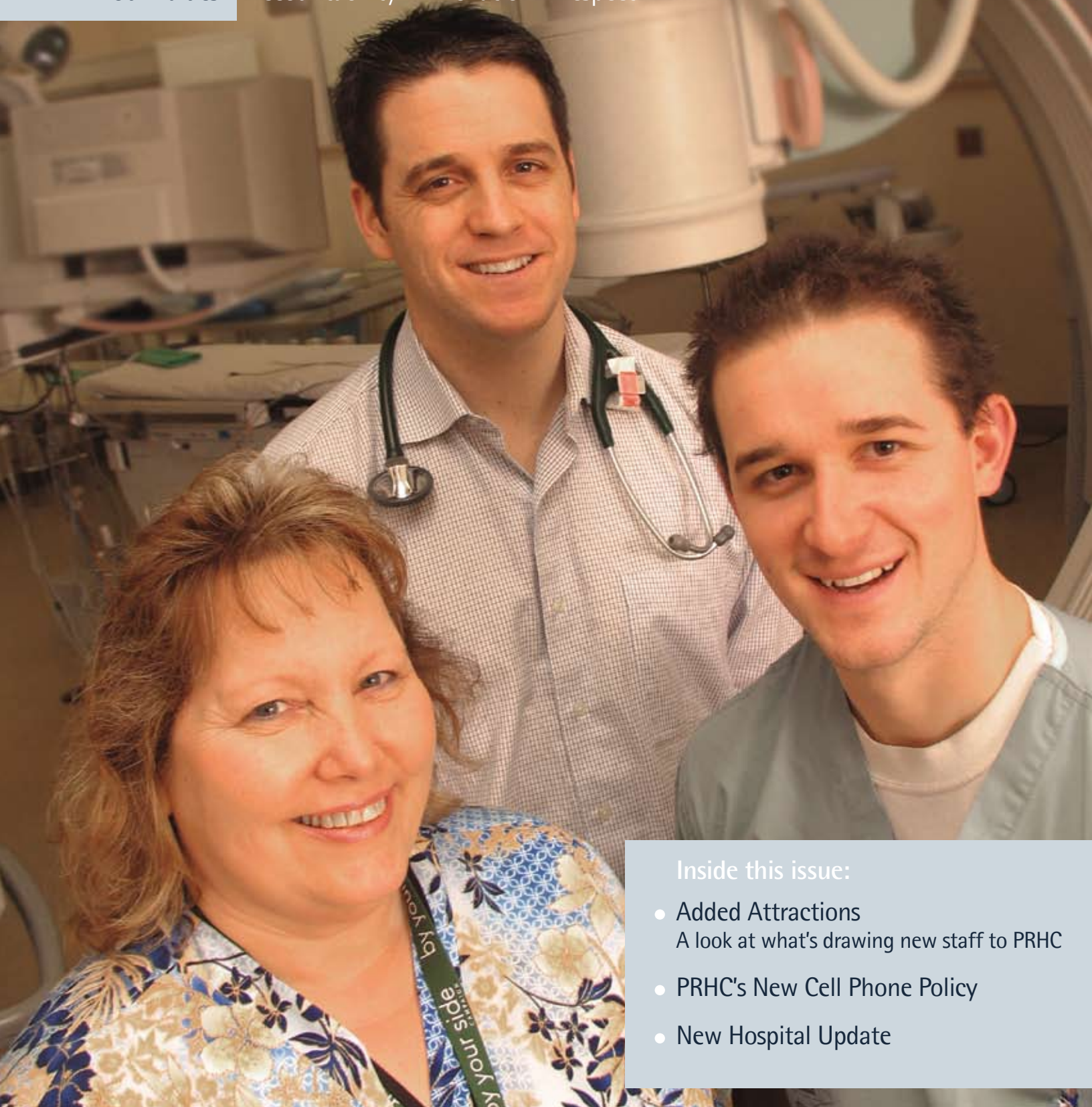


Mar 07

Peterborough Regional Health Centre • A monthly magazine for our community

Insites

Our Values: Accountability • Innovation • Respect



Inside this issue:

