

Nursing Excellence *The Health of Our Hospital*



Lynne Lawrie & Judy Anstee, Norfolk General Hospital 2011 Nursing Excellence Recipients

Congratulations to this year's Nursing Excellence Recipients Lynne Lawrie, RPN 4B and Judy Anstee, 4B RN. A central feature of Nurses Week at Norfolk General Hospital is the presentation on the Annual Nursing Excellence Awards, given each year to one Registered Nurse and one deserving Registered Practical Nurse whose efforts exemplify the ideals and goals of nursing. This year there were over 35 entries, which provided testimony in recognizing their colleagues attributes.

Lynne is noted as being kind, caring and helpful with all her patients and their families. She embraces change with a positive attitude and seeks out opportunities to practice her RPN added skills. Lynne always comes to work with a cheerful positive attitude, ready to face any challenges of the day.

Judy consistently embraces change with a positive, energetic attitude. She is loved by all patients and families and is truly a kind compassionate Registered Nurse who 'cares'. She routinely seeks out educational opportunities and is always enthusiastic to assist her colleagues whenever possible.

Though we appreciate all the efforts of each caregiver throughout the year, this special time offers us the chance to single out those individuals who have made outstanding contributions. These two recipients clearly demonstrate, "It is not how much you do, but how much love you put in the doing," said Bettyann DeRonde, VP Patient Care.

National Nursing Week was held May 9-13.

This year's theme: **Nursing, The Health of Our Nation.**

- New CEO & President
- Appointment for Lab Dir.
- June is Stroke Month



Happenings

NGH Staff and Physicians Show Off 'Their Norfolk'

Photos and video to be featured in health care professional's recruitment project



Dan Bergen from Maintenance loves to bike throughout Norfolk County. On this day, we found him on the Lynn Valley Trails.



Dr. Dave Mohomed & Dr. Peter Nagrani enjoy a friendly game of Golf at the Greens at Renton.



The Lab's Brenda Cutting and her husband Bill sail Lake Erie in Port Dover on their beautiful boat, 'Full Wave'.

Director, Laboratory Medicine & Cardiac Diagnostics, Elected Director of CLMA Trillium Chapter Board



Barry Vermeersch

The CLMA is an international association of clinical laboratory professionals from all areas of laboratory medicine. The association provides leadership in the clinical laboratory industry supporting laboratory professionals at every stage of their career.

As a Director of the Board, Barry, with his strong leadership skills and experience, will be an integral part of a high performing team. The Chapter Board is seen as a valuable resource to the industry. With member input, the Board works with and continues to be consulted by the Ministry of Health, QMPLS/OLA, certification bodies, educational institutions and CIHI; and continues to provide submissions to industry stakeholders on a variety of laboratory related topics. In addition, the Trillium Chapter, one of 52 active chapters of the international organization, has won the CLMA Chapter of the Year Award in 2000,

2004 and 2010; as well as Chapter Excellence Awards for Financial Management in 2005 and 2010; Administration and Leadership in 2006, 2009 and 2010; and Executive Involvement in 2009 and 2010.

Congratulations, Barry!



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Kelly Isfan Named *fifth* NGH-NHNH President & CEO

Following a thorough executive search process Norfolk General Hospital, The Norfolk Hospital Nursing Home and the Hospital Foundation Boards are very pleased to announce the appointment of Kelly Isfan to the position of President and CEO effective September 20, 2011.

Isfan is currently the President and CEO of Campbellford Memorial Hospital and has been in the role since 2003. She has been a health



Norfolk
GENERAL HOSPITAL

care administrator since 1987, holding leadership positions in acute, community, and long-term care sectors in Saskatchewan, British Columbia and Ontario. She has earned a Master of Health Care Administration from the University of Minnesota and a Bachelor of Commerce (Healthcare Administration) from the University of Saskatchewan.

Isfan is delighted to be joining Norfolk General Hospital, Norfolk Hospital Nursing Home and the Hospital Foundation and together with the Boards of Directors, physicians, staff and volunteers is looking forward to leading an exceptionally successful community hospital into an exciting future.

