



Name: Loriane Neddo **Department/Job Title:** Registered Practical Nurse (Med-Surg, LTC, ER, Admission-Discharge) Years of service: 9 years Where did you attend school: Northern College in Haileybury Top 3 things you do in your job:

- 1. Provide personal care and treatment;
- 2. Hand out medications;
- 3. Document

What do you enjoy most about your job: Being there for patients and their family when they need you the most. Why did you choose New Liskeard: I am from the area and love living here.

What would be your second career choice: Paramedic Dream vacation destination: Disney World with my two children

Favourite food: Chinese food

Automated Patient Reminder System

A patient reminder call system has been implemented in a number of departments. The system provides a reminder call to notify patients of appointments that have been scheduled in the Community Wide Scheduling module in Meditech. Calls can be made at specific scheduled times of the day, customized messages are created to meet the individual needs of clinics and departments. The goals of implementation include:

- Increased patient satisfaction
- Decreased missed appointments
- Decreased wait times
- Increased productivity

Automated Patient Reminder System was implemented for Diagnostic Imaging on April 13, 2018 and for Specialist Clinics and Operating Room in January 2019. On average, the Diagnostic Imaging department deals with 120 no show patients for scheduled appointments monthly. Since implementation of the Automated Patient Reminder System, the number of no show appointments has dropped to 33, a 73% decrease. From April 13, 2018 to December 31, 2018, Diagnostic Imaging sent out 3,724 Patient Reminder Calls.

Virtual Critical Care (VCC) Virtual Critical Care can remove the barrier of distance and ensure critically-ill patients receive the right care, at the right time, in the right place. Caring for patients closer to home enables better contact with families and local support networks thereby improving client satisfaction.

Virtual Critical Care offers the following benefits:

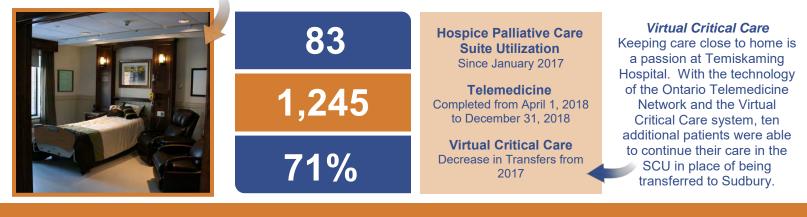
- ✓ Care Close to Home
- ✓ Specialized Care
- ✓ Feedback from HSN partners /team and Intensivist

As of October 31, 2018 there have been a total of 24 virtual critical care referrals since April 1, 2018. This is a 4% increase over the previous year.

Temiskaming Hospital Family Quote: "Yet another example of amazing teamwork all to benefit our patients and their families ..."

Hospice Palliative Care

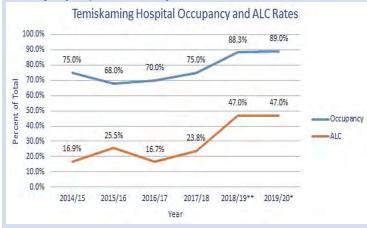
In January 2017, Temiskaming Hospital opened its Hospice Palliative Care suite. In a home-like environment, this innovative 'hospice within hospital' model provides access to quality palliative and end-of-life care services close to home. This model of care enhances the continuity and coordination of care for individuals and their families in Temiskaming. *"Mom was very happy with the privacy and comfort of the Hospice Room. So glad it is there for the Families in their hour of need. Keep up the great work." Family member*



Volume 3, February 2018

Mike Baker, President & Chief Executive Officer & Finance & Corporate Services Report

