

Life Line



Volume 5, June 2019



Check mammogram
off your to-do list!

mammathon

Wednesday, June 19, 2019

Celebrate 12 years of Breast Screening
Challenges across the North East

Join other women ages 50-74 who have
never been screened.
No appointment necessary.



Mino M'shki-k Grand Opening
June 6, 2019
See insert for more details

Hospital Highlights

Temiskaming Hospital practices Emergency Evacuation Exercise

On April 24, 2019, Temiskaming Hospital conducted its annual vulnerable occupancy fire drill.

Ontario's Fire Code requires certain organizations to prepare and implement a fire safety plan that has been approved by the Chief Fire Official. In addition, on January 1, 2014, several changes were made to the Ontario Fire Code that affects Vulnerable Occupancies. Temiskaming is considered a Vulnerable Occupancy facility under Ontario's Fire Code.

Steve Langford, Fire Prevention Officer along with Jocelyn Plante, Training Officer with Temiskaming Shores Fire Services, were on site to evaluate the awareness and implementation of the organization's fire safety plan, and in particular, to carry out an emergency evacuation. The mock exercise featured a "real-life" code green evacuation which moved patient proxies and visitors to a safe area on the same floor, allowing staff to practice how they would safely and quickly evacuate patients in the event of a fire.

"Safety is a top priority at Temiskaming Hospital. Emergency planning, training and mock exercises are a few of the ways we focus on patient and staff safety, ensuring effective processes are in place to identify and respond in the event of a real emergency situation," says Erin Montgomery, Chief Nursing Executive. "The mock emergency exercise was an excellent opportunity for staff to test our plan in identifying and responding to an emergency requiring patient, family and visitor evacuation."

Thank you to the many staff, volunteers and partners who made this exercise a success.

Physician Spotlight



Name: Dr. Vincent Dubois
Department/Job Title: Physician (Family Practice Anesthesia, Emerg)
Years of service: 5 years and counting
Where did you attend school: Laurentian University, Lakehead University, Northern Ontario School of Medicine, Ottawa University
Top 3 things you do in your job:
1. Intubation 2. Ventilation 3. Starting the odd IV
What do you enjoy most about your job:
Chatting with people (I talk... a lot ☺)

Why did you choose New Liskeard: I chose New Liskeard because of the need for my services, as well as all the great people I work with who are now part of my "extended family"

What would be your second career choice: My second career choice would either be architecture, carpentry, or landscape design

Dream vacation destination: Dream vacation would probably be Fiji...I've wanted to go ever since I've learned about it in a project I did in Grade 5

Favourite food: Favourite food is chicken fried rice...hands down the best meal ever imagined

Statistics

Average Occupancy Rate 2014-2018	Emergency Department Visits
72%	18,413
2018/19	
88%	

Mike Baker, President & Chief Executive Officer Report – Ontario Health Teams – The Temiskaming Health Services Collaborative filed a self-assessment report to form the Temiskaming Health Team, with the Ontario Government by the 15-May-19 deadline. The Collaborative has been around for several years and served as an excellent platform for filing the assessment document. Several additional community health service providers were invited to the Collaborative table for the completion of the self-assessment. The new team is looking to be accepted as one of the new Ontario Health Teams. The Temiskaming Health Team application is important because, even if the health team is not successful in the first wave of applications, the learnings gained from the self-assessment can be brought into play and will provide access to government tools to improve the health team in future applications, and finally, it will illustrate to the Government that Temiskaming is well represented on its own.

Sixteen agencies signed on as formal partners (ready to go), with a further 7 signing on as associate partners (agree with concept but not ready just yet) and 1 signing on as supporter. If you recall from the last LifeLine Newsletter, the minimum requirement was that the members of a Health Team include at least 3 of the 6 designated health care services. The Temiskaming Health Team had signatories from 5 of the 6 services. The Government received over 150 self-assessment reports, significantly more than expected and as a result, has moved back timelines in their approval process. Teams will be notified in July as to whether they will move on to the next steps in the process of becoming an official Ontario Health Team or be requested to refile at a later date.

Town Hall Meetings

Our first Town Hall meetings were held on 30th and 31st of May. The Agenda included a variety of topics, including Ontario Health System Transformation, The Mino M'shki-ki Grand Opening, Capital Spending for 2018/19 and 2019/20, Operating Results for 2018/19, ALC & Occupancy challenges and Accreditation! The video is accessible on the intranet. The next Town Hall Meetings will be held 28th and 29th of November.