- Added Attractions
A look at what's drawing new staff to PRHC
- PRHC's New Cell Phone Policy
- New Hospital Update

Contents

Our People	2
Our Patients in Conversation	2
Our Strategic Plan in Action	3
People & Talk	5
Added Attractions	7
<i>A look at what's drawing new staff to PRHC</i>	
PRHC's New Cell Phone Policy	9
New Hospital News	10
Foundation News	11



Insites

March 2007 • Volume 3 • Issue 1

Insites is published ten (10) times a year (with single issues in January/February & July/August) by the office of Corporate and Public Affairs at the Peterborough Regional Health Centre.

Your opinion, comments and input are important to us.

Do you have suggestions for topics we can cover?

Phone: 705-743-2121 ext. 5151

Fax: 705-876-5120

Email: info@prhc.on.ca

www.prhc.on.ca

1 Hospital Drive
Peterborough, ON K9J 7C6

New Faces, Fresh Perspectives

The Changing PRHC Landscape

Welcome to another edition of *Insites*, your source for news and information about PRHC's people and the excellent work they do. Outside, March winds have arrived to usher in a change of season. Inside PRHC's corridors, it seems the same thing is happening. This month, *Insites* finds out that fresh faces and new perspectives are changing the hospital landscape for the better.

Take Emerg for example. After identifying that their exam process could use an overhaul, ER nurses took the initiative and established a new, more efficient way to manage the flow of their department. Not only is it an improvement to their quality of work life, the system is also a hit with both physicians and patients. Read more about it in Our Strategic Plan in Action.

Technology is changing everywhere across the Health Centre, from the most recent MEDITECH software upgrade to the integrated technology being planned for the new hospital. Check out New Hospital News to learn more about the Integrated Bedside Terminals that will give patients one-stop access to TV, internet, radio and phone services. Contracted through TELUS, PRHC will be the first

hospital in Canada to deploy the 500 bedside units.

Of course systems and technology aren't the only ways that the Health Centre is changing. There were many new faces to be found walking the halls in 2006 thanks to the successful efforts of the hospital recruitment team. This month *Insites* talks to a new physician, nurse and DI technologist to get a sense of what attracts new recruits to the Health Centre. Having met just a few, one thing is certain — we're glad they chose PRHC.

In this month's People & Talk:



Theresa Morris and Patti Tracey strike a pose while modelling at this year's Volunteer Christmas Luncheon and Fashion Show.

Coming in the April issue:

Seamless Care for Seniors

On the cover — left to right: Lorna Kellow, RN; Dr. Mike Hartleib, Cardiologist; and Brandon Ray, Technologist.

Our People

New and Familiar Faces at PRHC



New

Dr. Donald Ferren

How long have you worked at PRHC?

Just over five months.

What do you do?

I'm a psychologist in PRHC's Mental Health Services doing both out-patient and in-patient counselling.

What do you like about your job and working at PRHC?

I like the variety of work, the patients and the people I work with. I've been very impressed by the passion and commitment I've seen demonstrated by the staff here. PRHC seems to have a very open, supportive atmosphere. I'm particularly impressed with the willingness of the staff to try new ways of doing things.

What did you do before coming here?

I was on staff at York University's Atkinson Counselling Centre in Toronto.

What do you like to do when you're not working?

The meditative and contemplative process is an important part of both my daily life and my clinical work so I regularly go on personal retreat. I also like to cross country ski.

Familiar

Bill LaRue

How long have you worked at PRHC?

I started in June of 1974, so 32 years.

What do you do?

I'm a Building Maintenance Mechanic Helper which basically means I do anything and everything from plumbing and electrical to helping the mechanics out.

What do you like about your job and working at PRHC?

I like the variety. I'm not stuck doing the same thing day after day. You never know what you're going to do when you come in. I also love the people here. We have more friendly people here than most people realize. That's another thing I like. I get to meet people from all over the hospital.

What did you do before coming here?

I was in the Canadian Armed Forces light infantry stationed out of Winnipeg.

What do you like to do when you're not working?

I like working around the house. I'm working on adding to my collection of woodworking equipment, ramping up for when I retire in 2010. That's going to be my main hobby.



