



Media Release

For immediate release

November 1, 2016

New VP Patient Care NGH & WHGH

Kelly Isfan, CEO Norfolk General Hospital and West Haldimand General Hospital is happy to announce that Heather Riddell, RN, BScN, MBA,ENC(C) will be joining our two facilities as Vice President of Patient Care effective October 31, 2016.

Heather Riddell comes to NGH with 15 years of leadership experience in both medium and large-sized community hospitals. Most recently she has been the Operations Director Peri-Operative and Acute Care Services at Mackenzie Health. Previously, at Mackenzie Health, she was the Operations Director for Emergency, Medicine, Domestic and Sexual Assault Region Program, Critical Care (ICU and CCU), nursing Resource Team, Chemo Day Unit and Medical Urgent Care Clinic, Medical Ambulatory Clinic and Flow/Bed Utilization

Prior to Mackenzie Health, Riddell was Director of Emergency Medicine, Urgent Care, In-Patient Medicine and Corporation Patient Flow and Access at Brant Community Health Care System. Additionally, she was an Advisor for Health System Transformation to the Hamilton Niagara, Haldimand Brant Local Health Integrated Network, focusing on mental health services, Seniors Strategy, Health Links, Diagnostic Imaging and Laboratory Medicine.

Her education includes a Bachelor of Science (BScN) and a Master's in Business Administration (MBA) as well as Yellow and Green Belt Certification for LEAN Healthcare.

Among Riddell's early observations, she remarked "I've had an opportunity to meet with some of the departments. I am very impressed with their skill, knowledge and commitment. There is a real sense of teamwork among the staff; everybody is on the same page!"

“I know the staffs at both of our sites are very excited about welcoming Heather to our teams as she provides her experience and skills in meeting the challenges of continued quality care to patients and families in Haldimand and Norfolk” stated Kelly Isfan CEO NGH and WHGH.

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Kelly Isfan CEO NGH & WHGH with Heather Riddell New VP Patient Care NGH & WHGH.

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