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Andrew Brown, Chief Financial Officer/Director of Corporate Services Report – Our audit was completed in May, and with financial statements being approved by the Board on May 28th, our results are finalized. Despite significant financial pressures stemming from our increased occupancy, the hospital was able to limit its operating deficit to \$189K or less than 1% of our operating revenues. It was a significant year in terms of capital projects – with the hospital closing out over \$3.2M in projects during 2018/19 – the vast majority would not have been possible without the support of our community as shown by over \$2M being financed by donations through the Hospital Foundation. To recap some of the major projects:

Diagnostic Imaging Suites \$1.3M	Clean Room \$354K
Ultrasound \$221K	Telemetry \$155K
Security enhancements \$133K	Mobile x-ray \$101K

We are excited to begin moving forward with our capital plans for 2019/20, including over \$500K in clinical equipment renewals made possible by the Foundation and Auxiliary (including PACMED, a new colonoscope, and a haematology analyzer), \$310K in other equipment and infrastructure (including technology replacements and replacement of our floor scrubbers), and two significant projects pending Ministry funding approval (nurse call bell system replacement and transformer replacement).

Hospital parking rates had been frozen at the rates in effect on January 18, 2016 under the Provincial Hospital Parking Directive. Effective April 1, 2019, hospitals were permitted to increase their daily maximum rate by the consumer price index (2018 – 2.3%). After conducting a review of the potential impact of this increase, the Hospital has elected to hold our parking rates at the same price with no increase. These increases may be held off and applied at a later point, and so the option remains for the Hospital to increase fees at a later date.

Erin Montgomery, Chief Nursing Executive/Director of Patient Services

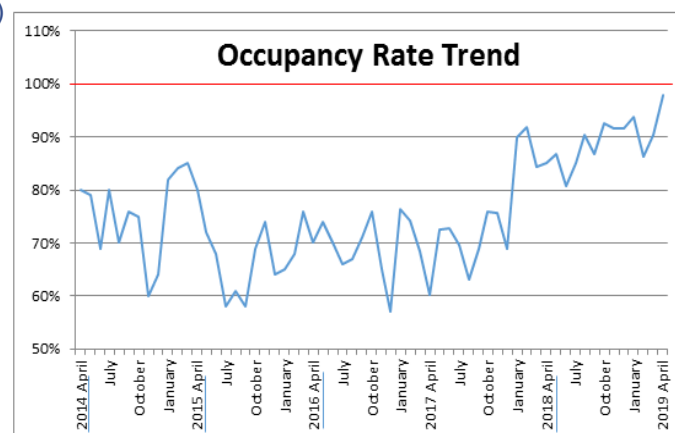
Alternate Level of Care (ALC) and Occupancy Update

In 2018/19, there was a total of 18 days where the occupancy rate was 100% or greater, where in 2019/20 YTD (May 12, 2019), there has already been 20 days where the occupancy rate was 100% or greater. Occupancy rates are increasing as a result of higher levels of ALC patients. Related to patient days, there has been an 11.5% increase in total patient days from 2017/18, with a 59% increase in ALC patient days. This increase has significantly impacted bed capacity as over 50% of the hospital's total beds (59 beds) are occupied for patients no longer requiring acute care services, but their discharge destination is not yet available.

As of May 21, 2019 there are 30 in-patients designated ALC. 100% (11 Patients) of our Complex Continuing Care beds are occupied by patients waiting long term care home (LTCH) placement. 51% (19 Patients) of our Medical Surgical (37) Beds are occupied by patients waiting long term care home (LTCH) placement. 50.8% (30 Patients) of our total inpatient (59) beds are occupied by patients waiting long term care home (LTCH) placement. Longest patient waiting for LTC placement has been waiting since December 1, 2017.

It is time once again to complete the Accreditation Canada Patient Safety Culture Survey in preparation for our June 2020 on-site survey!

Culture is widely recognized and accepted as a significant driver in changing behaviour and expectations in order to increase safety within organizations. A key step in this process is the ability to measure the presence and degree of safety culture in an organization. This provides valuable insight into staff perceptions of patient safety, as well as an indication of areas of strength, areas for improvement, and an avenue to monitor changes within an organization. If you have not done so already, please fill out the survey. We need 122 responses.



Difference Maker – Mike Baker
 The Canadian College of Health Leaders (CCHL) celebrates the impact and diversity of health leadership in Canada by sharing stories with the nation and raising awareness of the diversity and importance of health leadership.

