Every dollar makes a difference now and for the future.

A stethoscope for the 21st century

Mobile Critical Care Ultrasound tops priority list

With new technology growing in all areas of medical care, a familiar tool is being given a new role. Ultrasound is now being used right at a patient’s bedside.

As ultrasound became more portable, faster and easier to use, it has become the stethoscope of the 21st century. It is a vital tool that can be at a physician’s side and ready to use at a moment’s notice and is now the standard of care.

Physicians such as internist Dr. Peter Nagrani can greatly benefit from the use of a Critical Care Ultrasound for procedures such as central line insertions or for draining fluid from the abdomen, heart or other areas of the body. By using ultrasound these procedures can be performed faster, and with less complications. By having an ultrasound readily available, a physician can determine the safest place to put their needle or insert a central line.

Currently our doctors at NGH do not have a mobile ultrasound in the Intensive Care Unit (ICU) or Emergency Room department (ER) where one is greatly needed. Although there is an ultrasound in the hospital, it isn’t mobile or readily available at a patient’s bedside in the ICU or ER. Yet it’s important that physicians in these areas have a mobile Critical Care Ultrasound to provide quality care, specifically to patients in critical or emergency situations.

“With a mobile Critical Care Ultrasound, we would have the aid of a visual guide to assist with our procedures. Although we have developed expertise in this area, we now have a better choice which will decrease complication rates. Ultrasound imaging can be used right at a patient’s bedside for procedures that we perform daily in the ICU and ER.” Dr. Nagrani

For years, Dr. Nagrani has relied solely

continued on page 8
You can be an angel to patients, a loved one, or a member of our health care team.

This holiday season you can be an angel to patients, a loved one or a member of our health care team by writing a message on the enclosed Christmas tree ornament and sending it back to us.

Your personalized tree ornament gift will be displayed at Norfolk General Hospital.

Please fill in the name of the person you wish to honour, remember or send a message to on the back and write your message on the front of the ornament. You may also pick up an ornament at the Foundation Office in Norfolk General Hospital.

We look forward to seeing the display this holiday season as it is a reminder to all of us at NGH that people care!

Making a kind word and gesture an important part of a patient’s journey to the X-ray department

While many things at NGH change, Mary Mayo remains a friendly face to many patients and their families who continue to remember her and her kind presence, time after time.

For Mary, staff and patients have been a part of her extended family for a long time.

“I hear patients say to me all the time, you’ve been here for a long time, you’re always the most familiar face to me.”

While Mary has been employed with the hospital and nursing home for nearly 35 years, she has spent the last 18 years as an X-ray Aide. That means that today you’ll most likely find Mary transporting inpatients to and from diagnostic testing. These tests could range from CT scans to fluoroscopic procedures.

Often patients will share their worries or fears with Mary as she guides them down to the X-ray department.

“I like to put them at ease by talking about their family, their pet or maybe just the weather, everyone likes to talk about the weather.”

Sometimes there are occasions when Mary has a feeling she won’t likely see a patient again, but there are other days when she’s pleasantly asked, “Do you remember me?”

As the only dedicated X-ray Aide in the hospital, Mary has learned to be well organized. “It’s a big feat,” says Steve Egan, Director of Diagnostics at NGH. “There are patients scheduled for examinations all the time, all over the hospital and she does it so well and deserves a lot of credit.”

For Mary, one of her greatest rewards comes from the simple gestures of patients such as, “Thanks for the ride”, or ‘You’re a great driver’. It’s also nice to hear from the families, who routinely thank her for being so kind to their loved one. To Mary, it just comes naturally.

Mary Mayo first trained to be an RPN at NGH, the very same place she had come to visit as a little girl. Both of her parents worked at NGH. Her mother was the head of Stores and Laundry and her father worked in the Laundry department. Her late mother and sister would also go on to serve the Volunteer Auxiliary faithfully for many years.
Fundraising Update  The X-ray Challenge is Officially Complete

With the help of generous and loyal supporters of NGH, the X-ray Challenge is complete. Last year we reached out to the community for support and you came through with flying colours to help bring a new state of the art digital X-ray machine and updated suite to our hospital.

“It’s absolutely beautiful, staff love it, it’s smoother, faster and easier to use,” said Steve Egan, Director of Diagnostic Imaging at NGH.

Patients will benefit greatly by having this new advanced digital technology at NGH. Examinations times will be faster and patients will see their test results faster as well. Faster test results will help physicians make earlier diagnosis.

