



Volume 4, April 2019



Hospital Highlights

Compassionate Patient Care – Defined!

Frequently in our operation, there are opportunities to really make a difference in someone's life. Sometimes it takes just a little more effort to really make someone's day and sometimes it takes a lot; however, the impact can be just as significant. With Sonya Simoni-Rivard's permission, this is her story:

Sonya's son Phillip was getting married on March 29, 2019 in Elk Lake. Sonya is an in-patient at the Temiskaming Hospital, with limited mobility and a strong wish to be at her son's wedding. A team of Temiskaming Hospital staff and professional staff decided to make that wish come true. Doris Maille, Janet MacDowall, Stacey Aitchison, Kelsie Mathews and Dr. Don Davies started a plan to ensure Sonya could make the date! Their plan involved the use of the Temiskaming Home Support vehicle and to make sure that all of Sonya's needs would be anticipated and taken care of for the big day.

At the end of the day, Sonya made it in plenty of time for the beautiful ceremony, stayed for supper and had some valuable quality time with family and friends. The team stayed with Sonya and her family until it was time for Sonya to return.

A great story of caring healthcare providers working together to find solutions that can make a real difference to the patients we take care of.

Thank you to the team who made this happen and to those who worked behind the scenes to ensure the nurses could be with Sonya making her wish happen. A very proud day for the Temiskaming Hospital team.

Employee Spotlight



Name: Andrew Michael Brown

Department/Job Title: Chief Financial Officer/Director of Corporate Services

Years of service: < 1 year

Where did you attend school: Nipissing University, North Bay

Top 3 things you do in your job:

1. At a high level, ensure financial resource planning is completed accurately and that the hospital's resource allocation allows it to fulfill its mission and achieve its vision.
2. Support and mentor the teams I work with so that management and staff can grow within the organization.
3. A whole lot of accounting

What do you enjoy most about your job: Having the opportunity to enact change, and knowing that from the front lines to the back offices, the work done by all members of this organization helps to better the care provided to the communities we are privileged to serve.

Why did you choose New Liskeard: Because it offers an incredible work / life balance – I love the outdoors!

What would be your second career choice: Conservation Officer

Dream vacation destination: I've always wanted to visit Alaska, but with the winter this year, maybe somewhere tropical!

Favourite food: Sushi

2018/19 Annual Statistics

Occupancy Rate Average	Emergency Department Visits	CT Scans (Studies)
88%	18,413	4,932

Volunteer Appreciation Week – April 7-13

The Healthcare Volunteers are very proud of their accomplishments throughout the year to support the Temiskaming Hospital. Our members continue to volunteer in ED, Day Medicine and Hairdressing, areas which are significantly beneficial to patients. For example, as they leave the hairdressing chair with their hair freshly done, they often say: "This is better than a pill". We are proud to have among our members, 3 Provincial Life Members and 5 Temiskaming Hospital Life Members.



142

11,382

\$34,483

Number of
Volunteers

Number of Hours
Volunteered

Auxiliary Funds
Donated for
Hospital
Equipment

The Gift Shop is an important source of revenue. It is opened seven days a week: morning, afternoon and evenings from Monday to Friday and every afternoon on Saturday and Sunday. The Gift Shop is filled with an array of items and gifts for all ages and our clothing line is always very popular. The buyers bring in new merchandise throughout the year so that we have a change with each season. This year the Auxiliary is pleased to welcome 6 new members to our Healthcare Volunteer group, plus 1 student working volunteer hours at the Gift Shop.

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Mike Baker, President & Chief Executive Officer Report – The provincial government was elected with a mandate to radically change many government services, including health care. Bill 74 was released 26-Feb-19, identifying high level changes designed to improve health care in the province. On 05-Mar-19, the Ontario Hospital Association (OHA) held a webinar for all hospitals in the province to provide further information and interpretation of the Bill. The key objectives of the Bill are:

- Key focus** – less fragmented care, digital health and virtual care, supply chain management, recruitment & retention strategies.
- Ontario Health** – The new “super agency” will roll up the following agencies into Ontario Health: Cancer Care Ontario, Health Quality Ontario, eHealth Ontario, Trillium Gift of Life Network, Health Shared Services Ontario, HealthForceOntario Marketing & Recruitment Agency and all 14 Local Integrated Health Networks (LHIN). Ontario Health reports to the Minister of Health & Long Term Care (MOHLTC).
- Ontario Health Teams** – These teams are not yet well defined. Expect 30-50 teams who will report to Ontario Health, will include services across the continuum of care and include either geographic or population based representation. The population represented is between 50,000 and 300,000 and there may be exceptions for rural areas. A team must include at least 3 of the following services – Primary Care, Hospital Care, Rehabilitative Care, Home and Community Care, Residential Long-Term Care and Mental Health & Addictions. Virtual Care is also a key component.

Temiskaming Hospital needs to become or belong to an Ontario Health Team. There will be several application waves where Health Services will be able to become an Ontario Health Team. At this time, services are going through an assessment period, with the first wave of applications due 15-May-19. At this point, Temiskaming Hospital is holding meetings with several of our health care partners to assess our readiness to become a health team and which partnerships make the most sense to our patients and to our operations.