Our very own President & CEO, Mike Baker was recognized in May as a CCHL Difference Maker! Congratulations Mike, for a well-deserved recognition! Mike's enthusiastic continuous improvement mindset resonated with the NEON Lights group including Cathy Bailey who submitted the nomination.



CANADIAN COLLEGE OF HEALTH LEADERS
 COLLÈGE CANADIEN DES LEADERS EN SANTÉ

DIFFERENCE MAKER

We are effective! That said, let's make sure we continue to provide the best value in thinking about every expense and questioning the effectiveness of our processes. Can we improve the way we do things, make them more efficient and cheaper while maintaining staff and patient safety?

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Departmental Highlights – Medical Surgical Department – Mark Tysick, Clinical Nurse Manager - The Medical Surgical Department is made up of Registered Nurses, Registered Practical Nurses and Personal Support Workers. Each 24 hour day accounts for a total of 14 staff, 176 hours of direct patient care for 36-40 patients. In addition, we have a dedicated Nurse Team leader, Ward Clerk, Housekeeping, Dietary and Allied Health Care Team supporting quality patient care that is patient focused. Patient census continues to climb and with it, the workload. Our staff has risen to the challenge that a high census brings and work tirelessly. The Senior Team continues to work behind the scenes to alleviate the pressures front line workers are experiencing and support changes that not only promote great patient care but ensure manageable workloads for all staff. Three cheers and a BIG thank you for all the staff who contribute to the excellent care provided on the Medical Surgical Department.

Departmental Highlights – Finance/Human Resources Analysis Improves Decision Making – Over the past year, the Finance Department has revised the organization's budgeting process and tied in a number of key performance indicators in measuring and forecasting organizational results. Timely and accurate financial and statistical analysis aid in making more timely decisions across the organization. The department is happy to welcome Alex Isabelle to his role as the Accounts Receivable Clerk!
Saying Goodbye and Welcoming a Familiar Face – Sad to part, the organization wishes Karen Maisonneuve all the best with her future endeavours! Karen has been instrumental in a number of organizational priorities over her year-long contract with the Hospital. Lisa Poeta will be resuming her role as the Manager of Human Resources, Occupational Health, Health Information and Registration in addition to acting as the coordinator for volunteer services in July. The organization is happy to share that Carole Lebel is supporting occupational health effective June 3, 2019.

Hospital Highlights – Nursing Skills Fair – The Hospital's annual Nursing Skills Fair was held Monday May 6, 2019. The skills fair is offered to all nursing staff to facilitate continuous learning opportunities on advanced nursing skills, and to provide education on new policies/procedures, patient care equipment and products. There were over 21 educational booths which included learnings for:

- Infection Control – Hand Hygiene
- Neonatal Neo Puff Resuscitator
- Ostomy Care
- IV and Catheter Securement
- Chest Tube Management
- Neonatal Jaundice - Phototherapy Blanket
- Cardiopulmonary Resuscitation (CPR) – Zoll Defibrillator
- RPN Scope of Practice – Medication Administration
- Policy and Procedure / E-Learning Software (Surge Learning) Software
- Mobilization of Vulnerable Elders (MOVE) Program
- Breast Feeding/Healthy Babies Healthy Children Screening – Timiskaming Health Unit

- Patient Lift Devices
- Critical Care
- Ventilator Equipment
- Dementia Care
- Nursing Documentation
- Tracheostomy

- Naloxone Kits – Timiskaming Health Unit Care
- Rapid IV Infuser
- Medical Directives
- Central Line/PICC Line

Employee Spotlight



Name: Kathryn Anne Demarce
Department/Job Title: Social Worker (Contract)
Years of service: 1 year (covered mat leave)
Where did you attend school: Sir Sandford Fleming College in Peterborough, Grimsby Secondary School (high school years), and Millbrook Public School (for public school years)
Top 3 things you do in your job: Advocate, support and counsel patients and families, refer patients to community services and assist with crisis intervention.

What do you enjoy most about your job: LOVE working with people, getting to know new people and working with GREAT staff!
Why did you choose New Liskeard: I have lived here for 16 years. I moved to the area for a position in Long Term Care. My husband is originally from Englehart, so we chose the north to live.
What would be your second career choice: Teacher
Where is your dream vacation: I would love to visit Asia, particularly Japan, China and the like. Also, I would love to stroll the streets of Italy, try different wines pairing with food.
What is your favourite food: I love appetizers! If I could, I would make a meal every day from different appies!