How do I not start off this edition with a review of the virus that hit Health Sciences North (HSN) in January. The virus was detected in a system at HSN on January 16th and, as a precautionary measure, HSN isolated access to their system. As a result, even though we were not infected by the virus, like all 20 other hospitals served by HSN, our systems were taken off-line. It took three days to ensure that the virus had been completely isolated and neutralized. Systems began coming on line late on Friday, January 18th, with several departments working into the early morning hours Saturday to ensure patient records could be restored as soon as possible. To add further issue to the circumstances, the occupancy rate at the hospital peaked at 105% on the Thursday of the system down turn. In addition to the heroics of our front-line troops, the Payroll department used determination and innovative solutions to get all employees paid on our regular pay day. As timing would have it, the payroll had to be transferred on January 17th for staff to receive their pay on Friday morning. Although some systems are still being worked on, the majority of patient care systems have been returned to service. (Hopefully all of them by the time this article is published).



Occupancy and Alternative Level of Care (ALC) rates continue to be at record levels. The chart below shows the previous 4 years and has been updated to add the Year End Projection for this year and the budgeted amount for next year. The financial impact on the Hospital has been as dramatic. From a small operating surplus in 2017/18 of \$7,683, when the Occupancy and ALC rates were 75% and 24%, respectively, the operating deficit for this year is expected to hit approximately \$370,000 and next year will approach \$400,000. There is a clear correlation between Occupancy and ALC Rates with surpluses or deficits. The 2018/19 and 2019/20 deficits will hit with Occupancy and ALC rates expected to be 88.3% and 47% and 89% and 47%, respectively. This equates to an 18% increase in occupancy and a 96% increase in ALC rates over the 2017/18 period. Unfortunately Temiskaming Hospital is not eligible for Surge Funding. We continue to work with the North East Local Integrated Health Network (NE LHIN) for solutions and bridge financing. Continued on page 3

Erin Montgomery, Chief Nursing Executive/Director of Patient Services Alternate Level of Care (ALC) Update

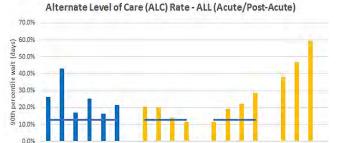
ALC rates continue to increase with an October 2018 rate of 59.5%. As of January 15, 2019, there are a total of 22 patients waiting long-term care and one patient waiting community services. Occupancy rates are increasing as a result of higher levels of patients designated ALC.

December 2018 occupancy rates equaled 92%. Focus on patients at risk for ALC designation to identify those with restorative potential, implementation of elements of the ALC avoidance framework / senior's friendly framework.

Quality Improvement Plan (QIP): Excellent Care for All Act, 2010

What's New for 2019/20 QIP

- Fewer and more focused set of priorities with emphasis on critical issues/quality gaps that require cross-sector focus
- Three Core Themes: Timely and efficient transitions, Service excellence and Safe and effective care
- Remain grounded in the six domains of quality: timely, efficient, effective, safe, patient-centered, equitable
- Simplifying overall expectations for content of the QIP, including a shorter narrative
- Two mandatory indicators: Workplace Violence; Time to Inpatient Bed



All

NE LHIN Target

Temiskaming Hospital



It's a Girl! Temiskaming Hospital Welcomes the First Baby of 2019 Congratulations to Emmanuel Gauthier and Lisa Hansen on the birth of their daughter Kaelynn Rose Gauthier. Kaelynn was born January 1, 2019 at 6:14 a.m., weighing 6 lbs., 10 oz. and measuring 21 inches long.

"Thank you to Line Lantaigne, Lynne Robert, Teresea McGuire, Brianna Nichol and Maeghan Finch who went the extra mile for us. We couldn't have asked for better nurses..." says Lisa Hansen, mother to Kaelynn Rose Gauthier. "Dr. Desilets was amazing and the hospital was great, providing us with supplies and needed resources!"



