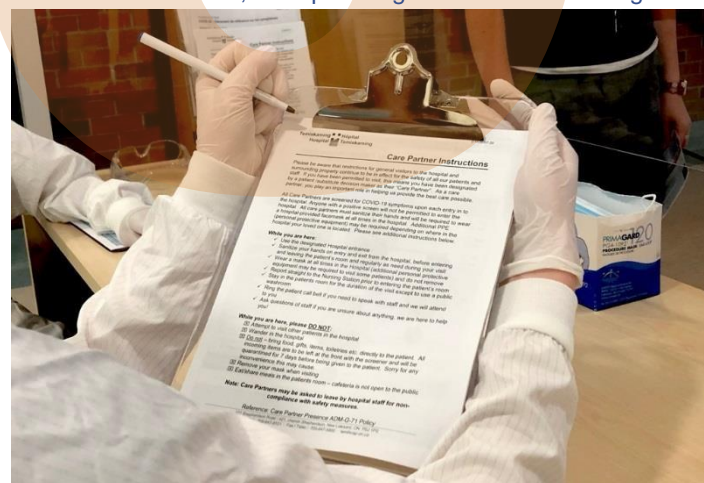


As of July 6, 2020, designated Care Partners are now granted access to Temiskaming Hospital. Due to the COVID-19 pandemic and based on the direction, at the time, from Ontario's Chief Medical Officer of Health, visitor restrictions have been in effect since mid-March. After an in-depth review of the hospital's Visitor Restriction Policy, Temiskaming Hospital is pleased to begin to permit some designated Care Partners in the hospital. At this time, general visitors will continue to not be permitted in the hospital.

A Care Partner differs from a general visitor and is defined as family member(s), guardian(s) or other person(s) who provides critical and often ongoing physical, psychological or emotional support. Care Partners work with the patients or substitute decision makers (SDM) and healthcare team and are involved in care, care planning and decision making. Care Partners are designated by the patient or SDM.

"Balancing the important role of family, support persons and visitors in providing quality patient care while also ensuring a safe environment for staff and patients remains a priority as we continue to resume scheduled services and programs. Thank you for your patience as we continue to adjust practices ensuring the safety and well-being of our hospital. With more traffic throughout the hospital, processes to maximize physical distancing and infection prevention and control measures are frequently being reviewed."

Temiskaming Hospital will continue to monitor COVID-19 activity including community transmission, availability of personal protective equipment and other critical supplies and additional infection prevention and control progressions. To learn more about Care Partners and how Temiskaming Hospital is dealing with the COVID-19 pandemic, head to our website.





**Welcome Announcement:** Over the past few months, we have welcomed new faces to our team.

Alicia Leveille, PSW  
Alisha MacMaster, RPN Student  
Alicia Robinson, Screening Agent  
Amy Palmer, Laundry  
Anna Walker, Summer Student  
Bailey Phaneuf, Screening Agent  
Brayden D'Arcey, Housekeeping  
Brianna Snyder, RPN Student  
Carlie Dewar, Housekeeping  
Cassandra Desjardins-Peddie, Screening Agent  
Claudia Duke, Screening Agent  
Dorji Lama, Medical Lab Technologist  
Dr. Lasha Gorecki, Resident  
Emilie Huppe, Housekeeping  
Heidi Corneil, Summer Student

Kassidy Peterson-Fiset, Summer Student  
Kathy Everingham, Activity Coordinator  
Kerry Schaffer, RN  
Kianna Audette, RPN  
Kim Guitard, Ward Clerk  
Kitlyn Wong, Screening Agent  
Laura Carl, Housekeeping  
Lisa Benoit, Reception  
Lizzie Herd, Screening Agent  
Loni Champagne, RN  
Mackenzie Robinson, Screening Agent  
Megan Davies, Screening Agent  
Melanie Guerin, Midwife Student  
Michael Lalonde, Cook/Porter  
Michelle Pare, Screening Agent

