

Hospital Happenings



Norfolk
GENERAL HOSPITAL

February, 2009

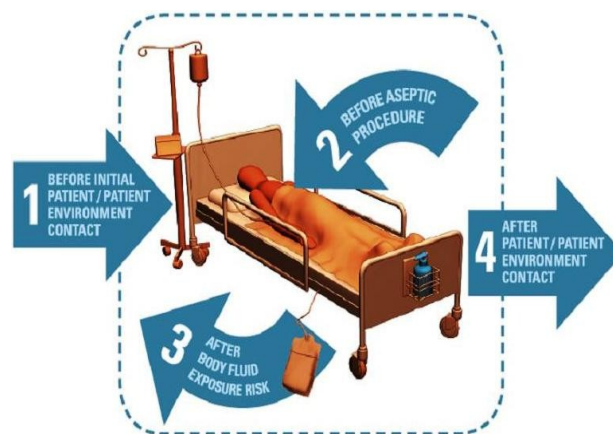
The Age of Public Reporting

INSIDE THIS ISSUE:

PUBLIC REPORTING	1
DIVERSITY OF NGH	2
NEW YEARS BABY ANJA MATZINGER	3
HIGHLIGHT REEL	4

On May 28, 2008 the Ministry of Health and Long-Term Care (MOHLTC) announced new public reporting requirements on eight patient safety indicators as part of a comprehensive plan to create an unprecedented level of transparency in Ontario's hospitals.

- C. difficile - September 2008
- VRE & MRSA - December 2008



Your 4 moments for Hand Hygiene. Online viewers may click for more details.

See www.ngh.on.ca, under the **Reporting** tab for an explanation of how these indicators are calculated and what the data represents.

Norfolk General Hospital strongly supports the public reporting of patient safety indicators because we believe it will inspire improved performance, enhance patient safety, and strengthen the public's confidence in our hospital.

April 2009

- Hand Hygiene Compliance
- Ventilator Associated Pneumonia (VAP)
- Central-Line (CLI) Infection
- Surgical Site Infection Prevention (SSI)
- Emergency Room Wait times—**TBA**

Project Operation Deficit beginning on April 1, will implement several strategies to eliminate a projected operating deficit of \$1.2 million or 2.8% of the hospital's \$42.6 million budget. Norfolk General Hospital, President and C.E.O., Bill Lewis outlined the strategies during a Cafeteria Chat. "I'm optimistic that we will continue to work as a team, to face the challenges ahead," stated Lewis.

- [Hospital Service Accountability Agreement for 2008-10](#)

Happenings
Suggestions
Feedback

SUBMISSIONS

EDITOR: JASON HARNETT
jharnett@ngh.on.ca
(519) 426-0130 Ext. 6977

OFFICE: First Floor, across
from elevator

Special Edition:

Highlights of 2008



Sanctuary Opening Feb 08



Accreditation Canada will be at NGH March 23-25 to assess patient care practices and national standards. Please speak with your Managers/Directors or Liz Hawthorne if you have any questions about your role in the Accreditation process.

Our mission is to assist those we serve to achieve the best possible health outcomes.

The Diversity's of NGH

Over the years our volunteer interpreters have assisted patients, families and health care providers in communicating important information necessary for positive health care outcomes.

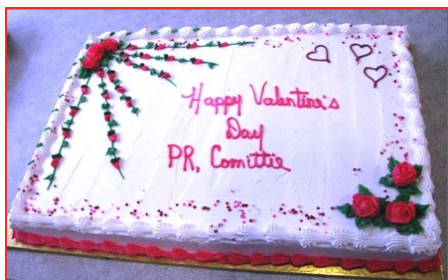


We would like to convey a sincere thank you to everyone who participated in the volunteer interpreter program by registering their name on the Hospital's Language Registry. Your contribution to the patient care process is immensely appreciated.

- | | |
|---|--|
| Belgian- Denise Spriet | Polish- Dr. Anna Trzcie-niecka |
| Flemish- Veronica Byer | Portuguese- Maria Leitao, Maria Pereira, Mercedes Pereira |
| French- Jean-Guy Dion | Sign Language- Christine Keba, Jennifer Mitchell |
| German- Irene Block, Irene Gunton, Lydia Klassen, Helen Pasinek | Spanish- Edward and Daisy Kiernan External 519-426-2025 |
| Hungarian- Anne Ferrie, Angela Frystak, Amelia Hudec, Gabor Katziriz | Mennonite Help Centre- External 519 -875-4601 |
| Italian- Lucy DiBartolomeo | |
| Mexican- Fanny (External) 519-587-514 | |

If you speak a second language and would like to participate in the 2009 Language Registry, please forward an e-mail or quick note to Liz Demers, HR, expressing your interest and noting the additional language you speak. Thank you to those who participated this past year. We look forward to your continued support in 2009!