Pictured: Line Lantaigne, Registered Nurse; Dr. Stacy Desilets; Kaelynn Rose Gauthier, Lisa Hansen and Emmanuel Gauthier

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Departmental Highlights – Cardiac Rehabilitation

The Cardiac Rehabilitation program at Temiskaming Hospital is a satellite site of the Health Sciences North. Cardiac Rehabilitation is a medically supervised program to assist in recovery after heart attack or heart surgery and is coordinated by Stephanie Brookfield, Respiratory Therapist. Cardiac Rehabilitation (CR) monitors and improves recovery, increases fitness and reduces the risk of further cardiac problems. CR teaches patients and families about their disease and how to cope with its physical and psychological symptoms. Programs are available to help patients stop smoking, lower blood pressure, cholesterol and reduce emotional stress. The 8 week program is at no cost to the referred patient and requires a medical referral from a physician or nurse practitioner. The CR program is proud to acknowledge our community partner The Cardiac Rehab Graduate Program at the Waterfront Pool and Fitness Center whom many of our patients in consultation with their family physician or family health care team continue their journey of improved cardiac health.

Departmental Highlights – Health Records – The Health Records Department is often referred to as the "information hub" of the hospital. The main functions of the department are to transcribe patient reports, code patient records and store and release (with consent) patient information. Patient records need to be accurate, complete, legible and accessible.

In September 2013 we switched from paper to electronic storage of patient records. Renee, the Health Records Clerk, is lovingly referred to as the "chart police". She keeps the doctors on their toes by overseeing the chart completion process. She also processes all the information requests and in 2018 received 531 release-of-information requests.

Liane, Christine, Kaytlin and Mason are the Medical Transcriptionists. They convert voice recordings into text. In 2018, they transcribed 58,068 minutes of dictation. Transcription services are available seven days a week and now more recently is also available on stat holidays.

Donna, Shelly and Connie are the certified HIM Technicians. In 2018, they coded 2,019 inpatient charts and 21,096 outpatient charts. They also create and run reports which are used internally for budgeting, decision making and government funding and externally this information becomes part of the provincial and national databases.

President & Chief Executive Officer & Finance & Corporate Services Report ... continued.

Two other measures of efficiency in the hospital sector, as recognized by the Canadian Institution for Health Information (CIHI), are Administrative Expenses as a percent of Total Operating Expenses and the Cost of a Standard Hospital Stay. Temiskaming Hospital's Administrative Costs are 7.7%, placing Temiskaming 6th best of the 18 non-Hub Hospitals in the NE LHIN. Hub hospitals in the NE LHIN are North Bay, Sault Sainte Marie, Timmins and Sudbury and they have a clear economies of scale advantage. They placed 1, 2, 3 and 4, respectively, in the rankings. In the Cost of Stay category, Temiskaming Hospital placed 7th best of all 24 hospitals in the NE LHN at \$5,260. We beat the weighted averages for all the NE LHIN hospitals (\$5,299), all hospitals in Ontario (\$5,360) and all hospitals in Canada (\$5,992). So we are efficient! Having said that, let's make sure we continue to provide top value for the money we have custody over by thinking through every expense and questioning the efficiency of our processes. Can we improve the way we do things, making them more efficient and less expensive while maintaining staff and patient safety?

New Ophthalmologist Joins Temiskaming Hospital

Temiskaming Hospital is pleased to welcome Dr. Niranjan Vijay, Ophthalmologist to our specialist team.

Dr. Vijay grew up in Sudbury, Ontario, completed his training at the Ottawa Eye Institute and currently practices in North Bay alongside with his wife Dr. De Zoysa, Respirologist. Dr. Vijay will be providing monthly out-patient ophthalmology clinic and surgical services at Temiskaming Hospital starting February 2019.



"Dr. Vijay will be providing the community with ophthalmology services following the retirement of Dr. Sales. We are extremely lucky to have Dr. Vijay join our team". Dr. Khaled Elgadi, Chief of General Surgery.

"It's my pleasure to welcome Dr. Vijay to Temiskaming Hospital. Our patients and community will benefit from his expertise in ophthalmological medical and surgical care; providing services close to home." - Erin Montgomery, Chief Nursing Executive / Director of Patient Services.