Miranda Lacroix-Belanger, NFS Porter  
Nathalie Remillard, Summer Student  
Owen Sauve, Summer Student  
Rebecca Carlson, Screening Agent  
Rebecca Prefasi, RN  
Renei Taylor, RN  
Rita Leukert, RN  
Sarah Jane Adshead, PSW  
Sarah Walton, Lab Technician  
Savanna Dessureault, Reg. Respiratory Therapist  
Shannon O'Reilly, Screening Agent  
Shawnisty George, PSW  
Shelby Olson, RN  
Sydney McDougall, RPN

## People Appreciation

Upcoming celebrations:

Environmental Services Professionals Week: September 14-18

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### Departmental Highlights – Surgical Department Reopens – *Erin Montgomery, Chief Nursing Executive/Director of Patient Services*

Temiskaming Hospital has been monitoring the COVID-19 pandemic carefully since the beginning of February. Our Surgical Department resumed elective surgeries on June 10, 2020 after receiving approval from Ontario Health North. The Surgical Department is currently working to reschedule procedures that were held beginning March 23, 2020.

A stepwise and responsive approach to surgical and procedural activity in the Operating Room has been well thought out which includes necessary safeguards such as:

- Regular review of the number of surgical procedures that will be scheduled each day
- Patient flow/capacity evaluation after initial resumption of services with further adjustments made to volumes as we move into Phase 3
- Ensuring processes for prioritizing surgical and procedural cases continue and are reviewed regularly
- Screening patients for COVID-19 and advising patients to physical distance or self-isolate before their scheduled procedure, where feasible
- Due to low community transmission of COVID-19, testing prior to a scheduled surgical procedure is not required; however, local decision of testing prior to certain procedures has been made for additional safeguards in the Operating Room. Testing will occur as close as possible to the surgery or procedure date and is based on local testing capacity. These processes are being reviewed on a regular basis. Procedures currently include general anesthetic, upper GI endoscopy (Gastrosocopy) or if clinically indicated

I would like to thank our entire Surgical Services Team for their ongoing enthusiasm, continual focus on patient and staff safety, and commitment to quality patient care over the past months. Their leadership and teamwork has been remarkable.

### Departmental Highlights – Day Medicine – *Mark Tysick – Clinical Nurse Manager*

Temiskaming Hospital's Day Medicine program continues to serve our community's vital need for oncology/ chemotherapy services and certain vital ambulatory care medication regimes or interventions (i.e. Inflectra, paracentesis, etc.). With enhanced screening practices for COVID-19, our patients who depend on these life supporting and saving measures have not had to experience disruption in their care.

Many thanks to Day Medicine, Pharmacy and Central Booking staff for all their hard work during the Pandemic to ensure continued quality service for our amazing community.



### Dr. Nichole Currie, President of the Professional Staff – *Welcoming New Professional Staff*

This year we had three full-time NOSM Family Medicine residents that have provided us significant help in their abilities while supporting their learning needs. We are very excited to have two of these residents start practice in our district in July. Dr. Eric Besner will practice-share with Dr. Steve Sears (covering areas of clinic, inpatient care, obstetrics and emergency department). Dr. Marc Andre Morency will be joining the Great Northern Family Health Team (covering areas of clinic, inpatient care, obstetrics and emergency department). We continue to be a highly-desired learning site by various NOSM and non-NOSM medical students, physician assistants and residents.

Employee Spotlight



**Name:** Carla Scott  
**Department/Job Title:** Administration – Executive Assistant to the President & CEO and Board Liaison  
**Years of service:** 11  
**Where did you attend school:** Fleming College, Peterborough  
**Top 3 things you do in your job:** 1. Provides confidential executive support to the President and Chief Executive Officer, Senior Leadership including the Chief of Staff, and Board of Directors. 2. Credentialing of Professional Staff. 3. Preparation/organization of meeting materials including support for meeting follow-up.  
**What do you enjoy most about your job:** Being organized!!!... and establishing processes to be more efficient/effective while meeting standards.  
**Why did you choose New Liskeard:** Born and raised.  
**What would be your second career choice:** Full Time Mary Kay Consultant!  
**Dream vacation destination:** Bora Bora in an overwater bungalow  
**Favourite food:** Chicken Tacos and Funnel Cakes!

