



# Hospital Happenings



Norfolk General Hospital *Celebrating 84 Years In Our Community*

2009 Issue 6 – September

## Physician Assistant Joining the Team



Physician Assistant Lauren Shaw working side by side with ER Doctor John Rosati. Shaw is part of a two year demonstration project at NGH which focuses on reducing wait times.

Lauren Shaw is not a doctor or a nurse, she's a Physician Assistant. A first for NGH and our community. In fact NGH is one of only 20 hospitals in the province chosen to participate in this new demonstration project, which focuses on reducing wait times and maintaining full emergency coverage in our community. Since July, Lauren has been a welcomed addition to our busy ER. As a mid-

level provider she is trained to manage medical emergencies and provide routine care. "It's been busy," said Shaw,

who grew up and was educated in Michigan but lives with her Canadian husband in Brantford. "I'm excited to be the first PA at NGH," said Shaw. "I've received a lot of positive feedback so far. The nurses and physicians have been easy to work with and very supportive. A few curious patients have asked about my education and scope of practice and I am happy to answer their questions and spread awareness of my position in our hospital."

## Quick Facts: About Physician Assistants

- Duties may include conducting patient interviews and taking medical histories, performing physical examinations.
- Providing counseling on preventative health care
- PA's tend to deal with fast track patients who require less complicated care. Suturing, casting, splinting etc.
- PA's help to alleviate the workload on the supervising physician, allowing for added patient care.

## Employee Public Relations Committee Annual BBQ– August 14 2009



## Suggestions - Feedback - Submissions

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*Be a Happenings Reporter!*

Help Report The  
Stories that matter to  
NGH-NHNN



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



# To Surge or Not To Surge?

## That's the Question

What is the Surge Program? It is a provincial strategy that will provide Ontario hospitals with a standardized practice for surge capacity planning and management.

What does that mean at NGH? Surge is a temporary increase in demand for critical care beds at NGH.

There are 3 levels of Surge:

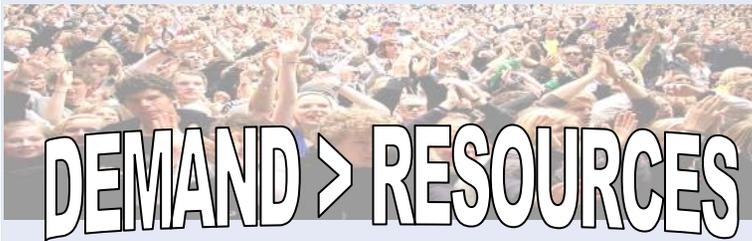
**Minor:** An increase up to 15% above normal occupancy, localized resources within your hospital.

**Moderate:** A demand greater than 15% of the hospital capacity, LHIN regional resources required to assist.

**Major:** Overwhelms the health care resources of the individual hospitals and the regional LHIN for an extended period of time.

Information is currently being circulated to your managers to be communicated to you.

For more details see our blue board or check out our link on the NGH intranet .



**Resource Team:** Bettyann DeRonde, Dr. Weeks, Rose Gass, Sherry Chambers, Ellie Peters, Charlene Neuman, Heather Leitch and Anita Addison.



Annette Vroom

## The Perfect Putt

Annette Vroom captured the Foundation Mini Putt Challenge, held over the course of the summer, winning a Wilson Golf Bag. Participants had the chance to putt for a complimentary coffee and a chance to be entered in the grand prize draw. Proceeds went to "The Sooner, The Better," Digital Mammography Fundraising Project. Thanks to the Volunteer Association for their assistance.



## Thanks for Doing Your Part to Conserve!

It appears Norfolk residents are more concerned about energy consumption than most of the province. The results of the Count Me In! Community Challenge were released at the Association of Municipalities of Ontario conference with Norfolk ranking 27th out of 83 municipalities. Kingston and Sioux Lookout took top honours while Woodstock came in third, Tillsonburg 41st, and Brant 64th.



## Quarter Century Club Assists Youth Pursuing Health Care

Holy Trinity High school graduate, Brian Geerts was awarded a \$500 bursary for his nursing studies at McMaster University this fall.



Linda Vancso, Brian Geerts, Steve Egan

"We have always considered the future of health care important, so we want to help others pursue their health care careers," said Club President, Steve Egan. The Club wish Brian continued success in his education and health care endeavors.

The Quarter Century Club are a prestigious group of employees, past and present, who have all served 25 years or more with the Hospital or Nursing Home.



## Congratulations Rose!

Director of Emergency, Rose Gass has successfully completed her Master of Health Studies from Athabasca University, Alberta.



**Norfolk's Cardiac Club is beating once again — Thanks to the Aberdeen Foundation and charitable donations. Meetings for the group of heart attack survivors resumed earlier this month at The Aud.**



**Digitally Enhanced!  
New Mammography Unit Officially Opens at NGH**



**August 19 2009**– President and CEO, Bill Lewis, Dr. Sie-Chin Chow-Director of Diagnostics, Heidi Van Dyk -Norfolk County Councilor and Dory Lynn Shrubbs-Face of “The Sooner, The Better Campaign” were present at the Digital Mammography official ribbon-cutting ceremony. Bill Lewis announced that \$600,000 had been successfully raised thanks to the generosity of our community. Mammogram appointments have doubled since the grand opening.

**Patient Care Portfolio Day**



Directors from all Patient Care areas of the hospital presented their departmental operational goals for 2009-2010 on August 26. This was an opportunity to gain insight into the challenges and objectives of each department. All areas of patient care presented an overall commitment to quality care, patient safety, continuing education, patient satisfaction and improved communication.