Highlights from the Volunteer Annual General Meeting

Over 140 Volunteers and guests attended this year's Annual General Meeting held at the Army Navy and Air Force Club on April 27, 2011.

Jean Hoskins was awarded with the Forty Year Service Pin: **Peggy Winter** was given the Thirty Year Service Pin.

5000 Hour Service Pin: **Hazel McLaughlin**

Life Member Service Pins: **Jean Karges**, Port Dover; **Pat Cooke**, Delhi; **Lois Craig** and **Pauline Dickey**, Simcoe

Two longtime volunteers **Elsie Jones** and **Edith Kindy** received special awards for 50 years of service from the Hospital Auxiliaries Association of Ontario.

Dorothy Landon was acknowledged for celebrating her 100th birthday and still volunteering as a caller for the Simcoe Branch.

Special thanks went out to **Hetty Meijaard** for all of her leadership with the Junior Volunteer program

This year **423** Active Volunteers contributed **36,749 hours** of their time to our Association. **\$127,341** was contributed towards Hospital and Nursing Home equipment.

Congratulations to all Volunteers on a job well done!



June Barnett,
Volunteer Association President



Previous Administrators over the last 86 years; Marjorie (Buck) Brook 1925-1943, Dorothy Bowden 1944-1978; Harold Shantz 1978-2000; William Lewis 2000-2011



Delhi Branch Volunteer' Annual Golf Tournament
August 10, 2011
Delhi Golf & Country Club

www.ngh.on.ca for full details

Happenings



NHNH Residents Contribute Banner to Drive Thru Art Gallery



Next time you are driving through downtown Simcoe, keep an eye out for the Turtles! Residents of The Norfolk Hospital Nursing Home recently took part in the Simcoe Downtown BIA's 12th Annual Drive Thru Art Gallery. The idea of the project is to beautify the core and give tourists something to look at as they drive through town on their way to the lake. This year's theme is celebrating the 25th Anniversary of the Long Point Biosphere. To help with the project NHNH residents hand painted 'A Herd of Turtles'. The banner will be featured amongst 90 other creations in the downtown and remain until the Norfolk County Fair arrives in October.



From The Foundation Boost for staff training at NGH



On April 27, Norfolk General Hospital had the honour of welcoming retired **Canadian Forces General Rick Hillier** to our hospital to help present a \$25,000 donation towards educational training for frontline health care staff. General Rick Hillier, who now acts as a Senior Advisor for the TD Bank Financial Group attended a sold out speaking engagement in Port Dover later that evening and shared the **50 Points of Leadership** from his 2009 book "A Soldier First: Bullets, Bureaucrats and the Politics of War."



The TD Bank donation will be used to purchase a neonatal simulator for resuscitation classes, a pediatric manikin used for advanced life support training, educational DVD's on topics such as women's health, cancer, diabetes, aging, as well as an all day pediatric seminar for nursing staff. "Providing advanced training is fundamental to implementing best health care practices at NGH," said Bettyann DeRonde, Vice President Patient Care.

Area Lions Clubs & Friends Improve Vision Far and Near

It was a beautiful sight! On Tuesday, May 3, area Lions Club members and other supporters including the Royal Canadian Legion Branch 79, attended the official ribbon cutting ceremony for the installation of the new OR Ophthalmology Surgical Microscope at NGH.



This was an opportunity to see their fundraising efforts at work, learn how their contributions have benefited patient care and give staff a chance to personally thank them for their generosity.

Each year, over 500 cataract procedures are performed at NGH, in addition to many other sight related procedures. "Our equipment was 28 years old and needed replacing," said Dr. John Thorpe, the lone surgical Ophthalmologist in Haldimand Norfolk.

To compliment this special occasion, it was announced that the old microscope would be shipped to an Eye Clinic in Haiti that was destroyed in the devastating earthquake last year.



Happenings

June is Stroke Month

June is Stroke Month in Canada. Did you know that every 10 minutes a Canadian suffers a stroke and another family finds themselves in crisis? Over 300,000 Canadians are living with the effects of stroke. It is the third leading cause of death in Canada, and the leading cause of severe acquired adult disability.