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Hospital Highlights – Diagnostic Imaging Re-Opens, Natalie Rivet, Charge Technician

While Temiskaming Hospital and the province of Ontario have taken strong actions towards preventing further spread of COVID-19, there is concern that other medical issues may have been negatively impacted by the focus on COVID-19. As we transition from the current pandemic state of operations towards an increase in the number of imaging procedures performed, there is significant pressures to address the needs of the patients whose imaging studies were deferred during the urgent care model. Recommendations and guidelines from our professional associations are being followed to ensure ethical and safe management of the Diagnostic Imaging requests. Here are a few examples of some of these measures:

- All patients are screened for the potential exposure to COVID-19.
- When possible, healthcare providers are being asked to defer imaging procedures on patients exhibiting any symptoms of COVID-19, and/or patients having failed screening for whichever reason, until such a time as a negative swab has been obtained.
- All imaging requests are booked to allow for proper screening and schedule management of these requests. Patients are being asked to show up on time for their appointments, not early nor late – so as to ensure appropriate social distancing measures are respected.
- Traffic within the Diagnostic Imaging Department is controlled and limited to the patient only with the exception of pediatric patients, or patients requiring assistance.
- Traffic of patients coming to us from the Emergency Department or other units within the hospital are scheduled during periods of reduced traffic within the department. Communication between the hospital teams is crucial prior to a patient being sent over to DI for an imaging procedure.
- Appointment times have been staggered from one modality to the other, to help curb the potential of patients crossing paths within the department.
- Prioritization of imaging requests is being done by following the Canadian Association of Radiologists guidelines.



These additional safety precautions reduce the volume of imaging exams allowed to take place within the department per day. On a typical pre-COVID-19 day, the Diagnostic Imaging department would deliver an average of 88 Diagnostic Imaging exams per day. With extra measures in place due to COVID-19 – we are currently performing an average of 66 Diagnostic Imaging exams per day. This is approximately 75% of our regular patient volume.

**Newsletter Editorial Team:**  
Mike Baker                      Patrick Rieux  
Carla Scott                      Jackie Holtz  
Lesley Kaross

Suggestions and comments are welcomed, please email [jholtz@temiskaming-hospital.com](mailto:jholtz@temiskaming-hospital.com)







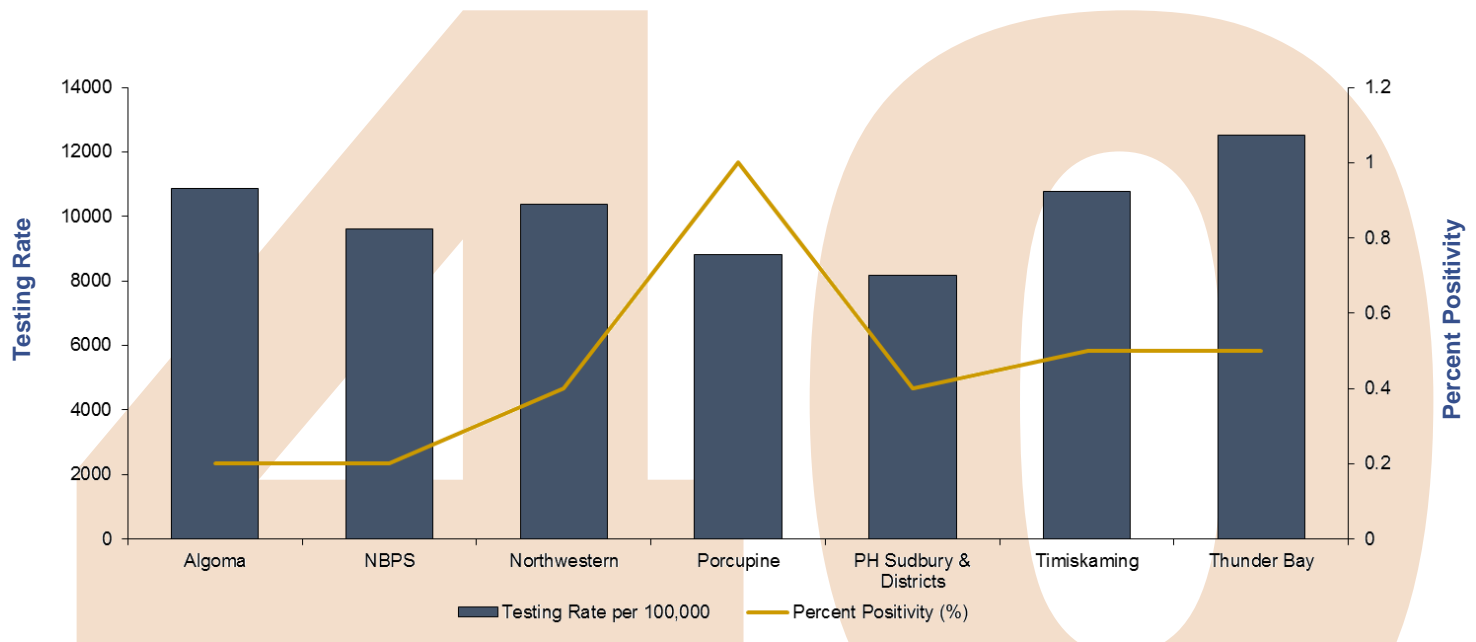
**Dr. Glenn Corneil, Acting Chief Medical Officer, Timiskaming Health Unit**  
**COVID-19 in the Timiskaming District**