**NGH Flu Fighters**

The Flu Fighters Team has been working hard this summer on planning influenza vaccinations for staff, volunteers, patients, and general public. However, this flu season brings a few challenges. As you are aware throughout the spring and summer we have been dealing with the H1N1 Influenza Pandemic. We have been told by public health that there will be a vaccine available for H1N1 along with seasonal influenza vaccination, however they will not be offered at the same time. Three different sets of flu clinics will be provided this year in the N-S Conference Rooms. The first set will be October 19-23, and 26-30, each day from 9-11am, 1-3pm, and 6 - 8pm. At this clinic seasonal influenza vaccination will be offered to all staff, volunteers, and general public.

We do not know when the H1N1 vaccine will be released, but we expect sometime in November or December. The H1N1 vaccine will consist of two doses given at least 3 weeks apart. This will mean that NGH/NHGH will have two additional sets of flu clinics to administer H1N1 vaccine to staff. If there is enough available vaccine we will also attempt to vaccinate our volunteers as well. We will not be offering H1N1 vaccine to the general public, this will be available through public health run clinics. In short, as per the Management Manual Policy “Flu Vaccine” staff will be required to receive three separate influenza vaccinations this year. Keep your eyes open for further flu related communications.

**NGH FOUNDATION LAUNCHES THREE YEAR \$3 MILLION DOLLAR CAMPAIGN.**



Brent Richardson  
Carol Barker

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.



## NHNH is Moving to Electronic Records



Over the next year NHNH will be involved with the Long-Term Care Homes Common Assessment Project (LTCH-CAP) implementing the RAI-MDS in our home in a new electronic software called Pointclick Care.

### What is RAI-MDS?

This tool will be used by Registered Staff and Allied Health to provide accurate, comprehensive and timely assessments of all residents at NHNH

Some of the instruments (tool) characteristics and benefits

- A reliable and validated assessment tool that enhances the assessment, develops an effective care plan and improves resident care.
- Identifies the majority of a residents' strengths, needs and preferences.
- Captures residents care needs over 24 hr.
- Values restorative, enablement, rehabilitation, health promotion and prevention.
- Requires involvement of the resident, family/significant others and care team members.
- Provides built-in monitoring system and can generate multiple reports.
- Multiple applications for multiple audiences.



Please, be patient with staff as they work towards completing new documentation standards and learning new documentation forms as well as the electronic system.

### SMARTIES To Help in Implementation

**Simple**—Don't sweat it

**Measurable**— validate care of our residents

**Accurate Assessment**—we do this all the time

**Resident**—most important part of our home

**Timely**—we deliver on time all the time

**Instrument**—the tool that measures

**Efficient**—we get the job done

**Smart**— we have what it takes



## A Trip to Remember – NGH Staff Journey Across the World to Bring Smiles

Rose Gass, Kim Stanley & Terri Stenclik shared a rewarding opportunity of traveling overseas this July to lend their support to an orphanage in the Ukraine.



Terri Stenclik and two little shoppers enjoying a special visit to McDonalds.

Their trip was called “Shop Till Ya Drop” but it wasn't to shop for themselves, it was a chance to share their generosity with over 160 less fortunate orphans. Part of the “Possibilities International” Mission, is to connect with the hurting, helpless and hopeless children in different parts of the world and this was an experience these women feel truly blessed to be a part of and will never forget.

At the market square children had the extremely rare opportunity of choosing a new wardrobe, including underwear and socks. Smiles were all around! All the children were treated to McDonald's following their shopping excursion; this considered an absolute luxury to most Ukrainians' especially to a young orphan.



The kids strutted their new digs at a fashion show and party hosted at the orphanage.

Thanks to all who sponsored this cause. Every dollar went directly to the children.

## Infection Control Scouting Hand Washing Champions



Infection Control has launched the “Just Clean Your Hands” training sessions for all staff. The focus of the training session is to improve hand hygiene in our hospital and focus attention on the four moments for hand hygiene in patient care.

The interactive sessions served as an opportunity to ask Infection Control questions, review proper hand hygiene, dispel myths and seek out Hand Washing Champions for each unit. If you are interested in being a leader in hand hygiene, please contact **Kimberly Wray. Ext.1267**



## *Notes of Appreciation...*



Thank you to everyone who planned, contributed to, participated in and attended my retirement party. It was a wonderful night and the gifts were overwhelming.

Also, sincere appreciation to those of you who have sent cards and have taken the time to offer "encouragement" to me at this time of transition. It has truly been a gift to know and work with the NGH/NHNNH staff/Volunteers/Medical Staff/Students and affiliates, both past (and as you know that goes back a long ways) and present.

Heartfelt and sincerest appreciation to you all. I wish you health and happiness always!

Thanks for the memories!

*Linda Vaneso*



### **Thank you to Colleagues, Friends and Family**

Thank you so much for the overwhelming support I have received as I move into my retirement. Thank you for the amazing retirement party and for everyone's contribution towards my retirement gift. I'd also like to thank you for the many cards, gifts, gift baskets and floral arrangements that have been sent to our home.

I truly feel honoured to have worked with such great people at The Norfolk Hospital Nursing Home and Norfolk General Hospital over the past 35 years. You have given me memories that will last a lifetime and I sincerely appreciate your thoughtfulness and support.

*LuAnn Crandell*