

# Hospital Happenings



March, 2009

*Norfolk*  
GENERAL HOSPITAL

Accreditation Canada's  
On-Site Survey Complete

Mac-Care A Comfortable Fit  
for NGH and Future Physicians

Four surveyors from Accreditation Canada visited Norfolk General Hospital on March 23, 24 and 25. The surveyors completed an assessment of our ability to meet nationally



Surveyors—Paul Nyhof, Dr. Monique Moreau, Catherine Danbrook and Janet Harris with NGH's BettyAnn DeRonde, Bill Lewis, & Tom Thomson

recognized quality standards for healthcare institutions. Staff at NGH have been diligently preparing for this survey for the past 13 months.

The surveyors met with Staff, Community Partners, Administra-

tion, Members of the Board of Directors as well as Patients, Volunteers and Physicians, to make sure NGH provides high quality, safe and professional care for our patients and families.

About six weeks from now, we will receive our Forecast Report. The Forecast Report will tell us which standards and Required Organizational Practices require more effort on our part. We then have about six months to develop improvement plans and processes as necessary. Our final submission to Accreditation Canada's Council will take place late this fall.

Thanks to everyone who participated in the Accreditation on-site survey process. Great job!

[\(Click here to read some of the surveyors comments\)](#)

In December of last year, it became official; Norfolk General Hospital would become an accredited University satellite-teaching site, providing core emergency rotations to medical students from McMaster University. This wasn't a program that developed over night, in fact during the last three years, NGH had not only developed a relationship with the Rural Ontario Medical Program (ROMP) but had earned an excellent reputation as a hands on learning facility amongst medical students. In 2006, Dr. Gord Hitchcock, Carolyn Beam and Linda Vancso, were presented with the Off-site Rural Medicine Teaching Award for Emergency Medicine through ROMP. Their dedication to this program proved to further Norfolk General Hospital's standing. Mac-Care, a program that arranges high quality Emergency Room learning opportunities for students, took notice. In response to increased medical school class sizes mandated by the government, and larger teaching hospitals over populated with students, Norfolk General Hospital's 24-hour Emergency Department was approached to join this experience. Our goal; to increase awareness of our rural hospital and eventually attract medical residents.



Dr. John Rosati and Dr. Gord Hitchcock proudly display the Accreditation Plaque from Mac-Care.

(Continued on page 2)

## Suggestions - Feedback - Submissions

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## Results of Staff Discount Poll

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

**Patient Safety Enhanced IV Pumps**

Nursing Units at NGH recently participated in an educational session from Baxter on the Guardian Drug Library, which have been added to all IV pumps as an additional patient safety feature. The Guardian



Baxter representative, Diane educates staff on the Guardian Drug Library

Drug Library was developed to enhance patient safety through the reduction of intravenous medication programming errors. When staff administers medication through the infusion pump,

this system compares each dose entered against the hospital-defined limits. If a dose is programmed outside these limits, the guardian feature provides a visual and audible alarm, informing the clinician that the dose is outside the hospital's formulary's recommended range. The new system is expected to go live early Spring. Training material can be found on the hospital intranet.

**Mac Care— A Comfortable Fit** (continued from pg.1)



The common expectations of medical students; to meet and assess patients in a safe environment and develop confidence in doing so. Students are provided with an opportunity to become comfortable in drawing blood samples, putting on casts, starting an IV and other minor procedural skills. *See one, do one, teach one*, is the philosophy, program lead, Dr. Hitchcock shares with students. "In a couple of years, they will be the ones responsible for doing this." In comparison to urban hospitals, where students may be two or three deep, NGH Mac-Care students are getting their hands dirty. "When they come here they just rave about their experience because they are forced to do things they've only seen in the past", said Dr. Hitchcock, who explained that in many cases a student will get an opportunity to follow a patient from the Emergency Room to other stages of care in the hospital.

In addition to a hands-on education, staff really enjoy

the presence of the students. "We have an excellent medical supportive staff," said Dr. Hitchcock, "they love having students, whether it's our surgeons, ER doctors, family doctors, nurses, respiratory therapists, diagnostic imaging technologists, whatever. It's a nice opportunity to show camaraderie in the hospital. They can learn so much from our allied support staff."

While students further develop their skills, physicians too, benefit from this opportunity. "Students are closer to the actual teachings; they'll often make us review something we haven't done for a while, they are closer to cutting edge research and knowledge, so they bring us back things they've been learning, it's a good relationship that flows both ways," said Dr. Hitchcock.