Lisa Fronzi, RN and Melanie Watts, Secondary Stroke Clinic Clerk

Did you know Norfolk General Hospital provides a Secondary Stroke Clinic to patients living in Haldimand and Norfolk? We are part of the Regional Centre at Hamilton Health Sciences who provide tertiary care for stroke patients and support district stroke centres in our region.

Through the Norfolk General Hospital Emergency, patients who show signs of stroke or Transient Ischemic Attack (TIA, or mini-stroke) are automatically referred to our Secondary Stroke Prevention Clinic. At the clinic, they will have further diagnostic testing to determine if in fact they had a stroke and what can be the next best course of action. Test results determine the urgency of each individual case and will determine how soon they should see Dr. -Tim Bard, Internist. If any of their tests show positive, they will see him within 7 days. This is part of the best practice for stroke care.

If it is determined, a patient has suffered a stroke or mini stroke they will return to the Secondary Stroke Prevention Clinic (held Wednesday afternoons at NGH) and undergo lifestyle counselling and risk factor assessments. The risk factors include whether a patient is a smoker, diabetic, in need of nutrition counselling or have high blood pressure/hypertension.



View Hospital Happenings Online
www.ngh.on.ca

Lifestyle counselling is a huge part of the Secondary Stroke Prevention Clinic at NGH, where smart goals are established and patient lifestyle changes implemented. The Stroke prevention team helps manage people that have already had a stroke and help prevent it from occurring again.

Stroke

Know the Warning Signs



- **Weakness:** Sudden loss of strength or sudden numbness in the face, arm or leg, even if temporary.
- **Trouble Speaking:** Sudden difficulty speaking, understanding, or sudden confusion, even if temporary.
- **Vision Problems:** Sudden trouble with vision, even if temporary
- **Headache:** Sudden severe and unusual headache
- **Dizziness:** Sudden loss of balance, especially with any of the above signs.

Call 911 immediately if you or a loved one thinks you are experiencing a stroke.



Employee PR Committee
Blue Jays Baseball Road Trip

May 21-11

Jays 7 - Astros 5
Thanks to all who attended!

September 16



Hamilton TiCats VS Edmonton Eskimos
Football Game
Bus departs @ 5:30pm/ Game Time: 7:30pm

Tickets are \$36.00 p/p
Includes bus transportation
Look for sign up sheets soon!



Happenings

So long Steve...



For an employee who has invested 37 years of his life to NGH, it doesn't take long for Steve Brightman to be side-tracked by lots of great memories. He's been through many changes throughout his career and worked with many different staff. It was in 1974 when Steve took on a casual position filling in for summer vacationers performing odd jobs. Steve later served a short stint in Stores and Purchasing and later scored an overnight position in housekeeping. "I remember

ordering out food the odd time with the nursing staff, you made sure you didn't forget anybody." Steve would find himself next in the hospital laundry unit where they handled over 5000 pounds of it a day. "Sometimes it was so hot down there we'd have the occasional water fight to cool off, as long as we got the work done, there were no problems." Eventually Steve returned to Housekeeping as a Porter on the various floors. "I remember getting the floors on the second floor so shiny you could look at them and see the reflection of the clock to tell the time," Steve proudly recollects.

"I will miss the people," said Steve, as one of the originals of the Employee PR Committee, he enjoyed performing skits, BBQ'ing for staff and of course the Annual Christmas Party, always a high-light.

On his road to retirement June 28, Steve looks forward to travelling with his wife, maybe take on a part time job or return to NGH-NHNH someday as a Volunteer. Best of luck Steve!

Computer Upgrades Coming: MS 2010

New computers are on the way for Norfolk General Hospital as part of a two-year project to update 160 computers. Phase one;



(late June early July) will replace the first 80 computers based on priority. All software upgrading will include Office 2010. In addition to new computers some of our laptops will be converted to *Thin Client*, which rely on processing power from the

main server located in the computer room, where as with PC, the processing is performed on the PC.

Training will be offered to those using the new 2010 software. Stay tuned for more details.

EAP

help. when you need it.