A Delicious Valentines treat was served to staff on February 13th courtesy of the Employee PR Committee. *It didn't last long!*



If you would like to submit a suggestion to the Employee Public Relation Committee please speak with Gloria Sinnesael


This time, it was the nurses turn!



Norfolk General Hospital RN Connie Dumanski delivered the first baby of 2009 and this time it was her very first daughter. Sophia Connie Dumanski Born at 5:18pm January 1, 2009,

weighing seven pounds, two ounces. Sharing this proud moment was new dad, John Dumanski, big brother, Zacharia and members of the 3B Nursing Unit.

You Called It!



75% of those surveyed in the Hospital Happenings Newsletter poll said the first baby of the New Year would be a GIRL!

The Top Baby Names of 2008

Boys	Girls
1. Aiden	1. Emma
2. Jayden	2. Sophia
3. Ethan	3. Madison
4. Jacob	4. Isabella
5. Caden	5. Olivia



Connie and baby Sophia Dumanski, Norfolk's first baby of 2009.

105 Survey's Submitted-Day One

The Norfolk General Hospital and The Hospital Nursing Home is working towards establishing a staff discount program. Currently we are interested in your feedback. If you have yet to participate in the poll, please click on the link below to send us your vote. More details will be announced in the March newsletter.



NGH/NHNH 50/50 WINNERS

- \$240.00 Annette Vroom**
- \$239.00 Maria Leitao**

If you would like to have a chance to win the 50/50 draw and benefit from the events that the Employee P.R. Committee sponsors, call Liz in Payroll at ext. 4200.

Hot Wheels



The Volunteer Escort Chair has been given a fresh new look with a vinyl back cover replacing the old cloth. Infection Control had been concerned that the cloth cover could not be properly wiped down following transfers. NGH Purchasing was able to work with Apple Auto Glass in Simcoe and Second Ave Printing to add the detail to the chair. Both companies donated their services at no charge. The Escort Chair continues to be a valuable service provided by the Volunteer Association for patients at NGH-NHNNH.



Kevin Orr of McKesson Canada displays a multi dose package produced by Norfolk General Hospital's new PACMED machine at the PACMED open house held December 18 2008.

PACMED UNVEILED

Better patient care and compliance is the motto for NGH's new multi dose PACMED system. These packages will indicate the day and time patient medications should be taken.

Anja Matzinger-

To improve her English skills and gain a perspective of volunteering and health care in Canada, Anja Matzinger of Switzerland, chose Norfolk General Hospital.



Anja Matzinger opens a gift during a farewell party. The Switzerland native came to Norfolk General Hospital to learn more about health care in Canada.

During her five month stay, Anja was offered an opportunity to work closely with five different services at NGH including; escort, fourth floor activities, NHHN, hairdressing and Physiotherapy, a field where Anja showed particular interest.

Anja has since returned to her home country

with plans to enroll in a three-year physiotherapy course. She will be sure to share her positive experiences in Norfolk with family and friends, a visit she highly recommends to others. Not only did Anja improve her language skills and learn more about physiotherapy, she has made lasting friendships. "It was a beneficial experience for all. Anja will be truly missed. Thank you for all of your help at our Hospital and Nursing Home."

Betty Brooks-

President NGH/NHNNH Volunteer Association

Brave Faces— On Thursday, February 19, it was "Doctors Day" for two little sisters, scheduled to have their tonsils removed the following week by Dr. Olson. Madeline and Macy Begin, came to NGH to get better acquainted with their doctor and hospital staff in preparation for the big day.



Not only did they arrive promptly, they came dressed in full medical attire to add to the experience. Madeline and Macy's dad is Jason

Begin who works as a Cook in Food Services.

Begin who works as a Cook in Food Services.

EatRight Ontario

Do you have questions on nutrition? Registered Dietitians are now only a phone call away.

Connect to Registered Dietitians at EatRight Ontario to get answers to healthy eating questions, such as...

- Tips for eating on the run
- How to lower the risks of certain diseases
- Feeding my baby
- Menu planning and food safety



March is Nutrition Month

Call and speak to a Registered Dietitian at **1-877-510-5102** or online **Ontario.ca/eatright**



Preventing Patient Falls— In-Service North Conference Room

March 2-6 March 9-13

Time:2:30pm—3:00pm

Special Edition– Highlight Reel 2008



In 2008, Plant Operations and Maintenance marked the completion of the Intensive Care Unit Project, and office



relocation of Medical Records. Another major undertaking included the replacement of General Supply Fan 3.