March 18, 09- Todd Marentette and Greg Kempa, Union Gas representatives, present NGH with an Energywise financial incentive of \$30,000

**New High Efficiency Fan Receives Boost from Union Gas**

As a founding member of the Canadian Coalition for Green Healthcare, Norfolk General Hospital is constantly exploring opportunities of reducing our carbon footprint. Recently, an

essential general supply fan which had been installed in the mid 1960's was replaced with a new fan system that will essentially create less demand, recycle air intake, lower overall heating and cooling expenses and promote a healthier environment for the people we serve. As part of the Union Gas Energy Efficiency Program, Norfolk General Hospital has successfully met the criteria to receive an Energywise financial incentive of \$30,000. "Union Gas is a firm believer in assisting our customers in managing their energy needs. Helping the Norfolk General reduce their energy needs with this project has meant reduced costs to the hospital and helped reduce emissions to help our environment," said Gregg Kempa, Accounts Manager, Union Gas.

With the implementation of the new heating cooling fan at a cost of approximately \$430,000, the hospital estimates it will save 49,000 cubic meters of natural gas annually. "This fan will greatly reduce our carbon footprint as a result of new technology," stated J.J. Knott.



**\$238.00 Carrie Martin**    **NGH/NHNH**  
**\$239.00 Jason Begin**    **50/50 WINNERS**

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.

**March of Yester “Years”– Look Back**

**March 1955** - After many years of area funeral homes providing ambulance transportation to NGH, the Simcoe Lions Division of the St. Johns Ambulance, stationed their 1942 Chevy Ambulance in Port Dover. This service ran day and night for five years. It wasn't until the 1960's that the province established new regulations of operation preventing the service from being run on a voluntary basis.

**March 1982**– Norfolk General Hospital received it's first ultrasound machine. It would take two weeks to install the equipment. The first ultrasound examinations were on Monday April 5, 1982.

**ETHICS AT NGH-NHNNH** — On March 20, Jessica Sarafinchin, Social Work Coordinator and Chair of the Ethics Committee, provided a presentation to a full boardroom on the ethical resources and steps available to staff and the community. The Ethics Committee meet four times annually with a mandate to uphold NGH's Mission and Values. During the session



Jessica introduced a tool kit designed for front line staff and explained the 'Decision Tree' which can be viewed throughout the hospital by staff and visitors. Jessica welcomes recommendations from staff and promises continuing education.

**The Employee Public Relations Committee**

*Presents an Evening at the Track!*

**Flamboro Downs**

Racing, Dining, Slots!

**Friday, May 1-**

Free transportation by bus.

Hospital Departure: 5:45p.m.

All you can eat Prime Rib of Beef Buffet featuring an interactive Pasta Station in the Pavilion Restaurant Track Side

**\$31.00 per person** - smart casual dress (blue jeans are acceptable)

Reserve your spot by April 1 by contacting Paul Bennett Ext. 1304



**Farewell to Three Longtime Nurses**

On Wednesday, February 25, 2009, over 100 colleagues, friends and family members attended a retirement event for three special Registered Nurses.

Sharon Greenall came to NGH in 1971, Pat Schneider in 1972 and Anna Marie Maxim in 1974. That is 110 years of combined service. Over the years, these nurses have seen many changes and challenges at NGH.



**Pat Schneider, Sharon Greenall and Anna Marie Maxim**

Remember:

- The segregation of staff in the cafeteria? The RN never sat with the RPN, even if they happened to be sisters.
- The great November Nurses' dance that brought everyone together. It was always the best party!
- Pantyhose, well polished white shoes and starched mini dress uniforms that got second looks, then gave way to scrubs and running shoes.
- The days of alcohol drips, Paraldehyde injections, Brompton's Cocktail that always evaporated and the Glass IV bottles that never bounced well.
- The Dietary department did away with the breakfast menu and home cooking and our waists said goodbye to junkets, stuffed spareribs and the best scalloped potatoes.
- Giving up your seat, standing at attention and escorting doctors to their patients when they arrive on the floor has given way to Post It notes and Robbie's list.

Now that you have retired, you have all left an imprint in our minds and a hole in our hearts. We treasure your friendship and wish you good health and lots of laughter because you definitely earned it.

**Speech written by Sue Vanhooren**

[Hospital Fundraising Events](#)

[\(Click For Listing\)](#)

Tomorrow is always fresh, with no mistakes in it."

—Lucy Maud Montgomery



**Leon's Celebrates 100th Birthday by Giving Back to the Community**



NGH CEO, Bill Lewis gets ready for the Leon's balloon release. 100 biodegradable balloons with prize certificates were released to the community.



Simcoe Leon's representatives Kim Schott, Brad Schott, Al Schott, Sandy Schott and Leon's President Terry Leon, visit the 3B Obstetrics, Father's Waiting Room where a newly donated TV has been installed.

There was birthday buzz in the air at the Leon's Simcoe Store location on Tuesday, February 24th. In addition to celebrating the success of the franchise and congratulating staff for their efforts, Leon's, President and CEO Terry Leon was on hand to announce that Norfolk General Hospital would be the recipient of a \$5000.00 donation towards furnishing for our facility. NGH was generously provided with six brand new Toshiba flat screen televisions with built in DVD players to be used in patient waiting areas.