It will also be easier for patients to get on to the table because of its adjustable height controls.

“We wish to thank the entire community for their continued support of the Diagnostic Imaging department over the years, this is money well spent,” said Egan.

The quality of care we can give to patients at NGH is a direct result of the outstanding generosity and loyal support of caring individuals in our community. This new digital X-ray machine will help us give the standard of care that patients deserve and expect from their local hospital.

Over 75 exams are performed daily on the new digital X-ray machine, ranging from chest scans, spinal scans, bones and fluoroscopic procedures.

“Everybody will need an imaging test as some point in their life and we’re here for you seven days a week 24 hours a day.”

The new machine arrived on August 11, 2011 and renovations and removal of the old unit began on June 30, 2011. It took two weeks to install followed by staff training and a certification acceptance test in compliance with the Ministry of Radiation Services.

To see more pictures of the new digital X-ray and suite, visit the Foundation area of the www.ngh.on.ca. We also have a YouTube video presentation.
When you’re unable to visit a loved one
Send a smile with an online e-greeting - it’s easy!

When you’re unable to visit a patient in person or live a great distance from the hospital, sending an e-greeting is the next best thing and the quickest way to put a smile on your loved one’s face during the holiday season.

Sending an e-greeting is easy.
1. Go to www.ngh.on.ca which is our NGH website.
2. Look for the “e-greeting card” link on the left hand side of the home page.
3. Click on this link.
4. On the next page fill in the information that is requested along with your personal greeting or message.
5. Press send.

Your message will be received by our volunteers, printed and confidentially sealed. Messages are delivered directly to patients from 9:00 a.m. to 3:30 p.m., Monday to Friday. Emails received on weekends and holidays will be delivered the following business day.

In our in box
From: Jacquie De Fields sent via email and printed here with permission

Thank You

I would like to thank the incredible ER staff at NGH. My daughter Melissa Barker was a patient on Sunday and was suffering flu symptoms as well as a severe sore throat and was passing out whenever she tried to stand up. It scared me and my husband so much that of course we came to the ER.

Although the wait was longer than any parent would like, the care that we received once she was attended to, was second to none. From the triage nurses and the lady at registration to her attending nurses, Theresa, Carrie and Dr. Medve, and to the young lady that drew blood, I can only say thank you, you are awesome.

You answered all the questions of a concerned parent before they were asked. Thank you, Dr. Medve and your incredible team for taking such good care of our daughter and for going that extra mile. I hope you finally had your dinner and that you enjoyed “Secretariat” with your family. (We come from a long line of horse lovers ourselves, and actually Dr. James Peters was the attending surgeon at NGH to my triple compound leg fracture that I suffered after I was tossed from my green broke horse).

Sincerely, Jacquie De Fields, Melissa Barker and Mr. Lindsay Barker

To share your experience at NGH you can click on the “Share Your Experience” link located on the right hand side of the www.ngh.on.ca website.

You’re a real angel

If an angel is someone who’s so filled with love, it’s a gift that they constantly share,
If an angel is someone who looks out for others and gives them a nudge here and there,
If an angel is someone who touches your life with a heart that’s both joyful and wise,
Then even though you don’t have halo or wings, you’re an angel in human disguise.
Major surgery - a good experience at NGH

Recently John Leatherland faced the prospect of a major surgery. Following two CT scans, a colonoscopy, and blood tests, the physicians concluded that this would be the best course of action.

John’s response to having a major surgery isn’t what most people would have expected.

“When I was told I had to have surgery, I was very pleased because my surgeon told me it could be done right here at NGH. Anytime I’ve ever had to go to NGH, I’ve had no concerns what so ever.”

“To be able to have surgery in your very own backyard, by very professional and competent people is a real advantage. Your family is close by, they can come and visit. You don’t have to travel an hour to Hamilton or London. I had full confidence in the doctors and health care team through previous visits.”

When it was time to prepare for John’s surgery, staff at NGH were very thorough, very professional, straightforward and down to earth. “They were legitimately concerned for me and I never once felt rushed.”

John recalls one CT scan appointment in particular at NGH. “I was very impressed because I told them I had an appointment in London in three days time and that the doctor would need the results. The tech noted a sense of urgency and volunteered to put the results onto a disc for me so that I could personally bring it with me.”