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50/50 Winners

- Jennifer Johnson • Candace Downs
- Kelly Vanpaassen • Sarah Morris

Contact Payroll & join the 50/50 Club today!



1959-2011

Dave Little
Director of IT



1932-2011

Jean Dorothy Trembley
Housekeeping



1925-2011

Luella Bowyer
Volunteer and first born baby at NGH



1943-2011

Charlotte Stetler
RPN

Friends we've lost, but will never forget.





Happenings

Environment of Care Assessment

Norfolk General Hospital has been selected to participate in an Environment of Care Audit conducted by Trane Canada. Typically,



Guy Bourbonniere & Jefferey Light from Trane Canada speak to staff June 15.

the audit would be quite costly for a hospital of our size; however Trane has made this offer to NGH as a means of introducing this type of audit to the Canadian market. The audits are primarily used to determine connections between physical environment and patient care

outcomes, and patient satisfaction ratings. They can also be used to determine future capital budget possibilities.

The audits were held on June 14-15 with a team from Trane Canada performing an onsite visit.

Empathy; Dr. Olsson's Most Important Quality

Seeing successful results has always propelled Dr. Olsson. "Someone goes in with a broken leg, we fix it and it heals. A lump, bump or a gallbladder and you can take it out." Although, it is not always that easy. "When you go in, it may be something that you expected or it could be something totally different." One of the most challenging aspects of being a surgeon for Olsson has been cancer work. "Telling people they have something life threatening, but not pulling the rug from under their feet. You always try and find the positive." Seeing children who are sick or injured has also been difficult for Olsson, who once aspired to be a paediatrician. "They haven't lived a fulfilling life yet, it tears my heart out sometimes."

For a young grade 13 student, gifted in math and science but not quite sure what direction to take, Dr. Olsson was fortunate to have great friends, (many he still has today) that recognized his gift and pointed him towards a profession in medicine. As a doctor, Olsson is most proud of the relationship he has developed with his patients. "I still have many patients today that I had back in the 70's when I first arrived. To me it means you're doing a good job. Building a practice and earning the trust of the people takes time. I think it is very comforting that people trust you. I don't mind my patients approaching me in the grocery store. That doesn't bother me, it's a compliment."

Olsson is also very proud to be a part of this community. "We live in a very generous area. Whatever the community wanted, they would come forward with and they continue to do so!"

This process involved touring the facility, and speaking with staff and physicians in various departments.

During a wrap up meeting, Trane Representatives Guy Bourbonniere and Jeffery Light shared their initial balance sheet. They were particularly amazed with the amount of employees that had served (35 plus years), with our organization; they had a very good impression of our Emergency Room entrance and found our Laboratory to be an excellent working space. They noted that staff appeared to have a willingness to serve and work hard within their departments and illustrated their appreciation for new capital equipment. In addition, the audit team found NHHH to provide a real sense of community care and spirit within their facility.

Through initial observation, Trane also provided opportunities for growth and improvement in which they will share in their final report in August.

"Hospitals are proactively planning for the future now. We are a group of people that get to see a lot of hospitals and good practices and hope to share these practices," said Guy Bourbonniere.

[Read Full article](#)

He singles out laparoscopic surgery as the greatest advancement in the hospital since he started.

Of the many traits, patients and colleagues have observed in Dr. Olsson's, he feels 'empathy' will always be his most important quality. "I've been sick, I've had lots of surgeries, I've had cancer myself," acknowledges Olsson. "When you've been under the knife, you know what it takes to recover. Questions I had, I try to answer for my patients when they are looking at you scared to death. I'm just like everybody else; I hated having the surgery, too."

As Dr. Olsson sets his sails into the new waters of retirement, we thank him for his helpfulness, his knowledge, his compassion and dedication to health care in our community and the well-being of his patients. Best wishes to you and your family, enjoy retirement.





Happenings

NHNH Annual Corporation Meeting

The Norfolk Hospital Nursing Home held its Annual Corporation Meeting on Wednesday June 15. During the 36th Annual meeting, it was officially announced Mr. Gordon Percival would be completing the end of his term as the Chair of the NHNH Board of Trustees.

