

# Life Line



Volume 2, December 2018



## Employee Spotlight



**Name:** Shelly Quenneville Manners  
**Department/Job Title:** Health Information Management Professional/Inpatient Coder (DAD Lead)

**Years of service:** 28 years

**Where did you attend school:** New Liskeard Secondary School (now TDSS); Canadore College;

Canadian Healthcare Association (Distance Learning)

### Top 3 things you do in your job:

1. Code Inpatient Charts;
2. Provide Statistics;
3. Submit data to the Canadian Institute for Health Information

**What do you enjoy most about your job:** I enjoy knowing that the work I do assists in providing data to CIHI, the MoHLTC, and also provides information for hospital funding.

**Why did you choose New Liskeard:** My parents actually chose New Liskeard...I just decided to stay. ☺

**What would be your second career choice:**

Possibly nursing.

**Dream vacation destination:** Australia

**Favourite food:** There is definitely more than one answer here but in a pinch I would have to say chocolate!

## Hospital Highlights

### Grand Opening of Cafeteria – Community Breakfast

The Community Breakfast was a huge success. CJTT's Jack Morin and Mark Tesky, broadcasted live from the cafeteria, where over 130 people gathered for breakfast, raising \$1,300 for the Hospital Foundation. Temiskaming Speaker's Diane Johnston attended the ribbon cutting ceremony for the grand opening. City of Temiskaming Shores, Mayor Carman Kidd and Councillor Doug Jelly, were also in attendance, as well as, North East Local Health Integration Network Regional Representative, Betty Stone, and MPP John Vanthof's Executive Assistant Darlene Bowen.



The celebration acknowledged upgrades to the Pharmacy Compounding Cleanroom, the Pulmonary Function Test Lab, Telemetry / Patient Monitoring System and both X-ray Suites. Over \$2,000,000 of the \$2,500,000 in upgrades celebrated, was funded by the Hospital Foundation. Community members took part in tours of the upgrades.

Many thanks to all who were involved in making this a great event, shared with our community.

### Mental Health App

The TH Mental Health Committee would like to announce the launch of our updated Temiskaming Mental Health Resources intranet based application. Two years ago the South Temiskaming LEG and Temiskaming Hospital successfully applied for Clinical Innovations funding through NOAMA and over the last 18 months have been jointly working on developing an "app" to be used by any health care...

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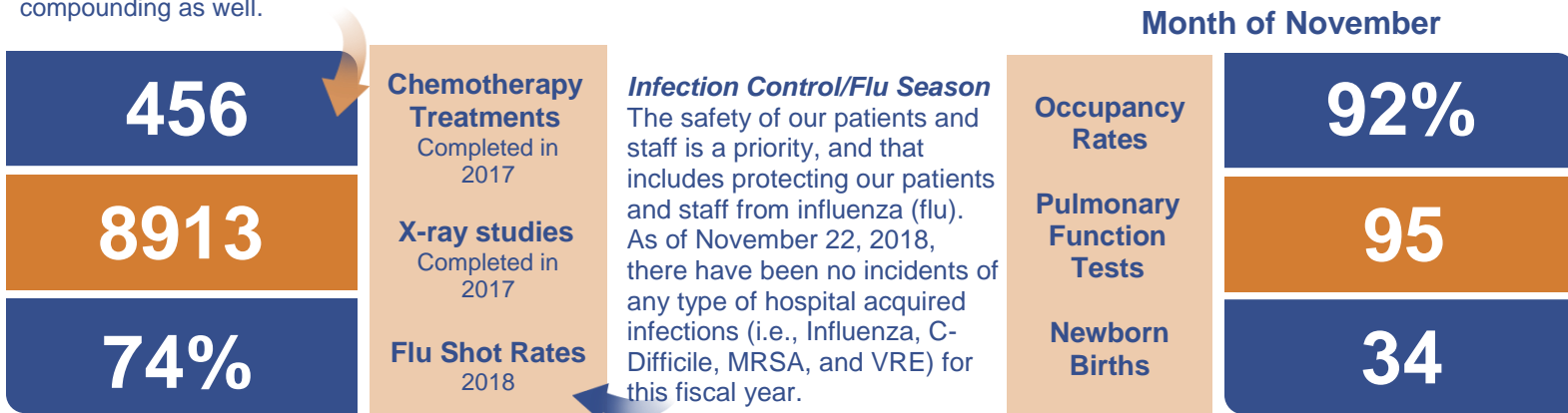
### Dancing with the Docs Gala

Local doctors and their partners joined together to compete for a cause on November 3, 2018. It was amazing to see the community come together to support the Care Close to Home campaign and the physicians who made a memorable night with the choreography of Miss Paula Davey! The Gala was held at the Northern College and the 400 tickets sold out very quickly.