Leading up to surgery, John could easily pop over to the hospital in advance to talk with the anesthesiologist who he recalls was very thorough and a great talker!

“On the day of the surgery I had to be there at 8:00 a.m., everything from that point was well organized and scheduled to meet timelines in an orderly fashion.”

John’s surgery would span over the next three hours which included repair to a secondary area. He would recover in step-down, later moving to ICU and eventually making his way up to the unit. A total stay of 7 days at NGH.

“The nurses were very attentive and very friendly; they handled all procedures quickly and professionally. My surgeon came in daily and my family doctor was able to visit as well, being in Simcoe, it was really nice.”

For John, every operation he’s ever had at NGH has been a good experience. “Sometimes it bothers me when people complain about the state of our health care. I definitely have a greater appreciation. I’m still here and very thankful.”

As for supporting the hospital. “If the doctors say they need a piece of equipment that will tremendously assist them, it’s a piece of equipment that should be there. It doesn’t make sense to have just one ultrasound in the whole hospital if it’s needed in several different floors or locations, you should have one where it will be primarily used.”

To John, he thinks it’s important that people are aware that NGH is a top rated hospital.

“You never know when you might be requiring the assistance of the hospital for any major work or operation. I’m definitely more inclined to support NGH. This hospital is always trying to improve, upgrade its equipment and keep in touch with the 21st Century.”

John Leatherland is an important part of our community and has lived in the area for the past 28 years. He’s a dad, husband, grampie, avid sports fan and local realtor.
Recruitment  

It takes a whole community

Help spread the word that Norfolk County is a great place to live, work & play

Having access to quality care and service means having physicians and health care workers who choose to settle in our community and call it home.

Norfolk General Hospital has gone to great efforts to attract the right people to our area. Part of our efforts this past year included asking a few of our current health care workers to share their experiences on film.

We’ve put these filmed recordings to good use on our website and used them in recruitment events to help spread the word that Norfolk County is a great place to live, work and play. Dr. Robin Martin-Godelie was one of the physicians that gave of her time to speak on camera and help spread the word.

But our recruitment efforts extend well beyond filming our physicians. To give you a better understanding of our other recruitment initiatives below are 9 things NGH is doing right now:

1. Mentoring current medical students and facilitating student residencies in our hospital.

2. Fostering a successful Health Sciences Perspective Program for local students considering careers in health care.

3. Giving our medical professionals the tools they need to provide quality care by purchasing equipment and technology that is current.

4. Keeping our recruitment focused and directed by appointing a Health and Social Services Professional Recruitment and Retention Coordinator

5. Finding better recruitment solutions by partnering with other organizations within our community such as Norfolk County and the Local Health Integration Network (LHIN).

6. Looking ahead and preparing for physicians retirements and changes to the dynamics of our population.

7. Actively working together with the larger Ontario medical community, universities and professional institutes.

8. Spreading the word and promoting our community through social media, a recruitment website, industry expos, promotional videos and literature.

9. Making new comers to our medical community feel welcome by accommodating their needs and introducing them to our county.

Although we are working hard to bring new health care workers to our area, in the end it takes a whole community to recruit. We can’t do it alone.

What can you do? Share our secret. Spread the word and be an ambassador for our community.

You can help spread the message that Norfolk County is a great place to live, work and play. Tell your friends and family from out of town. Give them a tour, share your favourite lunch spot or activity in this area.

We truly live in a great corner of Canada and Ontario. It’s one of the province’s best kept secrets. We live where others vacation. Share our secret so that quality physicians and health care workers will come check us out and stay.

For more information on our recruitment efforts and to view Dr. Martin-Godelie’s video segment visit www.ngh.on.ca
How to donate safely online

Making your holiday gift giving experience a safe one

It’s true, Canadians spend more time online than any other nation, in fact we spend more time in front of our computers than we do watching our TV’s.

As our comfort levels increase we’re willing to do more online, whether it is paying a bill, engaging with friends, or even ordering a pizza. We’re all doing more online every day.

Many charities today are recognizing the growth of the web and have started to use the internet as a way to stay in touch with their donors and to make supporting their cause easier.

The Norfolk General Hospital Foundation is also using the internet as a resource. We have an online e-newsletter “Circle of Giving” to help donors stay updated on news at NGH. We’ve also introduced online donations to make giving easier.

Making a donation online is easy, and convenient for donors. It also helps charities like the Norfolk General Hospital Foundation reduce costs which is vital in today’s economy.