There have been 18 confirmed cases of COVID-19 in the Timiskaming District, with the last 6 being confirmed the end of April; 67% were female and 33% were between the ages of 20 and 29.

Testing in the Timiskaming District increased significantly since the introduction of the regional assessment centres (RACs), increasing the capacity for capturing cases with no epi-links to other known cases. The total number of tests in the Timiskaming District reached 3,484 tests as of June 25th, 2020. This is equivalent to a testing rate of 10,756.9 per 100,000, which is one of the highest rates in Northern Ontario.

The figure below illustrates the testing rate and percent positivity across Northern Ontario. The percent positivity reflects the percentage of tests that are positive in a given community. The Timiskaming District has a percent positivity of 0.5%, which is average in comparison to the other northern regions.

Overall, this can be interpreted as the response in Timiskaming being effective and timely.



**A Message from the Temiskaming Hospital Auxiliary, Diane Vachon-Chartrand, President of the Auxiliary**

In the previous Hospital Newsletter, we mentioned how our healthcare volunteers were very excited and busy organizing the North Central Spring Conference to be held in New Liskeard on the 24th - 26th of April. Who would have thought or even imagined that a global pandemic was on the way? It was not without sadness and disappointment that a decision was made to cancel the Conference. There were no other options.

Since the start of COVID-19 all non-essential volunteer work at the hospital was cancelled; this includes the Gift Shop, Emergency Department volunteering, and hairdressing for our patients.

Lisa Poeta, Manager, of Human Resources, Health Information and Registration at Temiskaming Hospital, stated in her last update, "The Hospital is currently planning to resume some services in a very controlled manner. We are so grateful for the dedication of your team and look forward to when we will be able to safely bring you all back."

We fully appreciate that the Hospital's priority during this pandemic is first and foremost the safety and well-being of all patients, community, and healthcare workers. We must, therefore, be patient and return to our volunteer occupations only when it is determined to be safe to do so.

Hopefully our life will eventually return to normal or close to a certain normalcy.

Until then have a great summer and stay safe.

To date, The Temiskaming Hospital Foundation-Care Close to Home has raised

**\$4,878,384**

Thank you to all donors



In early March, Chelsie McKnight, a former New Liskeard resident, reached out to Temiskaming Hospital. Her employer, TELUS, was looking to help out Canadian hospitals during the COVID-19 pandemic, and Chelsie had nominated our hospital.

"When Chelsie McKnight approached me nominating Temiskaming Hospital, we discussed how our biggest challenge during the pandemic would be finding beds should we see an influx of patients due to COVID-19," explained Temiskaming Hospital President and CEO Mike Baker. "The original cost of additional hospital beds was \$17,000, and with the overwhelming amount of support we've received from this fundraiser, we will be able to cover the cost of many additional pieces of capacity-expansion equipment."

