

President & CEO Newsletter

Cynthia Désormiers | June 2019

The month of June brings father's day, celebrating and recognizing our seniors, end of the school year, summer jobs andplease some warm weather!!

Welcome/Bienvenue/Aaniin

A very warm welcome to Emily Lalonde RN, Emily graduated Cum Lauda from Laurentian University. Emily is a resident of Sturgeon Falls who loves outdoors, hiking and kayaking.

Welcome Melissa Mathieu MLT, our new manager of Diagnostics and Therapeutics. Melissa is from Sudbury with previous work experience at McGill University in genetics and at Thunder Bay Regional Health Science Centre for 9 years.

An equally warm welcome goes out to Kimberley Jacksic PSW, Mireille Courchesne PSW and Aimee Hatton PSW. Kimberley, Mireille and Aimee will be working in the NCU and LTC departments.

Beatrice St. Denis RPN will be joining our nursing team with 7 years of experience in long-term care. Beatrice enjoys spending time outdoors in her garden and camping with family and friends in her spare time!

A big hello goes out to Adam Lacourciere, a new temporary part time service attendant. Adam enjoys playing guitar and composing music in his spare time along with hunting and fishing.

A big hello also goes out to Grace O'Neil, a new temporary part time admitting clerk. Grace is currently studying sports and physical education at Nipissing University with her end goal of becoming a Physiotherapist. Grace also loves music and spending time with family and friends.

A welcome back goes out to Mireille Mageau our new HR manager. Mireille previously worked in the administration department for several years and after obtaining her HR designation she is returning in this new and exciting role.

Please join me in welcoming Emily, Melissa, Kimberley, Mireille, Aimee and Mireille Mageau to the WNGH team!!

UPCOMING EVENTS

WNGH AGM

June 10

WNGH Foundation AGM

June 11

**WNGH Complimentary BBO
80's Theme Day**



June 20

**WNGH Foundation
Golf Tournament**

July 26



**International Plowing
Match IPM**

September 17-21



Penetration testing done

As a result of the malware that recently affected Meditech additional security testing is underway across NEON. We have engaged a third party vendor to "hack" or attempt to "hack" into our system. As a result of these attempts a few lessons have been learned. Under no circumstance will anyone ever ask a hospital employee or board member for their ID or password to any WNGH computers, software or accounts. The WNGH IT staff can always access computers, accounts and software as the "administrators". If you get a suspicious email, phone call or text please do not give out your information and immediately report this suspicious request to our IT department. Please have heightened awareness about IT security, our closing message is **"DO NOT** share your passwords with anyone"!!

Privacy Update

Sylvie Claro and I recently attended Privacy training as it relates to Personal Health Information (PHI) and custodians of PHI (WNGH). When personal health information is accessed or shared improperly it is a privacy breach but it is also a breach of trust. In Ontario there is legislation called PHIPPA that clearly outlines what we shall and shall not do. Recently in Ontario health care facilities, there has been a number of cases where Personal Health Information was disclosed without consent from patients-many of these cases involved access to electronic records of family members, friends, co-workers, neighbors, celebrities, politicians and VIPs. The unauthorized access included viewing personal health information in electronic information systems with motivation related to interpersonal conflicts, curiosity, personal gain or concern about the health of an individual. On a regular basis, we at WNGH audit both patient files and users to ensure we are detecting and deterring unauthorized access to Personal Health Information. The impact of unauthorized access includes: harm to individuals, reputational damage, disciplinary action and possibly an investigation by the Information and Privacy Commissioner of Ontario. Electronic records have many potential benefits but also pose privacy risks- it is everyone's "job" to protect Personal Health Information!!

Pharmacy training completed at WNGH



The highly skilled team from BCE Pharma was on site to provide training for our pharmacy and environmental services staff utilizing a train the trainer model. The training focused on the compounding of sterile non-hazardous and hazardous preparations theoretically and practically for our staff. In order to compound sterile and hazardous medication, we need to ensure we meet regulatory standards. Lloyd Coolman and Sophie Monette underwent the training for the pharmacy and Nicole Renaud and Paulette Herrard Quenville were given training for environmental services staff. This training and compliance with standards allows us to keep our pharmacy in-house. Awesome work everyone!!

Contingency Plans tested

On May 15 2019 we had a planned hot water and heating shutdown to tie in all our new systems with great success! All departments tested their contingency plans while our plant maintenance team worked diligently with contractors to get everything up and running smoothly and efficiently! Great work everyone!!



Pharmacy changes coming

To meet required standards, we will be relocating and redesigning our pharmacy department. Of course automation, security, work flow and a healthy work environment are paramount in this new design. Working alongside the engineers and architects is Sophie Monette and Lloyd Coolman- it is vital to have our front line staff at the table to ensure we design a system that works....stay tuned for details as the drawings get finalized and the location revealed!!