For some of you, donating to your favourite charities online is still unfamiliar. So to help make your online giving experience both a pleasant one and a safe one this holiday season, I’ve written down a few pointers for you to follow:

1. **Never give to strangers.** It’s a good rule both online and offline to know the charity you give to. Keep in mind that not every .org or .com website that asks for money is legitimate.

2. **Get names and numbers.** Make sure you have contact information. Have both an email address, phone number and mailing address. It may be necessary to contact the charity offline at some point.

3. **Check for a date.** Some charities may change where the donations are going or may even no longer exist. Look for dates on the website to make sure the content is current.

4. **Look for a security padlock.** Only make a donation online on sites that utilize encryption technology to scramble your personal and credit card information, before it is transmitted on the Internet. Look for a padlock or unbroken key symbol at the bottom of the web page.

5. **Read their privacy policy.** Read the privacy policy of the charity. The Norfolk General Hospital Foundation protects your personal information. Our policy is that we have not and will not sell, trade or otherwise share our mailing lists.

6. **Press the print button.** Print a copy of your final confirmation screen or an email confirmation of your donation. If you do not receive a confirmation notice, notify the charity to see if they received your contribution. It is a good idea to hold on to a hard copy receipt in case your computer crashes at tax time.

8. **Watch your email in box.** Email costs nearly nothing so you may get numerous solicitations for donations in your inbox. Not all of these are legitimate organizations. Some may contain links to websites that look like real charities but are scams. Again...

9. **Look at the good side of things.** Giving online may be unfamiliar to you but it isn’t all that bad. Online giving has the potential for enormous good by saving billions of dollars in fundraising costs and allowing charities to more efficiently communicate with donors.

If your favourite charity takes adequate precautions, giving to them online should be no more risky than handing a waiter in a restaurant your credit card. By following these tips you can minimize the chance of potential problems and have a safe and secure online giving experience this holiday season.

Norfolk General Hospital Foundation has online giving available for your convenience. To donate online you can go to ngh.on.ca and look for the “Donate Online” link on the top right hand side of the home page.

When you click on this link it will take you to the CanadaHelps.org website. All of our online donations are processed through CanadaHelps.org which uses secure encryption technology and produces a printable tax receipt instantly.

Jason Harnett
Communications Development Officer
Norfolk General Hospital
We are pleased to bring you Christmas greetings and hope that you and your family have a very safe and happy holiday season.

The NGH Foundation has had a very busy year. The Foundation through its well organized Golf Committee received over $200,000 in donations at the annual Tournament this past summer. The Volunteer Association has also continued to make significant donations to the Foundation. We received a very generous donation towards an endowed education fund as well as several major gifts of stock. We also received the benefit of Nevada ticket sales through a local vendor who has expressed a strong desire to support the Hospital Foundation.

Thanks to the generosity of supporters like you, the hospital foundation was able to successfully finish our digital X-ray machine campaign. We also purchased a sterilizer, gastroscope and cystoscope for the endoscopy suite, an ophthalmology microscope for cataract procedures, a washer to disinfect operating room instruments, stretchers, palliative care room renovations, and an upgrade to diagnostic imaging software. We hope you never need to use the hospital’s services, but with your help, NGH will be there to serve you and your family with the best equipment and the best team of dedicated doctors, nurses, and other professionals. Again, please accept our best wishes for you and your family this holiday season.

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Advantages of having a mobile Critical Care Ultrasound:

- Improves accuracy of diagnosis in the critically ill
- It’s fast, simple and repeatable
- It increases patient safety
- It can be used during off hours when other imaging is not readily available
- It’s portable and would be used in both the ER and ICU

“Right now we are very limited. No matter how good of a clinician you are, ultrasound is better, because it’s a visual diagnosis. We haven’t had a choice in the past but now we have a choice.” Dr. Nagrani

“There is no question that NGH needs a mobile Critical Care Ultrasound. All of our physicians are behind this and hope you can support it as well.” Dr. Nagrani

Where your donation dollar is going

When you give a Christmas donation to the Norfolk General Hospital Foundation it will be used to help purchase a new mobile Critical Care Ultrasound Unit.

This unit will be used by physicians at the point of care or at a patient’s bedside in the Intensive Care Unit and Emergency Room.

This is a vital tool for physicians in these critical care areas and will help them make faster and more accurate diagnosis when every second counts.

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