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### Chemotherapy Treatments

The upgrade to the Pharmacy Compounding Suites will allow us to continue to provide exceptional care when administering chemotherapy medications to our patients. The suite is not limited to hazardous drugs and is inclusive to non-hazardous medication compounding as well.



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### Mike Baker, President and CEO

As discussed in the first newsletter, the occupancy rate for this year is at a historic level. Our most experienced nurses comment that they have never seen this level of occupancy for this prolonged period of time in their careers. In the last newsletter, we talked about the September results with the year to date occupancy rate of 87%, while the 4 previous years averaged 71%. The occupancy for the months of October and November hit 92.5% and 91.6% respectively, resulting in a year to date occupancy of 87.6%. The Alternative Level of Care (ALC) patient count is directly correlated to this increase in occupancy. These patients need care in a setting outside of the hospital, however, there is no capacity in the health care system.

As it turns out, the demographic movement of the baby boomers will not resolve the increase of ALC patients in the health care system. At a recent conference, a representative from the United Kingdom Health Service identified that they completed a study with 100,000 citizens, analyzing their DNA. The result of that study indicates that 1 out of every 3 people born today will reach their 100th birthday. While the population bubble will decline with the baby boomers moving through time, the need for long term care beds will not necessarily diminish. You will read in the Finance section about the impact this is having on our operations and what we are doing to address this impact.

George Couchie provided Indigenous Cultural Mindfulness training at the hospital, which was attended by front line staff, administration and members of the Board. I've participated in many Indigenous educational events and it never ceases to amaze me that I continue to learn at each session. This program was sponsored by the North East Local Health Integration Network (NE LHIN) and will be returning in the near future. I highly recommend and encourage all of you to sign up for this program. It will make you better nurses, better technologists and technicians, better administrators and a better person in general. Understanding these issues is the first step to respectful relationships and reconciliation of our past, together.

In closing, a huge thank you to everyone! It has been a very busy year, not just with patients, but with projects as well. The recent celebrations highlighted 5 major projects we completed this year, all of which have a significant impact on patient care and our community. It would have been an amazing feat to accomplish these 5 projects in one year under normal circumstances, but with the increase patient requirements putting pressure throughout the organization, you have achieved a significant accomplishment! Thank you!

### Erin Montgomery, Chief Nursing Executive/Director of Patient Services CLINICAL OPERATIONS – Ophthalmology

Dr. Sales, Ophthalmologist who has been working at Temiskaming Hospital for over 30 years, will be retiring effective December 2018. To ensure this vital service remains available to our community, recruitment for a new Ophthalmologist is underway with a tentative started date of February 2018. To ensure a smooth transition, two site visits have been completed, one whereby shadowing with Dr. Sales took place.

### PATIENT & FAMILY ENGAGEMENT – Emergency Department focus Group

Temiskaming Hospital will be hosting 3 focus group planning sessions with patient and families who have had recent experience, within the last 6 months, with care provided in the Emergency Department. The goal of the focus groups will be to gain feedback on how care is delivered, what is working well and where we can improve. Prior to the sessions, a staff session will be held on November 28, 2018 to also gain feedback ensuring a 360 degree review of the patient experience. Information will be communicated to staff, professional staff, and the public (website, Facebook, Emergency Department waiting rooms) in the upcoming month.

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### Finance & Corporate Services Report

The financial impact on the hospital of the high occupancy has grown since last report. The year-end estimate for this year is a deficit of \$356,000, up from the July estimated deficit of \$275,000. The data shows a very direct correlation between our previously balanced results and occupancy rates hovering around 70% and our current occupancy rate of 88% with a resulting deficit. We continue to work with the NE LHIN on financial recourse options, including the recently announced additional \$90,000,000 in the province for Surge Funding this fiscal year.

As you can imagine, the roll over impact of the higher occupancy rate will affect the budget for next year. We continue to work through that process, with the final 2019/2020 Hospital Accountability Planning Submission (HAPS) due to the NE LHIN by 31-Jan-19.

We will keep you posted as this process continues to evolve.

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## Holiday Season Message

It has been a busy 2018, with many challenges and many opportunities. Your hard work, compassion and professionalism have provided our community with the care they so richly deserve. We have achieved many great milestones this year, the reopening of the cafeteria, the upgrades to the X-ray and Fluoroscopy suites, Pulmonary Function Test Lab, Telemetry system and the renovation of the Pharmacy Compounding Cleanroom. In addition, through the strength of our relationship with the community, the Foundation hit \$4.5M in fundraising this year, a significant accomplishment in a relatively short time and in a relatively small community. Our Auxiliary continues to be active in providing much needed volunteer services for patients and in running the gift shop. The CAT Scan Foundation continues to provide financial relief for the operation of the CT Scan equipment.