Our Patients In Conversation

After enduring months of recovery and weeks of rehabilitation, it would be fair to say that Ernest Smith feels at home at PRHC's Rogers Street Site.

A retired federal government employee, Smith's PRHC odyssey began in 2004 after dislocating his hip while attending a ball game in Ottawa with his son. One excruciating three-hour bus ride home later and Smith found himself receiving what would ultimately be the first of two hip replacements over the course of the next 12 months. Like many patients who spend long periods of time with PRHC's

physicians, nurses and staff, he has nothing but positive things to say about the care he received while regaining his mobility.

"I was particularly impressed with the calibre of the hospitalists," says Smith. "It was my first experience with that system and I really admired the way that the ones I encountered cared for their patients."

Smith says it was the good humour of RSS staff that made his stay a positive experience.

"I have to say it's all about attitude," says Smith. "I particularly remember that my physiotherapists were having a hard time correcting something I was doing with my hip. They were patient but definite that I was going to learn the proper way. They never gave up on me."



Our Strategic Plan

In 2005, PRHC developed a new Strategic Plan outlining our mission, vision, values and five strategic directions.

Insites is pleased to bring you a monthly look at our Strategic Plan in action.

Our Strategic Directions

New Hospital Transition Plan

- Prepare for the transition to the new hospital through maintenance of the existing sites and securing sufficient resources, human and financial, to realize capital and operating plans.
- Assume occupancy of the new hospital.

Enhancing the Quality of Care

- Implement and measure quantitatively and qualitatively improvements in care and service delivery.

Realizing a Positive Workplace Culture

- Implement and measure quantitatively and qualitatively initiatives that will increase staff, volunteer and physician satisfaction.
- Maximize communication and alignment with corporate vision, mission, values and goals across the organization.

Leveraging Technology

- Implement technology to realize the core elements of an electronic health record.
- Implement technology to improve business processes thereby increasing quality and reducing cost.

Building Partnerships

- Establish partnerships that will improve the quality of care or service, enhance our reputation or reduce operating costs.
- Nurture a supportive relationship with our communities.

In Action



New Hospital

Integrated Technology

Systems integration is a hot topic these days as plans for technology that will be found throughout the hospital are finalized. Referring to the sharing of common information across applications, examples can be found in many of PRHC's ancillary systems such as nurse call and code response systems.

According to VP of Planning Tom Holden, while some technology of this kind is already in use at PRHC, the new hospital provides a prime opportunity to use it to its full advantage.

"We're replacing 30-year-old technology with new, more user-friendly systems," says Holden. "It's the time to ask ourselves which systems will work together best."

As plans move ahead, Information Systems staff has begun the process of engaging key users.

"It's important that we get their input on how the systems will be configured," says Rick Salcak, Director of IS. "This will help ensure we eliminate duplicate entries and get the most out of any system we install."



HR and Union representatives get ready to tour the new hospital.



Quality of Care

ER Nurse Initiative



Left to right: ER Exam Team nurses Lori Linehan, RN; Judith Crowe, RN; and Pat Jackson, RN.

Emergency Room nurses are to be congratulated for their efforts to improve workflow and communication in the Health Centre's busy department. Given the task to increase continuity of patient care in the examination area, they took the ball and ran with it, developing a system that greatly improves the department's efficiency.

The process uses the concept of an Exam Team made up of two Exam Nurses and a rotating Team Leader who is charged with keeping the area running smoothly. The Exam Nurses and the patients they are responsible for are then assigned the colour blue or green for the day.

"The colour coding has been very successful," says Pat Jackson, one of the project's initiators. "The nurses can find their patients and the doctors and various support services workers know exactly who to talk to. Even the patients like it better because they know who is looking after them. It's really provided a sense of order to our work."



Positive Workplace Culture

Improved Access to Spiritual Care

In an effort to better meet the spiritual needs of PRHC’s patients, visitors and staff, the Spiritual Care Department is now offering support and direction seven days a week.