RAAM clinic getting closer to becoming a reality

We are one step closer to being able to set up at RAAM clinic in West Nipissing- in collaboration with the North Bay RAAM clinic which is led by Dr. Valerie Primeau we are co-designing a Rapid Access to Addictions Medicine in the Alliance Centre. As the lead physician, Dr. Primeau is meeting with physicians and front line staff to ensure it is successful. I would like to express my sincere thanks to Michael Taylor, Leeann Estey, Camille Marleau and Lynn Perrault for their team approach, involvement and their input to develop a RAMM clinic in West Nipissing. Great work everyone!!

Human Resources Department

As the baton gets handed over I thought I would take a minute to reflect on the wonderful work in our Human Resources department over the past decade. The HR department oversees all aspects of HR management and provides guidance to managers on labour relations, recruitment, compensation, pension, benefits and labour law. The department is staffed with one full time HR manager (Carole Galarneau) and one full time HR Associate (Raina Pilon). Over the past 10 years our staffing compliment has grown, our group of volunteers has developed to nearly 50 volunteers with high school, college and university students wanting to come to WNGH. Our volunteer and student programs have really flourished under the leadership of Raina Pilon with her inclusiveness. Over the years the HR department has successfully invested in a health and wellness program, mutual respect in the work place, exit interviews, a robust orientation program and annual satisfaction surveys. Over the years Carole has successfully managed working very well with three unions (ONA, OPSEU and CUPE) along with non-union staff and management. As the reigns get handed over to Mireille Mageau we are very confident that the department is being delivered in a very positive position.

Happy Retirement

On behalf of the management team and staff we wish Carole Galarneau a happy, healthy and well deserved retirement. Carole started her career herein the Foundation in 1995 on a part-time basis, over the next few years she held a dual position within the Foundation and HR department. In 2001 Carole was the successful applicant for the Human Resources Manager position and held this position until her retirement at the end of June 2019. Carole was worked very closely with managers and unions and has been an advocate for a fair and reasonable process in our HR department. Carole will end her career at WNGH but will remain a resource to the new HR manager during the transition period. Happy Retirement Carole, you will be missed!!



WNGH Foundation Golf Tournament

 **Moe Mantha Jr.** 
Annual Golf Classic
Friday, July 26th, 2019



Calling all golfers to dust off their clubs and enter their name into a draw to play (complimentary) on the WNGH team Friday July 26, 2019. The event is a 3 person best ball with a shot gun start at 1000 followed by a steak dinner, prizes, live auction and so much more. Please see Amylee Laforest in the Foundation to enter your name in the draw! Hope to see you there.

Scarecrow settles in at WNGH

With the scarecrow as a key theme with the 2019 IPM, WNGH welcomed their scarecrow front and center at our main entrance. With an estimated 80-100,000 visitor in West Nipissing for the International Plowing Match and Rural Expo the week of September 17-21, 2019 our support for the event is paramount. Behind the scenes we are working diligently to ensure we have capacity and contingency planning for the mass gathering of the IPM visitors. A special thank you goes out to our gardener Gisele St. Jean for creating the WNGH scarecrow.



Kudos Korner

Kudos to our dietary staff for preparing such wonderful meals for patients, residents and staff! We are so very grateful to have such a wonderful crew in the kitchen each and every day!! No airplane food at WNGH!!

Kudos to Naomi Labelle RPN for her flexibility to meet patient care needs in the NCU and LTC- a big thank you to Naomi!!

Kudos goes out to the DI, Lab, Rehabilitation, ECG and Respiratory Therapy departments for all their support and efforts while we recruited a new manager, Ryan Jeffers stated he would not have "survived" without all the great team work!!

Kudos goes out to Sylvie Miron RN in the ED from family and caregivers, families have expressed how much they appreciate her compassion and kindness. Merci Sylvie!!

Thank You

Employee & Medical staff celebration

On May 30, 2019 employees and medical staff were honored for their years of service. This annual event provides us with a special opportunity to recognize and thank you employees and medical staff for their years of service. Based on feedback we have now started to celebrate at 10, 15, 20, 25 and retirement while we bridge the 18 years of service over the next 3 years. This will give us a chance to recognize staff earlier in their careers. The evening was wonderful with lots of laughter, an excellent meal and lovely gifts. A round of applause to Raina Pilon for organizing this annual event and Kari Raymond and the dietary crew for an outstanding dinner. A special thank you to our board members Collin Bourgeois and Janet Parsons for attending the celebration. Check out our Facebook pages to see the pictures.

Celebrate!

Sympathy

Our thoughts are with Nicole Renaud and her family with the recent loss of her father Andre Renaud.

Our deepest sympathy also goes out to Andre Michaud with the passing of his uncle Marcel Ouellette.