Several health care partners decided to locate in the hospital resulting in improved patient care and easing the issues patients have in navigating health care services. The return of Community Cancer Care and the addition of the Alzheimer Society and Mino M'shki-ki, the Indigenous Health Team, have already returned significant benefits to patients and the hospital in general. In addition, the Specialty Clinic registration process was simplified for our patients and the clinics have been expanded to include Respiriology.

So thank you to all Staff, Professional Staff, Board, CAT Scan Foundation and Hospital Foundation Boards, Volunteers and Auxiliary for all you do!

On behalf of a grateful community and Board of Directors, have a great holiday season filled with family and friends and warm memories.

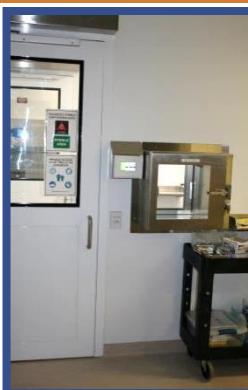
*Bruce Hawkins* Bruce Hawkins, Chair of the Board of Directors

*Mike Baker* Mike Baker, President & Chief Executive Officer

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Dan Dalcourt, Jamey Swartz, Carter Seymour, Mike Scott.  
Missing Ian Beaudoin



### Departmental Highlights – Maintenance

The maintenance department is one of the most dedicated and versatile departments in the hospital. From HVAC systems to snow removal and from plumbing to maintaining medical devices, maintenance does it all. Apart from the day to day activities which keep the 135,000 square feet of hospital running like a fine tuned machine, pun intended, maintenance also provides a lot of labour and building expertise to the projects taking place around the hospital. This year alone they have played a major role in a number of projects including the pharmacy clean rooms, the Diagnostic Imaging suites, the cafeteria, electrical wiring upgrades and the vacant wing renovations.

### Departmental Highlights – Activities Coordinator – Linda Bea Chambers

The Activity room allows people to feel “normal” and not just a patient. It is important for patients to socialize and have the opportunity to partake in activities that they would normally do at home. In fact, the Activity Room “motto” is “*What happens in the Activity Room, stays in the Activity Room*”. Long term care (LTC) patients have the opportunity to eat their lunch in the Activity Room where they can dine as a “family” and engage in conversation in place of eating in their rooms. Various activities are offered throughout the week such as crafts, hairdressing, nail care, and Bingo. A monthly calendar of events is posted so patients and their family can join in the activities. For special occasions, LTC patients will gather and do some baking. The Activity Coordinator has been known to go above and beyond by adapting well to the increase in LTC patients from approximately 7 patients to 24 patients and even helping organize weddings in the hospital Auditoriums so patients could attend and has. Patients are able to keep their independence while in hospital with the all of the services and programs that are available to them through the activity room.

### Erin Montgomery, Chief Nursing Executive/Director of Patient Services

#### QUALITY AND PATIENT SAFETY – Telemetry Upgrade

Emergency Department and Special Care Unit telemetry and patient monitoring systems are currently being upgraded. This \$158,000 investment will help to ensure our staff and Professional Staff have the vital tools necessary to assess and care for critically ill patients and patients requiring heart monitoring. Training of staff working in these departments will be occurring over the next two weeks.

### Finance & Corporate Services Report

From a Corporate Services perspective, we continue to work on the items that were brought forward as a result of the employee meetings held in September. Forty-six staff members contributed to the list. Some of the items that have been addressed include, issues with vacation scheduling, coding of records, probationary periods, maintenance request processing and overtime utilization. Many of these items have been addressed through the implementation of regular team meetings and the resulting improved communication.

Thank you for your input and we continue to work through the remaining items.

Bell Let's Talk Day  
2019 is January 30!

On Bell Let's Talk Day 2018, the entire nation spoke. Your actions resulted in Bell committing more money to mental health and helped Canada become one step closer towards being a country that's stigma-free.

138,383,995 INTERACTIONS

\$6,919,199

MORE FOR MENTAL HEALTH IN CANADA

Dr. Karl Sales  
November 22, 2018

Karen Ross  
December 31, 2018



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

Ian Beaudoin, Maintenance Person  
Lyne Milot, Pharmacy Technician  
Brooklyn Drinkill, Registered Nurse  
Shannel Champion, Speech Therapy Student  
Kelsie Matthews, Registered Nurse  
Roxanne Bourgeois, Registered Nurse  
Sarah Major, Registered Practical Nurse  
Lisa Graydon, Ward Clerk

NOSM Medical Student  
Ari Shore

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### Employee Spotlight



**Name:** Doug Manners  
**Department/Job Title:** Housekeeping Porter  
**Years of service:** 5 years  
**Where did you attend school:** New Liskeard Secondary School (now TDSS); Canadore College;  
**Top 3 things you do in your job:** Clean; Clean; Clean.