“Previously, chaplaincy services were only available Monday to Friday during regular business hours,” says Sue Robertson, Manager of Volunteer Services, Visitor Information and Spiritual Care. “Because we’ve hired two chaplains who will each work part-time, we’ll be able to offer support into the evening as well as over the weekend.”

Joanne Johnston and Marcelo Saplatio joined the department in 2006 and both believe this is an important change for PRHC.

“Grief and loss don’t happen on a schedule,” says Johnston. “Our staff is often under a lot of pressure in the workplace, particularly in the case of an emergency or the death of a patient. Our new extended services increase the chances that we’ll be able to support them when they need us most.”



Left to right: New PRHC Chaplains Joanne Johnston and Marcelo Saplatio.



Leveraging Technology

MEDITECH Upgrade

November saw the successful undertaking of a MEDITECH upgrade thanks to the monumental efforts of more than 50 PRHC staff.

Currently used by staff and physicians throughout the hospital, it is the cornerstone of PRHC’s information system, utilizing clinical software that allows for the integration of patient information and the evolution of the Electronic Medical Record.



Just a few of the more than 50 staff who worked on the upgrade. Left to right: Heather Henning, Pharmacy Systems Coordinator; Leslie Gifford Cook, Project Co-lead; Wendy Hutchison and Kenneth Tam, Systems Analysts.

In addition to providing the most up-to-date version of each department’s module, the upgrade has paved the way for implementation of an OR module now underway, and an ER module planned for this spring.

“One of the key benefits of MEDITECH is easy access to information,” says Leslie Gifford Cook, Project Co-Lead. “If you want to look at a patient’s lab results, you don’t have to be at their bedside looking at their chart. You can be anywhere in the hospital that has access to the system. This upgrade is a key step in developing electronic health records.”



Building Partnerships

EMPI Implementation

PRHC’s relationship with community surgeons is stronger than ever thanks to Health Centre staff who worked on the implementation of the Electronic Master Patient Index (EMPI).

A MOHLTC initiative being delivered in tandem with the new Wait Time Information System (WTIS), the system provides a central database of patient information and allows that information to be linked and effectively monitored.

“Because the initial stages of the WTIS targets elective surgeries, the Province opted to begin in the surgeon’s offices,” says Rick Salcak, Director of Information Systems. “They relied on the hospitals to work with the surgeon’s offices to ensure they had everything from equipment and software, to training and passwords.”

The six month project was a huge undertaking and involved staff from departments across the hospital including Information Systems, Health Records, Decision Support, and Admitting.

“One of the benefits of having IS staff out working with community physicians and their administrative staff, is that we can really learn to understand their environment,” says Salcak. “In the long run, this is an important step in advancing e-Health initiatives associated with the ongoing development of the Electronic Health Record. It gets the right information to the right person at the right time.”

People & Talk



Staff and volunteers pose for a photo at the 2006 Volunteer Luncheon and Fashion Show held in December. Back, left to right: Floyd Arnold, Susan Robertson, Bob Shadgett and Shari Forsyth. Front, left to right: Betty Crawford and May Featherstone.

MOHLTC Minister Visits

Minister of Health and Long-Term Care George Smitherman, along with MPP Jeff Leal, hospital CEO Paul Darby and Chief of Staff Dr. Peter McLaughlin greeted dozens of physicians and staff on Hutch 4 wing on February 1st. The Minister's visit was to congratulate staff and acknowledge PRHC's success in signifi-

cantly reducing wait times for hip and knee surgeries. PRHC has experienced the largest decline in wait times in the Central East Local Health Integration Network (LHIN) area.

Spreading the Word

PRHC Board Chair Professor Bonnie Patterson has been out and about on the Health Centre's behalf as of late. In speaking at Women's Business Network and Peterborough County Medical Society meetings, Prof. Patterson offered insight into the present and future of PRHC, discussing strategic plans and providing new hospital updates.