**Thank You Leon's!**

**Lu Ann Crandall - Retirement Celebration**



Forget the black tie, it's no formal affair. Just come as you are for that casual flair.

We'll laugh and smile as we all reminisce,

it's a gathering for a friend that will surely be missed!

We invite you to share this special occasion as Lu Ann Crandall celebrates her retirement.



**Vittoria Community Centre**

June 26

Cocktails:5:30 Dinner 6:30

Tickets are \$40

**Contact**

- Mary Alice 1286
- JoAnn 1455
- Dianne 1270

**Norfolk General Hospital Immunization Clinic**

NGH's Immunization Clinic is up and running. Occupational Health and Safety Director Will Baker and Kimberly Wray (Infection Prevention & Control) are putting the finishing touches on plans to review and



Infection Control Nurse, Kimberly Wray conducts immunization tests on Tracy Cullimore, HSK Supervisor

update NGH employee immunizations. **"We're starting with the highest risk areas and working from there,"** stated Baker. Full time Emergency Department employees have been sent requests to contact Kimberly to arrange a brief status re-

view . "Basically we've pulled employee files to see where they're at and we're filling in the gaps as far as Tb testing, MMR, Tetanus etc.," said Kimberly.

Occupational Health is asking that all employees bring their immunization records with them to prevent any unnecessary testing. On an initial visit, employees can expect to review their current record and possibly have blood drawn to establish immune status to communicable diseases. For the convenience of staff, blood will be drawn at our own laboratory. Most employees will also require a Tb test during this visit. Once the blood results have returned, a follow up appointment for immunization will be made as indicated. The clinic will operate Tuesday's from 2pm until 3:45pm. A calendar will be posted outside the Occupational Health and Safety office and the Infection Prevention and Control office indicating clinic dates and times. **Please look for a letter in your mailbox and make the appropriate steps to arrange an appointment with Kimberly. Thanks for your cooperation.** [Immunization Dates/Times](#)



Volunteer Rose Washik

**Earth Day- April 22**

Volunteer Coffee Kiosk

**Save a Cup—Bring Your Mug**



Watch for more details!



HR Coordinator Elizabeth Demers presents Stephanie Varga with a \$500 employee referral incentive cheque.

### HR Referral Incentive Program— Strikes Success

Stephanie Varga enjoys her career at NGH, so much so, that she's sharing her positive experiences with others, "I get to do a bit of everything", said Varga, who's particularly passionate about being an Obstetrics Nurse. After hearing about the Employee Referral Program and reading more about the application process through the intranet, Stephanie was confident she had a good candidate in mind for a nursing position at NGH. The Oakland, native immediately thought of a fellow nursing graduate from McMaster University who also hails from the Norfolk area. After a successful application and interview process, the hospital was pleased to welcome a new ER Nurse and pleased to inform Stephanie that she would be the first to receive the employee referral incentive. Stephanie plans to split her winnings with her friend and newly referred NGH RN, Katie Brown.

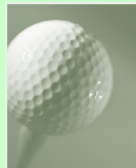
[Employee Referral Program](#)

### The NGH Golf League Is Back!

Tuesday April 21 - September 15

New players are encouraged to join!

Contact Kim Stanley 4202



Click for more details

Greens at Renton - Tuesday Nights - 9 holes - Fun for all

# Easter Bonnet Contest



On April 7, wear your best **Easter Bonnet** for your chance to win great prizes displayed in the coffee kiosk lounge. Be as creative as you can! Judges will visit departments beginning at 2pm on April 7th. Good Luck!

Sponsored by the EPRC

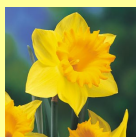
### Next Month—

World Health Day April 7— Cancer Awareness Month -

National Laboratory Week April 19-25

National Volunteer Appreciation Week 19-25

Submission Deadline: April 20 2009



### Fun for a Great Cause

On Saturday March 21, the Norfolk General Hospital Foundation welcomed area women (and a few men) to the Better Living Essentials Women's Expo. Keynote celebrity speaker and former Much Music VJ, Erica Ehm stopped by the Foundation and OBSP booths to say hello to Communications Development Officer, Jason Harnett. Erica took the stage and shared the realities of motherhood, her main message, "it's ok to have (guilt-free) YOU time!" Proceeds of this successful show (\$1227.50) will go towards the NGH Foundation Digital Mammography



### Patient Identification



Your passport to the highest Quality of Care  
North Coast Hospital Patient Safety Team  
Committed to your safety

#### Proper Patient Identification Prevents Simple Errors

Always use at least two patient identifiers when providing care, treatment or services.

- ▶ Patients first and last name
- ▶ Patient identification number
- ▶ Patient date of birth
- ▶ Photo ID

### New hospital signage promotes Proper Patient Identification.

Where will you see them? Patient care areas.

**Purpose:** To remind caregivers to always check at least two patient identifiers when providing care, treatment or service to patients.

**Models—** Ken Wray & Jo Gardiner