**What do you enjoy most about your job:** I am always moving around; most days bring something new.

**Why did you choose New Liskeard:** Born and raised here. Seemed like a good place to raise my family.

**What would be your second career choice:** Carpenter

**Dream vacation destination:** To Toronto to watch the Leafs win the Stanley Cup.

**Favourite food:** Shelly's sweet & sour spare ribs.

### People Appreciation

**Next month we will be celebrating:** January:  
Activity Professional Week 20-26



### Mental Health App cont'd

...providers in Temiskaming district who are looking for resources to support patients with mental health diagnosis. The app has been available in hospital and through citrix since spring and we have been gathering feedback on its usefulness. We recently have made significant changes to make the app more user friendly, and we are now ready to formally launch the app for general use. We are still looking for feedback and to promote both use of the application and generation of feedback, we will be giving our Tim Hortons gift cards by random draw to people who provide feedback through the months of January to March. We encourage hospital staff to give it a try, you will find local resources as well as assessment forms, referral forms, and a lot of useful information about mental health in Temiskaming. Don't forget to fill out the feedback survey for your chance to win free coffee!! For more information, contact Patrick Rieux at [prieux@temiskaming-hospital.com](mailto:prieux@temiskaming-hospital.com)

### Dancing with the Docs Gala cont'd

The couples competing for a cause were Dr. Don and Dr. Colleen Davies, Mr. Denis Nolet and Dr. Céline Léger-Nolet, Dr. Steve and Penny Sears and Dr. Eric and Isabelle Besner. A special performance by Dr. Stacy Desilets and Dr. Nichole Currie dazzled the guests with their exceptional hip-hop moves.

The winners of the Mirror Ball Trophy were Dr. Steve and Mrs. Penny Sears; however, it is safe to say that the real winners are the patients and families who will benefit from the critical equipment purchased with the funds offering faster diagnoses, earlier treatments and eliminating the need for stressful travel on our northern roads. The funds raised will help provide our community with the best possible care -- close to home! A big thank you to all of the sponsors and everyone who made this event a huge success and raising a total of \$26,020.25 for the Care Close to Home campaign.

### Newsletter Editorial Team:

Mike Baker Patrick Rieux  
Carla Scott Jackie Holtz

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

Temiskaming ■ ■ Hôpital  
Hospital ■ ■ Temiskaming  
Life Line ■ ■ Life Line



# *Annual Christmas Coffee Break*

*Tuesday December 18, 2018*

*2:00—3:00 pm*

*Please join us in the cafeteria for  
refreshments and fun as we  
celebrate the Holiday Season!*

*Coffee, Tea, Assorted  
Sweets and Fruit*





The Holiday Season allows us to reflect on the blessings that were granted to us throughout the year. That feeling of gratitude may be transformed into the desire to give back. This year, start a new family Christmas tradition and consider a donation to the Temiskaming Hospital Foundation.

Your gift will help to purchase medical equipment that will make a difference in the lives of every member of the community.

Please donate to the Temiskaming Hospital Foundation-Care Close to Home Campaign.

Le temps des Fêtes nous permet de prendre le temps de constater à quel point la vie nous a choqués. Et ce sentiment de reconnaissance peut se convertir en un désir de redonner. Cette année, veuillez commencer une nouvelle tradition de Noël et envisagez de faire un don à la Fondation de l'Hôpital Temiskaming.

Votre don aidera à faire l'achat d'équipements médicaux et qui feront une grande différence dans la vie des gens de la communauté.

SVP faites un don à la Fondation de l'Hôpital Temiskaming-Des soins près de chez soi.

**Recently Purchased Equipment  
Équipement récemment acheté**



**RADIOLOGY SUITES**

**Equipment to be purchased  
Équipement à acheter**



**ECG MACHINE**

To be eco-friendly, there will be no mail-outs this year.  
Afin d'être respectueux de l'environnement, il n'y aura pas de brochure par la poste cette année.

Charitable receipts will be issued for donations of \$20 or more.  
Les reçus de bienfaisance seront émis pour tous les dons de 20\$ ou plus.

**TO DONATE:**

In person: Temiskaming Hospital, 421 Shepherdson Road,  
By telephone: 705.647.1088 Ext 2030  
Online: [www.Temiskaming-hospital.com/foundation](http://www.Temiskaming-hospital.com/foundation)