Kudos & Congrats

Pats on the back are in order for many PRHC staff. Kudos and congrats to:

- The staff of MOP and OBSP at RSS who put together a terrific float for the Peterborough Santa Clause Parade in December.
- January's MVPs Crysta Fallis, Clerk, Health Records Dept;



Congrats to PRHC's Carol Killingbeck who joined more than 23,000 people at Disney World in early January to enter the annual "Goofy Run" in support of the Leukemia and Lymphoma Society. Killingbeck was one of only 3,000 entrants to compete in both the half marathon (22.1 km) and full marathon (42.2 km) over two days.

Rebecca Brown, Information Systems; Jane Shields, Respiratory Therapist; Ross Moore, Clerk, Stores; Sue Beardsmore, Clerk, SOP; and Tom Holden, VP of Planning.

- Patti Tracey, Manager Oncology & Ambulatory Care Programs for being selected by the College of Nurses of Ontario to be a member of the Acute Care Advisory Group.
- Bill Classen and the rest of the 2006 United Way Campaign committee for raising a whopping \$58,591.50!

ICU Conference

The ICU Education Committee is holding its biannual conference "Information is Power" on Wednesday, May 9, 2007 at Calvary

Left to Right: Paul Darby, PRHC President and CEO; Jeff Leal, MPP; The Hon. George Smitherman, Minister for Health and Long-Term Care; Marilyn Emery, CEO Central East LHIN; Stephen Kylie, Board Member (Peterborough) Central East LHIN; Foster Loucks, Chair, Central East LHIN Board of Directors. Inset: The Hon. George Smitherman speaks to local reporters.



Pentecostal Church (1421 Lansdowne Street West). The cost is \$75.00 and continuing education hours are available. To register, contact the ICU.

PACS a Reality at PRHC

PACS is live at PRHC. As of February 14, Picture Archiving and Communication System (PACS) was up and running throughout the Health Centre.

The system captures, stores and views images electronically instead of on film. The implementation of PACS has been likened to the switch from a film-based to a digital camera.

Physicians, staff and volunteers, as well as donors and project partners were recognized February 7 at a celebration of the launch of PACS at PRHC. PRHC Foundation donors like the Bank of Montreal and the PRHC Volunteers were recognized for their generous gifts of \$150,000 and \$500,000 respectively to the *By Your Side Campaign*. PACS is one of the first projects funded from the *By Your Side Campaign*.



PRHC patient Thomas Coghlan has his picture taken during a visit from "the" Ronald McDonald on November 28th as part of the famous clown's recent goodwill tour of the hospital and area.

Sincere Thanks

SPD's Kathleen Lowes and her family would like to thank everyone who helped care for their mother Norma during her treatment at PRHC. A heart felt thank you goes out to all the doctors, nurses and aides in Dialysis, ICU, SCC, H2 Nursing Staff and Dr. A. Thompson, her co-workers in SPD and all the staff at PRHC for their continuing support and outstanding care.

Workplace Safety

Staff of the Employee and Patient Safety Program want everyone to stay safe on the job by:

- Focusing on the work at hand and dealing with distractions later;
- Reporting or correcting hazards in the workplace;
- Removing clutter and other tripping hazards from traffic areas, doorways and stairways;
- Moving oversized loads properly by lifting safely or getting help;
- Knowing how to properly operate equipment or get instructions;
- Always referring to the appropriate MSDS before ever working with a chemical;
- Wearing personal protective equipment when required;
- Not using medications on the job that can cause drowsiness, such as antihistamines;
- And attending mandatory Health & Safety Training days as soon as possible.



PRHC said goodbye to recent retirees at a tea held Friday, December 15th in the HDS Cafeteria. Back, left to right: Dr. Mike Burger, Shelley Nelson, Carole Adams and Leigh Anthony. Front, left to right: Sharon Estabrook, Dianne Doxsee, Marg Hunt and Joan Osborne.

Added Attractions

A look at what's drawing new staff to PRHC



Left: Dr. Mike Hartleib, Cardiologist

Average Canadians are well aware that like most of the country's community hospitals, PRHC is facing a real challenge when it comes to recruiting health care professionals. Not limited to the much publicized family physician shortage, competition is just as fierce for both nurses and allied health professionals as it is for doctors.

That's why PRHC's recruiters are now competing with bigger hospitals to attract the brightest and the best in every field. Be it at a trade fair, conference or private dinner party, you'll find them promoting the hospital and singing Peterborough's praises.