“It has been a privilege to serve a Chair of NHNH, and this honourable task has been fulfilling, rewarding, and challenging. I have never been disappointed with the answers our people provided as I asked questions, and leave this position with a profound sense that my contribution as Chair would never have



Gord Percival passes on the gavel to Mrs. Mary Hoover, incoming Chair of NHNH Board of Trustees.

been possible had I not had the fullest support of all staff, fellow Board Members, Volunteers and Residents. It is with humble thanks that I turn this position over to Mrs. Mary Hoover.”

In addition to the appointment of Mrs. Mary Hoover as the new Chair to the NHNH Board of Trustees, several others were acknowledged for their service to The Norfolk Hospital Nursing Home. Mrs. Sue Stevenson has come to the end of her 12-year term, Mrs. Dottie Smith will allow her name to stand for re-election for one year at which time she will complete her 12-year term. In addition, Mrs. Gaye Van Dewalle was recognized for her service to the Board.

Mr. Tom Thomson, Acting Chief Executive Officer concluded the meeting by thanking Mr. Gord Percival and the Board of Trustees for the dedication and leadership in ensuring that the residents of NHNH are receiving quality care in a safe environment.

22nd Annual NGH Foundation Golf Classic



July 19-20 Norfolk Golf & Country Club

New Ovens a Welcome Addition to the Kitchen



Amanda Gordon, Foodservices Supervisor with Dan Wardell and Dan Bergen, Maintenance. Disassembling the old oven unit.

They’ve helped to cook alot of wonderful meals for patients, staff and visitors over the last 40 years, but there comes a time when even the ovens must call it a day. On June 13, the Nutrition and Food Services Department anxiously welcomed a new set of ovens to their kitchen. Removal and installation took place in one day and did not cause any disruption to the menu as sub sandwiches were prepared for lunch service. Thanks to the maintenance staff for their assistance in making this a smooth transition.



The Foodservices team hold an official ribbon cutting ceremony to introduce the new equipment.

All Aboard: The EPRC Summer Cruise, August 18

The Employee Public Relations Committee invites you to set sail for our Second Annual Port Dover, Lake Erie Cruise with Nomada Charters on Thursday, August 18, 6:15- 9:15p.m. Your \$40.00 pass includes a 3-hour cruise, Knechtel’s catered dinner with your choice of Perch or Chicken with potato and a selection of delicious salads and dessert. Licensed bar and music onboard.



**For tickets contact Jason Ext. 6977 or Michele Ext.1301
Purchase your tickets before August 5...**





Happenings

Health & Safety Award



Steve Brightman was recently presented with an award to acknowledge his commitment to health and safety at NGH. "From the hospital and employees point of view we'd like to thank Steve for all the work he has done on the Joint Health and Safety Committee. You took the care and concern for the

facility and for the people you dealt with, and we can't thank you enough," Will Baker, Director of Occupational Health and Safety.

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A Birthday Retirement to Remember...



'The Kimono Girls' surprise Deb Robb on her last day at NGH

Deb Robb, 3E Nurse received a surprise farewell celebration at the front entrance of NGH from her friends, family and colleagues on Monday June 20 as she exited the hospital one last time as an employee. Not only did Deb get best wishes on her retirement, but birthday hugs too! Enjoy your retirement Deb!

Helping to Recruit Health Care Professionals



Videographer Ryan O'Grady captures a candid moment with Dr. Hall

Staff and physicians helped to promote NGH and Norfolk County, during a recent video shoot at the hospital. The footage will be developed into two promotional videos to help attract health care professionals to our area. The videos will be featured on our hospital website this fall.

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Berry Good!

The Fourth floor held their Annual Strawberry Social on Tuesday June 21. For \$2.00, guests were treated to a delicious bowl of local strawberries topped with whipped cream. What a great way to celebrate the first day of summer. Shown are Fourth floor Activation Team Members, Carrie Spicer and Julie McLaren serving up strawberries to Heather Leitch, RT.



IMPORTANT NOTICE: CHANGE OF HEALTH & DENTAL BENEFITS CARRIER

Effective August 1, 2011 NGH will be transferring health and dental benefits from Sun Life to Desjardins Financial Securities (DFS).