Thanks to Chelsie and the incredible support we received from our local community members and businesses, a total of \$90,414 was raised for Temiskaming Hospital. The funds will allow us to cover the cost of many upgrades and purchase pieces of capacity-expansion equipment for Temiskaming Hospital including items such as: Patient Beds and Mattresses, Telemetry Monitors, GlideScopes, Nursing PPE and a Clorox Disinfecting System.

In addition to funds, many community members and businesses supported our hospital with donations of PPE.

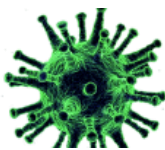
To view our full list of donors who supported Temiskaming Hospital during COVID-19, visit: [www.temiskaming-hospital.com](http://www.temiskaming-hospital.com)

### How to Donate:

By Mail: 421 Shepherdson Road, New Liskeard, ON P0J 1P0

Online: [www.temiskaminghospitalfoundation.org](http://www.temiskaminghospitalfoundation.org)





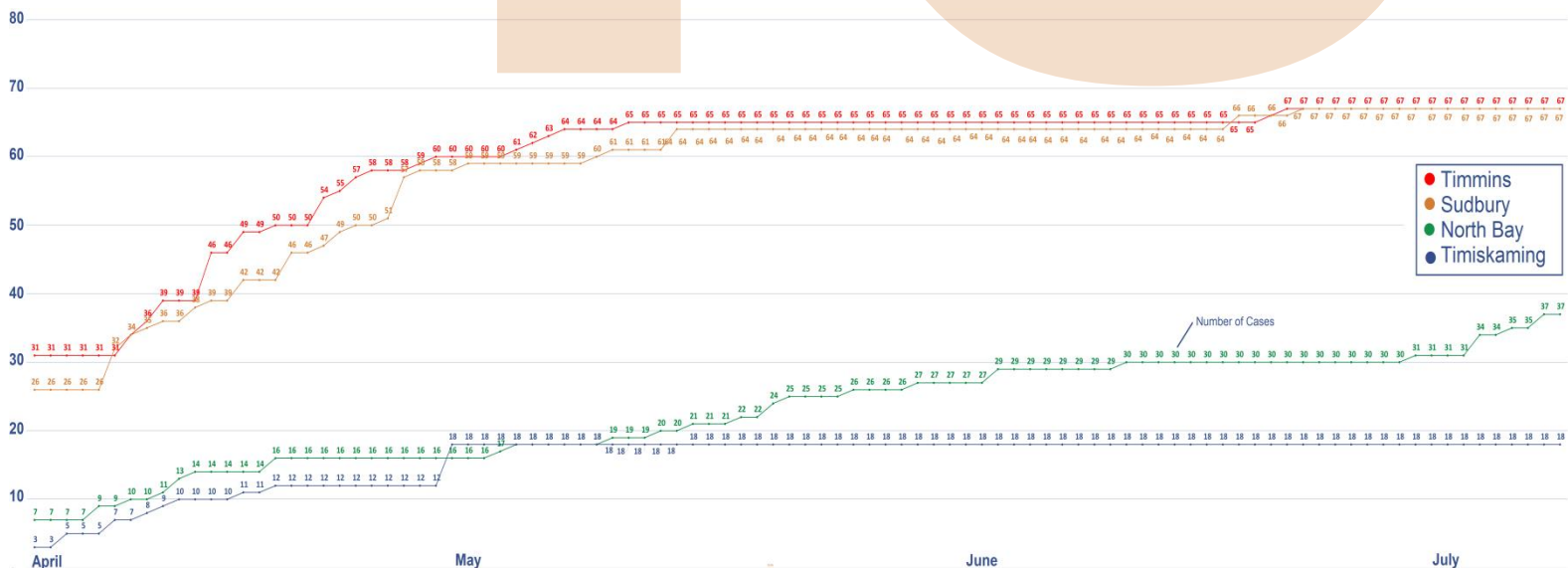
## COVID-19: NOT IN OUR HOUSE



“Our ‘COVID-19, Not In Our House!’ slogan is a sports metaphor and is intended to inspire people to act vigilantly and with commitment to the actions recommended by the World Health Organization to ensure people do not contract or spread COVID-19. It does not say we will never have COVID in our house, and if COVID-19 does make it into our house, that will not be a failure on any one’s part. We have worked hard and have been very fortunate to have the very low levels of COVID-19 in our community. It is in large part, due to the teamwork we have undertaken together to protect each of our teammates, our patients and our community, from the virus.”