It is my pleasure to announce a new communication tool being launched to further enhance two-way communication with administration and both staff and professional staff. The Town Hall Express meetings will happen twice per year, once in May and once in November. The meetings will be 30 minutes, with Senior Leaders presenting information on relevant issues for 15 to 20 minutes and an open question period for the remainder of the meeting. In order to provide the greatest amount of access to as many staff and professional staff as possible, there will be 3 meeting opportunities for each session. The dates for the 2019 sessions are as follows:

For staff working shift work:	For staff not working shift work:
Thursday and Friday, May 30th and 31st at 0800h	Thursday, May 30th at 0900h
Thursday and Friday, November 28th and 29th at 0800h	Thursday, November 28th at 0900h



Erin Montgomery, Chief Nursing Executive/Director of Patient Services

Enhancing our Patient Environment

A beautiful and picturesque mural has been created by 2 community volunteers and our Activities Coordinator on the Complex Continuing Care double doors. Special thanks to Laura Landers, Myra McCarthy and Linda-Bea Chambers for their many hours of hard work to enhance the complex continuing care wing. Not only does this mural create more pleasurable surroundings for our patients but it also helps to disguise doors which at times serve as exits for wandering patients.

Surgical Efficiency Target Program – Temiskaming Hospital participates in the province’s wait time strategy. The strategy includes reviewing operating room efficiencies, through its Surgical Efficiency Target Program. In 2016, The Ministry of Health & Long Term Care started to review performance on a number of surgical efficiency indicators, with most recently focusing on the percentage of same day cancellations. For this phase of the pilot, Temiskaming Hospital was highlighted for elevated cancellation performance during Q4 2017/18. Temiskaming Hospital entered in to a pilot project to reduce same day cancellations with the goal to identify root causes for performance and work towards finding sustainable solutions to improve efficiency. As of December 2018, a -53% change in the percentage of same day cancellations has occurred. Through booking strategies and reminder phone calls, a significant improvement has been achieved. Additionally, an automated voice reminder system has been implemented for all Operating Room procedures.

% Same Day Cancellation					
Site	Baseline*	Oct-18	Nov-18	Dec-18	% Change Since Baseline
Temiskaming Hospital	9.6	1.9	0.5	4.5	-53%



There are currently 20 hospital volunteers, 10 Board of Directors volunteers, 9 CAT Scan Foundation volunteers and 4 Hospital Foundation volunteers. The Volunteer Appreciation dinner will be hosted at Ali's Grill and Bar on April 30th.

THANK YOU...

Upgrading ID Card Access – Temiskaming Hospital strives to minimize risk and preserve the safety of patients, visitors and staff. Recently we have moved to a new door security system. Like many agencies our size, physical access to areas is restricted by either a key or ID card. By changing our security system to ID card access, there are many advantages such as recording who and when areas are accessed, scheduling doors to automatically unlock or lock and most importantly the ability to disable access. This upgrade will help to ensure safety for patients, visitors and staff, especially in the event of a Code Silver, Person with a Weapon. The number of safe rooms has been increased as well as the ability to lock down an entire department to keep patients and visitors out of harm's way. Once the new security system is fully implemented, we foresee other circumstances where we could facilitate access for patients, visitors, tenants, vendors and stakeholders. In a nutshell, appropriate access in a more efficient and secure manner.

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Departmental Highlights – Emergency Department

Emergency Department Changes

Based on patient and provider feedback, changes to the Emergency Department have been completed to improve privacy and patient experience. An additional treatment room for IV Therapy and non-urgent ED visits such as prescription renewals has been completed where the ward clerk was located. Registration will occur at front reception. The change also allows the ward clerk to be stationed centrally, improving efficiencies in workflow. A breastfeeding area in the waiting room is underway to ensure a private space for mothers.

Departmental Highlights – Laboratory

Rapid Strep A Throat Testing by POCT

In April of 2019 the Laboratory and Emergency Department will collaborate to bring in Rapid Strep A Throat testing. This test will be done as a Point of Care Test (POCT) giving the Physician a real time test result to guide care decisions around strep throat. Since conventional throat cultures take several days to complete, treatment plans can be cumbersome and include delayed antibiotic treatment, over or under use of antibiotics and in many cases the need for a follow up phone call once the culture results are available. Having a test result available immediately allows for more appropriate, timely and convenient treatment plans resulting in better patient outcomes.

Andrew Brown, Chief Financial Officer/Director of Corporate Services Report – It will be a month to remember – with numerous capital projects, more downtime and getting oriented with the organization – all while preparing for year end. The organization was impacted by a virus on March 28th – the quick actions of our IT staff and their continued dedication to restoring services ensured we were able to have critical systems begin coming online within four days. The reality of two multi-day downtimes within a few month stretch is reflective of the continued evolution of technology – for good and bad. While the use of technology can enhance and support the care provided to our patients – for example with the planned Regional ONE electronic health record project – it can also be used as an avenue to try to damage an organization. The organization will be conducting further testing over the coming weeks to ensure we are safeguarded against future threats. Significant thanks is owed to numerous staff – from IT to clinicians to reception – who worked extra hours to ensure we were able to get back online as quickly as possible.