Welcome Announcement

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

Ashley Curran, Ward Clerk Chelsea Renaud, Registered Nurse Student Ghislain Ndundji, Clergy – Paroisse Sacré-Coeur Gord Bilow, Registered Practical Nurse Jennifer Krasmreither, Speech Therapy Student Josee Seguin, Medical Radiology Technician Kiara Phippen, Registered Practical Nurse Lesley Kaross, Foundation Assistant

Melissa Dubois, Medical Radiation Tech/Medical Sonographer Tech Stephanie Kruschinske, Registered Practical Nurse Sydney Perrin, Medical Radiology Technician Student

NOSM Medical Student

Kara-Anne Ward, PGY2 **Co-op Student** Kirsten Murphy, TDSS

Meagan St-Amour, Physician Assistant

Mackenzie West, ESCSM

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Employee Spotlight



Name: Stephanie Brookfield Department/Job Title: Cardiac Rehab, RRT Years of service: 3 years Where did you attend school: Canadore Top 3 things you do in your job: Assist cardiac patients in their recovery through exercise and education. Attend c-sections and back-up RT. What do you enjoy most about your jobs: The daily interaction and assisting the progress of the Cardiac Rehab clients.

Why did you choose New Liskeard: I grew up in the area and always wanted to return.

What would be your second career choice: Astronaut Dream vacation destination: Italy Favourite food: Pasta

People Appreciation

This month we will be celebrating:	February:
Cardiac Rehab Professional Week	11-15
Next month we will be celebrating:	March:
Social Worker Week	4-10
Pharmacy Professionals Week	11-17
Health Record Week	18-24
Dietician Week	18-24

Temiskaming Hospital Foundation Care Close to Home Campaign 5th Annual Valentine's Day Radiothon

22,480 Raised

More information on insert

Telemedicine Services:

As of December 31, 2018 there have been a total of 1,245 telemedicine visits since April 1, 2018. This is a 16% increase from the 1,072 visits completed last year (April-December 2017).

Telemedicine services available include:

- Allergy
- Cardiology
- Geriatrics Gynaecology
- Infectious Disease
 Neurosurgery
- Palliative Care Plastic Surgery Vascular Surgery
- Urology
- Nephrology (includes dialysis)
- Gastro-Enterology (includes bariatrics)
- Pediatrics (CHEO, Sick Kids)

Cardiovascular Surgery

Hematology

Respirology

• Wound Care

• Obstetrics

- Neurology (includes movement disorders) Pre-op patient education class (hip/knee/shoulders)
- Transplant Surgery (includes all organ transplant types)
- Mental Health (Psychiatry, addictions behavior, addictions substance, CAMH, Sick Kids)
- April 1, 2017 March 31, 2018 totaled 1,468 clinical consultations via telemedicine.

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

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

Temiskaming 🔳 📕 Hôpital Hospital Markaming Life Line 📃 Life Line

TEL: 705-647-8121 BUS. LINE: 705-647-1088 FAX: 705-647-4154

- Anesthesiology
- Orthopedic Surgery
- Rheumatology Thoracic Surgery

• Genetics

- Pain Management Endocrinology (includes diabetes)
- ENT Otorhinolaryngology Physical Medicine & Rehabilitation

• Dermatology

Immunology

Oncology



Richard Males, Mike Baker, and Janet MacDowall



Peter Graydon, Darcy Griffith and Sharron Graydon Al Willard, Mike McArthur and Dr. Jim Brookfield



Temiskaming Hospital Foundation Care Close to Home Campaign 5th Annual Valentine's Day Radiothon



Erin Little from Temiskaming Multiple Births presenting a cheque to Mike Baker on behalf of Temiskaming Hospital Foundation



Sandra Peddie, Volunteer



Bonny Koistinen, Volunteer



Vicky Willard, Volunteer

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Mike Baker, President & Chief Executive Officer & Finance & Corporate Services Report continued