Their efforts are paying off. But many wonder what seals the deal when it comes to attracting a new recruit. Appealing to new staff comes down to the calibre of colleagues, the opportunity to work in a new facility, and the quality of life that a city like Peterborough affords.

For new physician Dr. Mike Hartleib, the decision to pick up and leave Toronto to practice cardiology and critical care medicine at PRHC took all three factors into account.

"For me, it all started when Dr. Peter McLaughlin moved here," says Hartleib. "I knew Peter from my work in Toronto and the opportunity to work with a cardiologist of his stature was certainly the initial draw."

While crediting Dr. McLaughlin with successfully planting the seed, Hartleib says that once he and his wife became aware of what Peterborough had to offer, the decision became easier.

"We have two small children and were looking for a place where we could be comfortable raising our family," says Hartleib. "Everyone we talked to said that Peterborough was exactly the kind of place we were looking for."

Dr. Hartleib is also quick to point out that for him, the opportunity to be part of the transition to the new hospital is a major bonus.

"I think that when you move to a new hospital, internal processes have to change," says Hartleib. "The ability to be in on the ground floor, to be able to design things the way you think they will work best is going to be very attractive to any physician. So is the chance to work in a new facility with new equipment."

PRHC Recruitment Consultant Kevin Kirkpatrick says that he and the volunteer members of the physician recruitment committee often hear these kinds of comments from the new doctors they hire.

"When it comes to attracting a new physician to PRHC, we know there are certain things that appeal to them," says Kirkpatrick. "In terms of the hospital itself, both seasoned vets and new grads are impressed by the talent

found here. They also like the opportunity to practice diverse and challenging medicine in a brand new environment. Add all that to the fact that you can literally have a two minute commute to work and Peterborough starts to look very good.”

Doctors are not the only ones impressed with the opportunities that the new PRHC will offer. For Technologist Brandon Ray, the move to the new hospital means future growth and opportunities within his field. As a recent graduate in digital imaging from Fanshaw College, this alone was enough to convince him to choose a position in the x-ray department at PRHC.

“It can be difficult to find a full-time position in my field,” says Ray. “After graduating I took a



PRHC's Physician Recruitment Committee - Sitting, left to right: Jane Parr, Vice President, People, Systems & Processes; Linda Frederick, Executive Support Assistant; Dr. Warren Wilkins; Dr. Peter McLaughlin; Dr. Sebastian Pinto; Magda Goodberry, Executive Support Assistant; Dr. Natalie Whiting; Dr. John Vlasschaert; and Dr. Bharat Maini. Standing: Kevin Kirkpatrick, Human Resources Recruitment Consultant.

part-time position at Sunnybrook in Toronto but when I heard about the part-time position at PRHC, I thought it would be a good place to establish myself and build for what will hopefully evolve into a full-time position in the new hospital.”

New buildings and shiny new equipment aside, it is quality of work life that remains a major draw for many. In fact, for new Hutch 3 RN Loma Kellow, the

new hospital was less of factor than one might think. Recently returning to hospital nursing after working in long term care, Kellow was most drawn to the people.

“Certainly, coming into a hospital that’s going to be growing is exciting,” says Kellow. “However I took my training here after college and I always liked the atmosphere here. The people here are so warm. I felt very comfortable here then and that doesn’t seem to have changed at all for me.”

Whatever their reasons for coming, one thing is certain. At the end of the day, with such warm and talented new professionals joining the team, it’s PRHC’s patients that are winning the fight.

Who's On Board

In 2006, the Health Centre attracted:

- 17 physicians
- 89 nurses
- 51 allied health professionals
- 149 from other professions

PRHC is now Cell Phone



Friendly!

PRHC has adopted a new policy allowing patients, staff and visitors to use cell phones and other wireless technology while working at or visiting both the Hospital Drive and Rogers Street Sites.

Cell phones and wireless technology (including BlackBerries and personal communication devices, wireless-equipped laptop computers, walkie-talkies and other wireless devices) **MAY** now be used in all areas of the Health Centre **EXCEPT** within **2 meters (6 feet)** of medical equipment or medical devices.