This change provides you, the employee with cost-effective benefit premiums being maintained as well as the added convenience of having one carrier for all of your benefits!

New cards and Information to follow

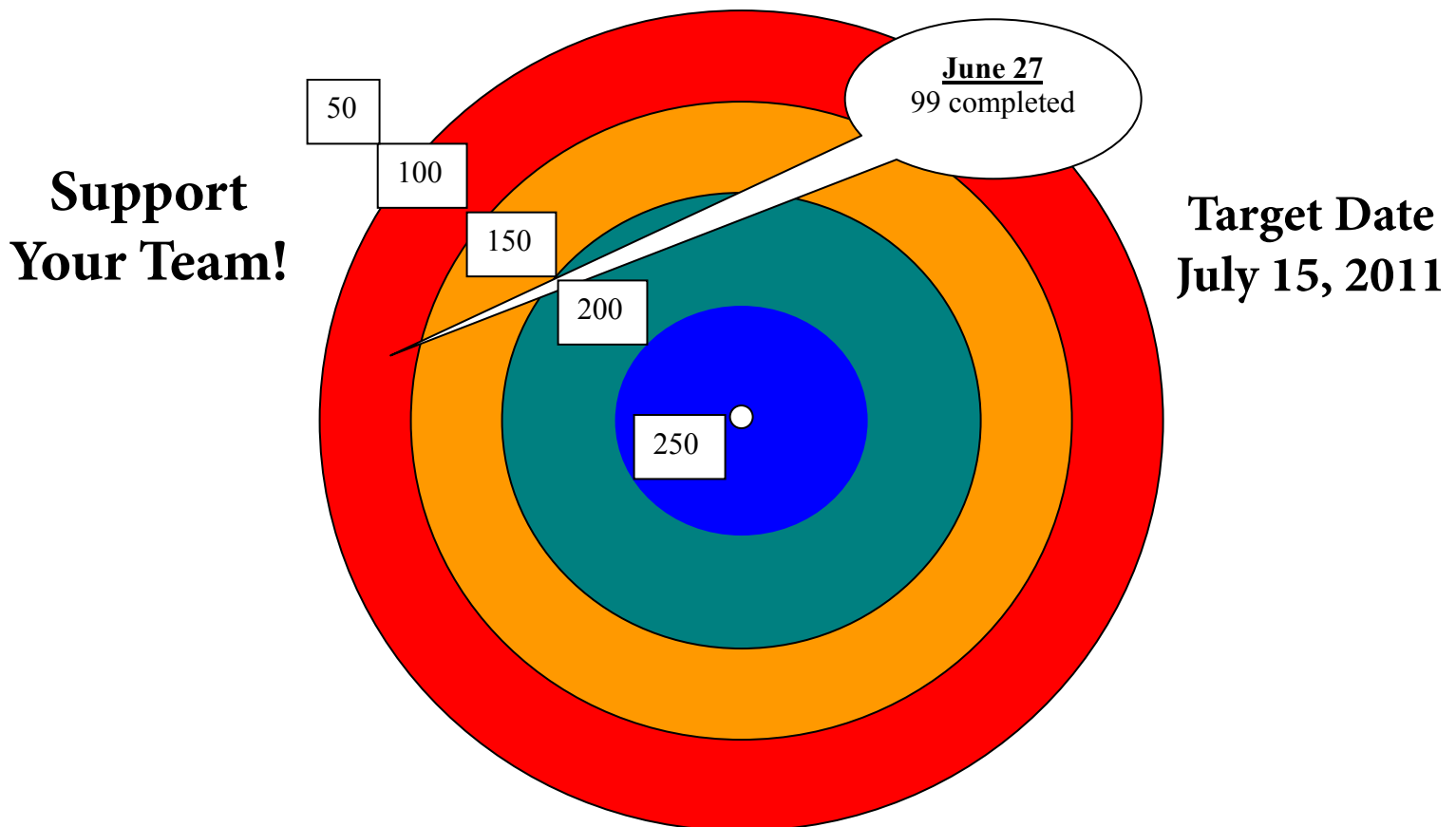
Please ensure that all of your health and dental paid claims are submitted to Sun Life no later than July 31, 2011