From a Finance & Corporate Services perspective, I am very pleased to announce the hiring of Andrew Brown, CPA,CA, as the New Chief Financial Officer and Director of Corporate Services. Andrew is currently the Director of Finance at West Parry Sound Health Centre and was previously employed by KPMG, working out of North Bay. Andrew was a Senior Auditor in the hospital sector for KPMG, including the Temiskaming Hospital. Andrew also worked as a Data Analyst at the North Bay Regional Health Centre, has experience working with Nursing homes and enjoys outdoor activities. Andrew is no stranger to Temiskaming and is excited to move here to enjoy the quality of life this area has to offer.

Life Lin

The Pharmacy project has been challenging to say the least. Temiskaming Hospital has moved quickly and been one of the first to be in compliance with the new Pharmacy rules on mixing medications. The new rules improve safety for both staff and patients, so the hospital has embraced the new equipment, negative air pressure rooms and invested over \$500,000 in implementing this new technology. Unfortunately being near the leading edge can come with its share of challenges and can impact patients. Our patients have had to travel to receive these treatments but we have kept them, and our staff, safe by not rushing to completion and by insisting on proper installation. Thank you to all of the Pharmacy and Support Services personnel who have worked so diligently to make this project work and thank you to our patients for their patience as we worked through this project.

In closing, a huge thank you to everyone! The HSN Virus situation hit us hard at a most inconvenient time. (Not that there is ever really a convenient time). However, as with most challenges, it is not good enough just to survive these things, it is better to thrive in them. All of you thrived in this situation, so thank you for the diligence and professionalism you exhibited in ensuring our patients were treated in a safe and timely manner.



Temiskaming Hospital Foundation Care Close to Home Campaign 5th Annual Valentine's Day Radiothon \$22,480 Raised

The Temiskaming Hospital Foundation, as part of its Care Close To Home campaign, held its 5th Annual Valentine's Day Radiothon on Saturday, February 9th, 2019 from 9:00 am until 2:00 pm on 104.5 CJTT FM Radio.

Throughout the day, we had hourly draws and donors had a chance to win gift cards from local restaurants including Ali's Grill & Bar, Rooster's Bar & Grill, Café Meteor Bistro, Zah Pizzeria, Zantes Bar & Grill, and The Pantry / The Market Eatery. These gift cards were graciously donated by these local businesses.

The Temiskaming Hospital provides obstetrical services for the district that includes the area from Kirkland Lake to Temagami, including Englehart and our hospital delivers over 300 babies per year.

This year, the Care Close To Home campaign's Valentine's Day Radiothon raised money for the purchase of Infant Care Beds. These beds are critical to the care of newborns, especially those who are high risk.

The previous 4 years of the Radiothon have raised \$145,560 for the hospital and we have used that money to purchase a new ultrasound machine, a new mechanical ventilator and an upgraded pulmonary function testing Lab.

The Radiothon would not be possible without the help of our volunteers and those who provided Testimonials such as Obstetrics Registered Nurse Gail Bennett, Obstetrical Physician Dr. Nichole Currie, midwives Paule Corneil and Kim Cloutier-Holtz. Thank you to McDonald's and Chartrand's Your Independent Grocer who donated snacks, drinks and lunches to power our great volunteers through to the finish line!

Twenty-one volunteers included hospital employees, community members and Board Members, working the phone lines, updating records and on the radio, to help pull this off. Jack Morin, Darcy Griffith, Peter and Sharron Graydon, Dr. Jim Brookfield, Al Willard, Mike McArthur, Janet MacDowall, Richard Males and Mike Baker worked the radio waves for the 5-hour event.

Due to the district coverage of Temiskaming Hospital's obstetrical program, The Train radio station in Englehart and CJKL covered the event as a news story. A special thank you to CJTT who coordinated and hosted the event. Finally, thank you to a great community for donating \$22,480 during the Radiothon.