**Mike Baker, Temiskaming Hospital President & CEO**

### COVID-19 Cases in the North Eastern Ontario Health Units



## Wellness and Gratitude – Kathy Demarce, Social Worker/Employee Wellness Coordinator



**GYM OPENING!** This is exciting news for everyone who utilizes the facility. A schedule has been placed on the desktop of your computers to book in your time. We will continue with this method for now until Phase 3 has been implemented in our province. Enjoy the space and please remember to clean up your equipment for the next person(s) using the cleaner that is provided.

Thank you to the maintenance and housekeeping teams who were able to freshen up the area, and get it ready for everyone. **THANK YOU!!**

**COVID TIMES...** It is always important to be well, thank those around you for the support, and be grateful for the each day. The pandemic has lasted for several months and it has taken a toll on you, not only physically but mentally as well. I encourage you to look after yourselves. Always conduct self-care,

whether that be going for a walk, exercising in the gym at the hospital, or even daily meditation. All of these measures will help guide you through these difficult times in a more directed and positive manner. If you are interested in meditation, TerriAnn Phippen has provided at 10-15 minute video which you will find in your email from the beginning of June.

Remember to be grateful for each day. We are fortunate enough to live in a community that supports one another. Look to those around you for support, and if you cannot find what you need, there are online resources to assist as well.

Hospice Palliative Care Ontario: For all frontline workers in Ontario (free, confidential stress, grief support line) 7 days a week 7am-10pm 1-866-485-4204

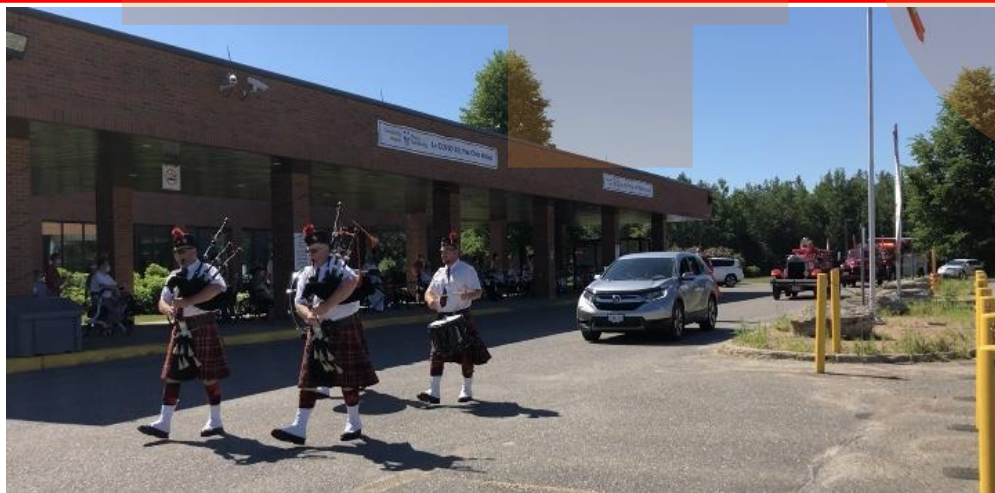
Warm Line: 1-866-856-9276

Timiskaming Crisis Response System: 1-888-665-8888

The LifeLine: <https://thelifelinecanada.ca>

Please let me know if I, personally, can do anything to help as well. Ext: 2425, office: 104d

In light and love,  
Kathy Demarce



## Canada Day Patient Parade

We held a very special Canada Day Parade for our patients on June 30th, 2020

Thank you to those who participated in the parade including: Timiskaming EMS, Temiskaming Shores Fire Department, Branch 33 Legion Pipe Band, the Antique Car Club in Temiskaming Shores & Area and the patients' family members.

Thank you to Kathy Demarce for planning the event, and thank you to all of the staff and nursing staff that helped bring the patients outside for the parade.