It was an incredibly busy month within Corporate Services for capital projects, with the hospital completing and expending all of its 2018-19 Hospital Infrastructure Renewal Funding successfully. A great deal of thanks is owed to Jamey Swartz and his teams, and Stephanie Leveille for their work in securing this funding and ensuring the hospital received much needed updates and improvements.

Work to identify efficiencies, increase revenues and decrease operating costs continues and we are pleased to announce that the results of a review of hydro billing practices has resulted in significant current year and future year cost savings. The hospital's projected deficit has decreased to approximately \$129K in a year with a number of financial challenges, high occupancy and high ALC rates.

Thanks to everyone within the organization who have made me feel incredibly welcome over the past month!

Employee Spotlight



Name: Janet MacDowall (nee Hendersen)
Department/Job Title: Physiotherapist
Years of service: 34 years
Where did you attend school: McMaster University, Hamilton
Top 3 things you do in your job: Assess and treat inpatients and outpatients, provide support and education for patients, caregivers and staff.

What do you enjoy most about your job: The variety and the ability to see people improve.
Why did you choose New Liskeard: Similar to the area where I was raised in south western Ontario and was relatively south. I had been given a bursary while I was a student and the agreement was to move north for 2 years. That is why I say that New Liskeard is relatively south.
What would be your second career choice: Nothing, I always wanted to be a Physiotherapist.
What do you enjoy doing when you are not at work: Sewing

Welcome Announcement

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

Alex Isabelle, Accounts Receivable Clerk
Andrew Brown, Chief Financial Officer
Angie Hetu, Housekeeping
Carla McLaughlin, Laboratory Technician
Holly Harrison, Ward Clerk
Kari Flaxey, Ward Clerk
Natalie Rivard, Registration Clerk
Rebecca Phillips, Registered Nurse
Rosemary Finlayson, Pharmacy Technician
Solange Sauvé, Registered Nurse

Happy Retirement
Wishes
Dr. Murray Mitchell



Dr. Mitchell was a visiting specialist in Physical Medicine & Rehab at Temiskaming Hospital for the past 28 years.

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Making a Difference for Mental Health Inpatients

Temiskaming Hospital's OTN program was expanded in 2015 to include telepsychiatry through CAMH. Since that time, CAMH Telepsychiatry services continue to grow in capacity for general psychiatric assessments. Tania Osborne, Social Worker has taken a lead role to improve access of in-patient mental health services by advocating and arranging OTN appointments with CAMH psychiatrists while a patient is admitted to hospital. This has allowed for timely access to specialized assessment and treatment recommendations. "This is an amazing service to have access to and hopefully this provides more comprehensive care for mental health inpatients". Dr. Sears



People Appreciation

This month we will be celebrating:	April:
Volunteer Appreciation Week	7-13
Laboratory Professionals Week	15-19
Administrative Professionals Week	22-26
Next month we will be celebrating:	May:
Doctor's Day	1
Physiotherapy Professionals Week	6-10
Speech Language Pathology Professionals Week	13-17
Nursing Week	13-17
Palliative Care Professional Week	13-17
Finance Professionals Week	20-24
Personal Support Worker Week	27-31

Patient Feedback Helps to Improve Accessibility

Patients and visitors are very insightful and the hospital welcomes and relies on the feedback they provide to the Patient Relations Coordinator through our compliment/concern/complaint process. One letter that was received was from Nancy Rourke. With Nancy's permission, this is her story:

I was up at the ED on August 7 because of a swollen leg/foot. I just had a hip operation and had/have to use a walker for a while. While waiting to see the doctor I had to use the washroom beside the ED area. There is no "PUSH" button to automatically open the door. I had a real hard time getting into the washroom. When I was finished I opened the door as much as I could and was happy to see someone sitting in a chair right there. I asked the lady if she could open the door for me, which she did. Being a hospital, I was very surprised not to see one at that door. Those doors are very heavy for us seniors. I hope this problem can be resolved because me and my fellow seniors would greatly appreciate it, I am sure. Thank you, Nancy Rourke

After formally acknowledging Mrs. Rourke's letter, an organizational review of all accessible doors was undertaken with the installation of an activation button on the ED bathroom door being a priority. In fact, the review also identified a washroom door in the clinic area that did not have an activation button which was subsequently rectified. On March 21, 2019, the installation of the activation button on the ED bathroom was installed. Nancy was thanked for bringing the issue forward.

The majority of complaints and concerns received are not criticizing care but are observations made by patients and visitors which alert us to processes or changes that could be made to help improve the patient experience. Mrs. Rourke's concern was not just for herself but for other seniors who may be faced with the same challenge she had. All feedback from patients and visitors is welcome.



Erin Montgomery, Chief Nursing Executive/
Director of Patient Services and Nancy Rourke

Newsletter Editorial Team:

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