Welcome Announcement
Over the past two months, we have welcomed new faces to our team.
Carole Lebel, Occupational Health Nurse
Dr. Brooke Wilson, Medical Resident
Dr. Pam Chenard, Medical Resident
Eden Wickens, Registered Nurse
Giselle Dufresne, Personal Support Worker
Ian Dodds, Cook
Kayleigh Siemachesky, Diagnostic Imaging Student
Megan St. Aubin, Medical Student
Shawnisty George, Registered Nurse Student
Diane Arbour, Health Records Coder
Summer Students
Kassidy Peterson-Fiset Lauren Brazeau
Nathan Geoffroy
Registered Practical Nurse
Abigail Bennett Britney Maki, Student
Kianna Audette Terena Dufresne

Enteric Outbreak

On April 29, 2019, Temiskaming Hospital advised the public that it had declared an enteric outbreak. The outbreak had been called as three or more patients on the medical/surgical unit had experienced gastro-like (nausea, vomiting) symptoms. To help minimize the risk of transmission to and from patients, visitors and staff, visitor restrictions were set in place. In response to the outbreak, the hospital was in close contact with the Timiskaming Health Unit throughout the duration of the outbreak who provided oversight and support including an on-site audit of infection control practices. In order to declare the outbreak over, as the causative agent had been identified as Norovirus, which are a group of common viral enteric pathogens, the Hospital required five consecutive days without a new patient or staff case. Staff continues to take necessary precautions to help manage the spread of infection including rigorous infection control precautions, environmental and equipment cleaning protocols and hand hygiene practices.

On May 9, 2019, visitor restrictions were lifted. While all patient cases were resolved, the hospital continued to have staff experiencing these symptoms, therefore remained in outbreak status.

On May 15, 2019, the outbreak was declared over. The efforts of both staff and public in adhering to best practice standards related to outbreak management were excellent, which helped bring the outbreak to a close. Hand washing is the best way to prevent the spread of germs. Hand hygiene is strongly encouraged before, during and after a visit to the Hospital.



ACCREDITATION
CANADA

359 Days until Accreditation 2020

2018/19 Capital Expenditures	\$3,232,375
Foundation Funded Capital Equipment	\$2,036,557
Hospital Funded Capital Equipment	\$271,427
Government Funded (HIRF)	\$616,147

Temiskaming Hospital Patients & Visitors Map
Things are changing at Temiskaming Hospital. This newsletter is one way to convey these changes, and on more practical terms, we decided to map things out.
Within this newsletter you will find an insert of a map created specifically to help patients and visitors navigate Temiskaming Hospital. The map is also available on our website under Contacts -> Directions.
It's a big building and one can easily feel disoriented. If you do, ask a hospital employee for direction. We are always happy to help!



To date, the Temiskaming Hospital Foundation - Care Close to home has raised

\$4,633,207

Thank you to all donors



Donor highlights:

The Royal Canadian Legion - District "K" presented us with a cheque for \$7,200 through the 2018 Charitable Foundation Grant. This money has allowed us to purchase two brand new patient care lifts.

The Corporation of the City of Temiskaming Shores held a fundraiser BBQ/Show & Shine during Public Works Week with profits being donated to Care Close to Home. Final total still to be announced.



Upcoming:

- 2019/2020 Priority Capital Equipment List to be released
- New Temiskaming Hospital Foundation Website
- Summer Fundraising Events- more details to follow
- Fall Fundraising Gala - more details to follow

For more information and updates on Care Close to Home, 'like' us on Facebook!