EPRC Staff BBQ 2011 June 24



Accreditation 2012

Patient Safety Culture Survey



**We Need 250 Responses
to reach our target!**

Fill out an Electronic Survey:

<https://www3.accreditation-canada.ca/Instruments>

Computer access available in the Resource Room and on your Units

Fill out a Hard Copy Survey

Available in the Cafeteria, Nursing Stations, and Resource Room
(Drop box is located outside Resource Room)

ACCREDITATION 2012 CO-ORDINATORS

The Volunteers are an Instrumental Part of our Hospital and Nursing Home Family

In June of 2010 the Volunteer Association celebrated 85 years of serving NGH and 35 years of serving NHHN. Fiscal 2010/2011, like the many years that came before, was a success for our Volunteer Association. This was demonstrated by an ability to maintain, and in many cases, improve the services that are provided for our hospital and nursing home. For the 2010/2011 fiscal year our volunteers donated 36,749 hours of time to NGH & NHHN



Jim, Len, Jane and Molly at the Information Desk

Success has also been demonstrated by the outcome of fundraising projects and the profits gained from lottery, craft group, hairdressing services, coffee kiosk and gift shop. For the past year our volunteers donated \$127,341 toward projects at NGH & NHHN. These projects included the first payment toward our three-year commitment to purchase a scanning and archiving system for efficient maintenance and utilization of health records. In addition, funds were forwarded to the Foundation in support of their 'Lend a Hand' Campaign, to NHHN for purchase of a traverse ceiling lift and to NGH & NHHN for various other smaller projects.

The Norfolk Hospital Nursing Home is truly *my Home*.

My Story Margaret Juszku

I truly feel at home at The Norfolk Hospital Nursing Home. Moving to a nursing home is a very significant transition in one's life. Not wanting to be a burden on my family who already live very busy lives, I decided that a nursing home would be the best choice for my health and well-being. I have called The Norfolk Hospital Nursing Home, *my home* for the last thirteen years.



It is so important to keep your mind and body active. I participate in many of the activities that the nursing home offers – outings in the van, crafts, exercise, bingo and especially the weekly church services.

One of my true passions is baking. This is an activity that I have continued to do, even after moving to a nursing home. I've had the opportunity to work with some amazing staff members and enjoy the friendship of my fellow residents. I enjoy baking goodies, pizza, homemade soup, cabbage rolls, and of course my very famous doughnuts. We have held many coffee breaks for the staff, inviting them to get a coffee and enjoy a homemade doughnut.

My husband and I have always been very community minded people and like to contribute to society. I still feel like I am contributing to both the home and my family. One of my fondest memories was hosting a bridal shower here at the nursing home for my granddaughter. I also enjoy the annual Children's Christmas party that the Resident's Council puts on every year for the children and grandchildren of the staff. It is so nice to see their little faces filled with excitement. I really enjoy the children, watching them grow year after year; they are our future.

The Annual Bazaar is another fond memory I have. We work very hard throughout the year on crafts, and preparing items. It gives me great satisfaction when I hear how well we have done each year. I am very pleased to call The Norfolk Hospital Nursing Home, *my home*.

Margaret Juszku

Dear Mr. Bill Lewis, President and CEO,

This past winter, my mother, Helga Nielsen, was a patient at NGH for over 4 months. I have to commend your staff on their exemplary care and rehabilitation. Your staff is very caring and compassionate. I also note the hospital is very clean. And the food is good. I came every day and note that everyone says hello as I pass in the hall - what a friendly atmosphere.

In February, Mom's medical condition deteriorated and she was admitted to Palliative Care on the fourth floor. Again, the compassion and care received was exceptional. Mom was bathed and kept comfortable every day and she passed with great dignity. For that, we are very thankful. We are fortunate to have a hospital in Simcoe offering so many services and outstanding care.

*Thank you.
Kent Nielsen*



Helga with her granddaughter Kim

View our complete Annual Report online @ www.ngh.on.ca