Is it safe?

Yes. PRHC's new policy is based on research and experience that supports the use of wireless communication devices in **MOST** areas of the hospital. In fact, when used safely and with consideration for others, they are believed to enhance the care that patients receive. Not only do they make it easier for patients to stay connected to their families, they allow for faster and more effective communications among health care providers.

Where's the best place for me to use my wireless device?

Stick to public areas such as lobbies, reception rooms, retail areas and hallways. Extra caution is needed in some areas of the hospital. Watch for signs that will advise where their use is not allowed.

Be Considerate

Help limit disruption to both patients and staff by setting wireless devices to "quiet" or "vibrate" and maintaining a moderate speaking volume while in the building.

Protect Patient Privacy

In order to preserve patient confidentiality, cell phones and other wireless communication devices **MAY NOT** be used to photograph, take video images or record conversations of any patient, physician, volunteer or staff member without the appropriate consent and permission. Staff is asked to activate passwords or other security measures whenever possible.

Staff Use

Hospital staff is asked to exercise professional conduct and use hospital-issued cell phones or other wireless devices for the performance of hospital business. Please place reasonable limits on personal use, and be aware that the device remains the property of the hospital and that any or all use may be audited or monitored at any time.

New Hospital News

With the move to the hospital just a little more than one year away, *Insites* checks in with Tom Holden, VP of Planning to find out what's happening on the construction site.

What's new...

- Construction is more than 62% complete and remains on budget.
- About 500 workers are on site each day, including 100 drywall installers, so progress on the interior is brisk. Block A is the most advanced. It's been primed and the first coat of paint is on the walls. Suspended ceiling grid and washroom ceramic tiles are being installed right now and approximately 45% of all window and curtain walls are finished. Outside, more than 80% of the exterior brick has been laid.
- The Planning Team has been busy taking key staff user groups and interested community representatives on tours of the new hospital site.



- Discussions among user groups about major equipment like heating and cooling, and information systems have started and implementation should begin this summer. Work is also well underway on PRHC's new integrated technologies like the nurse call, infant abduction, security, central clock, patient wandering and code systems.
- Recently PRHC became the first hospital in Canada to introduce Integrated Bedside Terminals (IBTs). This is very exciting for the hospital because the all-in-one technology provides patient telephone, radio, TV, and internet right at the patient's bedside. They can be integrated into the nurse call system and have the potential to share clinical documentation down the road. The units are designed with inside cabling allowing for easy moving and reduced floor hazard. Wall-mounted, the arms extend easily to the patient's headboard and a handheld unit allows for patient control of all services.



Top right: south elevation loading dock. Inset: courtyard #5 coloured glass windows depicting "the hues of Autumn." Bottom left: example of the IBT systems planned for the new hospital. Inset: ER staff get ready to tour the new hospital site.

PRHC Foundation Board of Directors approves \$1 million contribution to PRHC for PACS.



By Your Side Campaign Update:

The new Picture Archival Communication System (PACS) is now operational hospital-wide revolutionizing the way our doctors look at diagnostic imaging. The implementation of PACS has seen the transition to digital diagnostic imaging services at PRHC. For example, physicians in different locations can simultaneously view the same images - minutes after they have been captured.

The Foundation's role is to inspire our community to raise money to invest in medical equipment and technology that will have an immediate positive impact on health care for all of us. Thanks to the early and generous support of our donors, the Foundation is proud to contribute \$1 million to the PACS project as our first investment of the **By Your Side** campaign.

As we continue toward our goal of \$10 million, we look forward to making more announcements on how the **By Your Side** Campaign is transforming health care at PRHC.



If you would like to learn more about the **By Your Side** Campaign, drop by our office (2nd Floor Hub - HDS) - we would love to see you!

PRHC Foundation works with donors to make our hospital the best it can be by acquiring and upgrading medical equipment & technology to advance patient care at PRHC.

One Hospital Drive, Peterborough, ON K9J 7C6 • T: 705-876-5000 • E: foundation@prhc.on.ca • www.byourside.ca