On behalf of the Hospital we were very honoured to receive the Canadian Healthcare Engineering Society 'Award of Excellence'. J.J. Knott

2009 Accreditation Planning



Last year, Norfolk General Hospital began planning and organizing for our 2009 hospital accreditation survey. The new method of accreditation differs from previous accreditation processes in that **the focus is now**

on the care providers and the work they do. During our on-site survey, surveyors will move throughout the hospital to talk with and observe many staff to assess NGH's ability to meet national standards. Surveyors will be tracing patient care and patient safety through the hospital. Policies, procedures, information and education continue to be a huge part of patient care.

Twelve accreditation teams were organized in February 2008. Team members are Unit Staff (nurses, PT, OT, SW, Dietitians etc), Physicians, Managers, Infection Control Practitioners and associated Staff from other areas. Each team has reviewed their unique standards set by Accreditation Canada. Teams have been working diligently to develop responses to "Quality Roadmaps" provided by Accreditation Canada. The teams have prepared responses to hundreds of standards and 25 specific Required Organizational practices (ROPs), that describe the areas where NGH care providers excel and areas where we are planning improvements.

Last spring all NGH staff had the opportunity to provide feedback on two topics through surveys (both on-line and paper). The topics were Patient

Safety and Worklife. Staff responded in large numbers to two surveys. The results of the surveys were shared with staff through feedback sessions with a facilitator, by email and through cafeteria chat sessions with Bill Lewis.

The upcoming on-site survey (March 22, 23, 24, 25) will give all staff at NGH an opportunity to showcase the excellent work they do and the high quality patient care they provide. Four surveyors will join us here at NGH for 3 ½ days to talk with staff, observe practices, talk with patients/families and gain an understanding of how NGH meets or exceeds the standards and ROPs set by Accreditation Canada.

It has been a busy year and the preparations continue. Thanks to all who have been involved in preparing for Hospital Accreditation thus far!

Norfolk General Hospital Laboratory

This past June the NGH Laboratory achieved the maximum five year Ontario



Laboratory Accreditation (OLA) from the Quality Management Program - Laboratory

Services (QMP-LS). This achievement was an excellent team effort and all lab staff should be very proud of their ongoing contributions to our Quality Service.

Laboratory Director, Barry Vermeersch Clinical Laboratory Management Association (CLMA) National Founders Award for Preanalytical Excellence for contributions made in advancing preanalytical laboratory specimen quality - March 2008.



Laboratory Redesign -

As a result of an Ergonomic Assessment in 2007, new Ergonomic, fully adjustable Laboratory workstations were installed in the high volume work areas. Oct - Dec 2008.





The Volunteer Association had a very successful year in 2008! Annual volunteer hours continue to total over 40,000 and funds raised in the ball park of \$100,000 continue to help the hospital purchase much needed equipment!

Dulcie Crone was the recipient of a Provincial Life Award and we are very proud of her accomplishments. Several other volunteers received awards at the annual general meeting in April, The Ontario Volunteer Service Award banquet and the September Social. The volunteer businesses continued to thrive this year as did their many fundraisers.



This year the Treasure Mart underwent major changes not the least of which as a new venue at the Aud providing much needed space for future growth! Volunteer services in the Hospital and Nursing Home also continue to strive while making changes as needed to accommodate and serve NGH and NHHN to the best of our ability! We look forward to another great year in 2009!



Holmes House at 20



It seems like last week but more than two decades have passed since Holmes House began treating alcoholics and addicts. Four thousand admissions later we're still at it. In that time the addic-

tions field has changed a lot, in the beginning our clientele was mostly male, mostly alcoholic. With the passing years we have seen an escalation in the abuse of cocaine, prescription drugs and painkillers to name a few. That Holmes House does it's job well can be attested to by any number of folks who have come through our doors having heard through the grapevine that they know of a place that's small, homey and where people care.

[Read full article](#)

Gord Christmas

Education



Casting day, 2008

This year Norfolk General Hospital has 10 co-op students filling various placements within the hospital. We are also happy to be partnering once again with the Simcoe Composite School Health Science perspective program, this year 12 students have enrolled in the program. We have had excellent feedback from the co-op students from last term, thanking the staff for their incredible experiences while they were here.

ACLS— Advanced Cardiac Life Support

Certification and Recertification will be offered at Norfolk General Hospital April 23—24

Contact Carolyn for registration information 1259

Ongoing Education

Coming Events

Housekeeping Staff will be celebrating Housekeeping/Laundry Workers Appreciation Week March 2-6.



- Promote your next event
- Acknowledge achievement
- Showcase excellence in health care



The Front Display Case is available. Book now by calling Jason at extension 6977.

March is Nutrition Month



Stay Active! Eat Like a Champion!

Cafeteria Specials— Door Prizes

Watch for information in the cafeteria & throughout the month on Healthy Eating for an active lifestyle.

Hospital Fundraising Events

March 21— The Ultimate Ladies Day Out

April 2 - 4—Simcoe Lions 58th Annual Variety Show

June 26— 2nd Annual Salverda Memorial Golf Tournament