Mino M'shki-kí – Mike Baker, President & Chief Executive Officer

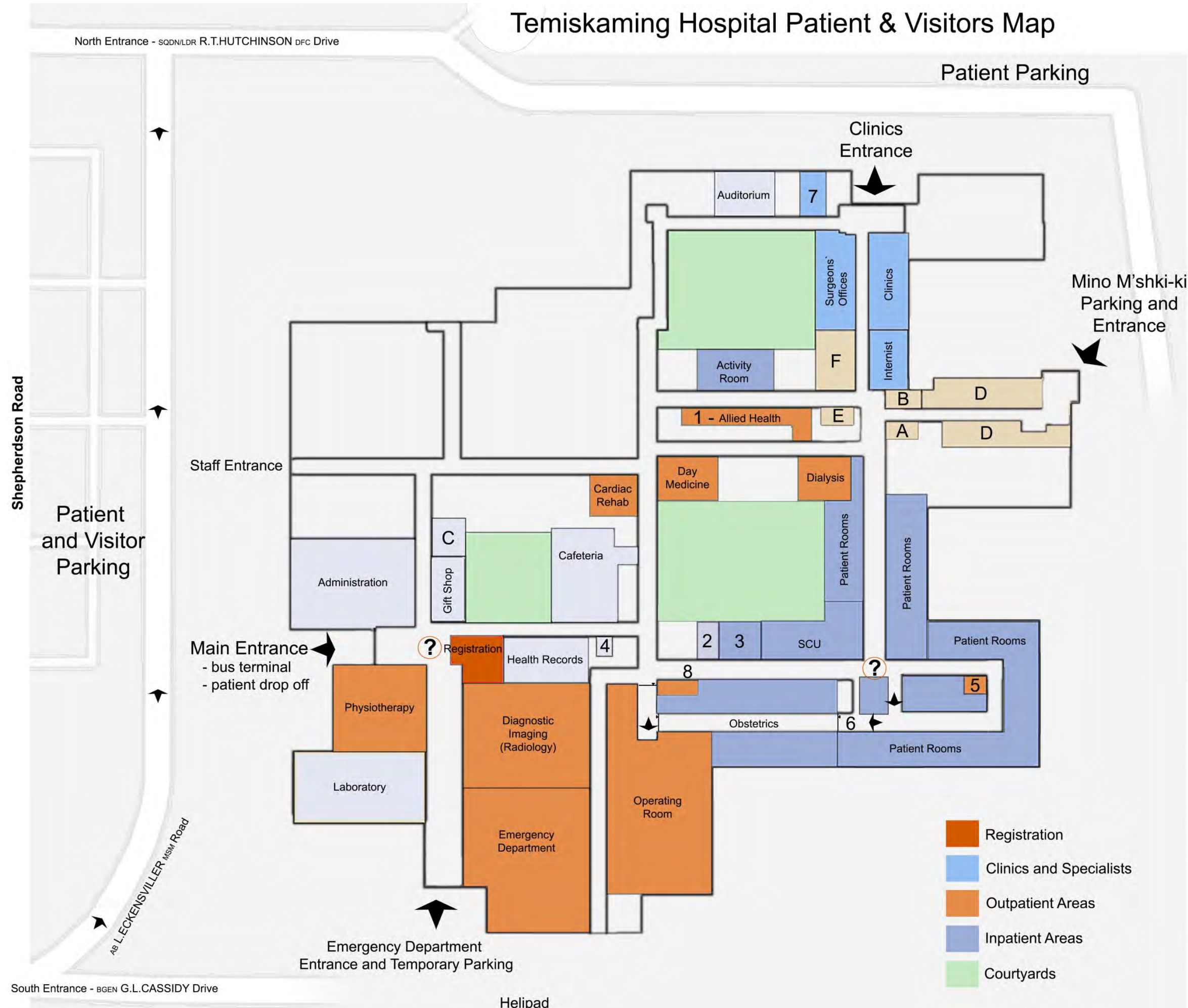
The new Mino M'shki-kí Indigenous Health Team held its Grand Opening on 06-Jun-19. Ann Batisse, Executive Director of the Temiskaming Native Women's Support Group and Chantal Gaudreau, Acting Executive Director of Mino M'shki-kí were perfect hosts of the amazing event. Ceremonial dancing, singing and drumming in front of the teepee highlighted the grand opening. The Health team area inside the building was also commented on by many guests as warm, welcoming and culturally safe, all goals we were hoping to achieve with our new partners. We look forward to many years of strong relationships with the Indigenous community and helping them address Indigenous health needs, on their and in line with the Truth and Reconciliation Commission action plans.



Mino M'shki-kí
Indigenous Health Team



Temiskaming Hospital Patient & Visitors Map



External Health Providers

- A - **Société Alzheimer Society**
DISTRICT DE TIMMINS-PORCUPINE
TIMMINS-PORCUPINE DISTRICT
- B - **Community**
CANCER CARE
- C - **Temiskaming Hospital Foundation** **Hôpital Temiskaming Fondation**
- D - **Mino M'shki-ki**
Indigenous Health Team
- E - **Timiskaming Hospice Palliative Care**
- F - **VitalAire**

Rooms you may have difficulty finding

1. Allied Health
Respiratory Therapy
Occupational Therapy
Speech Language Pathology
2. Chapel
3. Hospice Palliative Care Suite
4. Patient Relations
5. Patient Showers
6. Obstetrics Entrance
7. OTN - Telemedicine
8. OR Waiting Room