



# Hospital Happenings

Norfolk  
GENERAL HOSPITAL

*Caring for Our Community for 85 Years - The Tradition Continues*

2010 Issue 1 – January

## New Pharmacy Director at NGH



Connie Eppel, Pharmacy Director with Ildi VanGroningen, Cecilia Moz & Jen Graham.

This June, Connie Eppel will mark her 23<sup>rd</sup> year at Norfolk General Hospital working as a Pharmacist. What's particularly special about 2010 is that Connie will lead the rest of the Pharmacy team as the new Director. Connie has been chosen to replace her friend and colleague, Brigitte Mayhew who has held the Director position for an impressive 35 years and is looking ahead to retirement. "It's been great to work with Brigitte," said Connie "We've become friends and have always worked well together."

Connie began her pharmaceutical career at Cooke County Hospital in Chicago following graduation. "My mother always said a pharmacist would be a great position for woman." It wasn't long after, she met her Canadian husband and was lured to a new life in rural Norfolk County. Although still fond of the big city life, this was a new and exciting transition for Connie and a new start at NGH.

The pharmacy is a very vibrant environment - operating each day including holidays and weekends to accommodate patients' needs. All medications are supplied and reviewed to ensure each prescription is the best medication regimen available for each patient.

Physicians and Pharmacists work together to determine the best medication possibilities with a constant focus on patient safety.

"When I started they didn't have robotics or PAC-MED technology, everything was hand written", said Connie. "Even though there are new advancements in technology our department continues to grow."

Pharmacy staff believes PAC-MED has made significant improvements in the way medications are delivered to patients. Connie feels staff have adjusted quite favourably to the new routine.

As Connie looks ahead to the goals of the Pharmacy Department there are many initiatives she will pick up where Brigitte initiated, including the ongoing work with medication reconciliation and following new requirements through the accreditation process. She's also encouraged by increased clinical involvement and is excited to report that NGH's pharmacy technicians are in the midst of becoming regulated, which will be a lot of work for our 3 technicians, but very beneficial in the long run. While Brigitte has agreed to continue working on a part time basis, the Pharmacy Department is actively recruiting a new addition to help fill the demands of the department.

"I don't mind change; I enjoy getting my feet wet. I look forward to helping this department advance. We have always been ahead of other similar sized hospitals- We are cutting edge," said Connie.

### Suggestions - Feedback - Submissions

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### Inside This Issue

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**Thanks Jane**  
for sharing  
your Olympic  
moment with  
staff!

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



**Women of Excellence Awards**

Haldimand Norfolk Soroptimist Club are a group established to improving the lives of women and girls in local communities and around the world. On April 17, 2010 the Women of Excellence Awards will be held to celebrate female leaders and role models in our community. The Haldimand Norfolk Soroptimist Club invite nominations to be submitted from Norfolk General Hospital and The Norfolk Hospital Nursing Home. Nominations must be received by February 19, 2010.

[Click here for nomination form.](#)

**Meet Brenda Dredge—A New Monthly Volunteer Contributor Joins the Hospital Happenings Team**



A lifelong resident of the Waterford area I am the mother of four and grandmother of two. I have always had an interest in writing and have been a freelance reporter for The Brantford Expositor for a number of years now. Prior to that I wrote a weekly column, on Waterford events, in the Simcoe Reformer. I decided that I would like to put some of my spare time and love of writing to

good use and volunteer here at NGH. I look forward to working with Jason and hope to meet many of the staff in my travels through the halls of NGH.

**Clearing the E-Clutter at NGH**



Dave Little, IT Directory stands will some of the e-waste recovered for recycling

As technology continuously advances computerized equipment is routinely updated. When new equipment arrives the old must be removed, stored and eventually discarded. The question becomes what to do with the old? This January NGH was happy to be contacted by the Computer Recycling Depot who have helped to answer this very concern. Under the Ontario Electronic Stewardship program this firm collects almost everything electronic for recycling including computer units, monitors, printers

and more. A combined effort from Housekeeping and IT helped to fill an entire truck load of unwanted electronic equipment. NGH looks forward to working with environmentally friendly companies and will continue to help promote good environmental stewardship.

**NGH Foundation— Grateful to the Community for Raising \$98,000 for the Lend a Hand Campaign**

For 22 years, the community has celebrated a tradition of giving by donating to NGH Foundation during the holiday season. “The campaign brings back memories as far back as December 13, 1994, when Mr. Stan Mott Chairman of the NGH Foundation Board, placed a “candle” on the tree for the *Christmas Campaign - “Tidings of Comfort & Joy,”* said Betty Goode, former Foundation Board Member and Hospital Volunteer.



Traditionally, letters are sent out to the Hospital Family supporters asking for financial support and include an ornament card that can be filled out honouring a loved one from the past or present. When the Foundation receives the mail, these cards are then hung on the tree near their office.

Betty Goode and Irene Livingstone assembled and decorated the tree this year. “I’ve been doing this for the past 22 years,” explains Betty. “I read the familiar names of loved ones and it just melts my heart to see these supporters making a donation and filling out the ornament cards year after year. It’s just wonderful.”

“We raised nearly 10% more than last year,” said Helen DeBoer-Daggett, Director of Development. “We are thrilled with this outcome knowing that less people are giving more. The December donations and receipts have been processed assuring donors that their compassionate gift, no matter how big or small, is greatly appreciated and never taken for granted.”



**Why not be smoke free and breathe easier in 2010?** Your efforts might just help you to win a new vehicle. Better yet, a new lease on a healthy life! **The Driven to Quit Smoking Challenge.** [Register](#) by February 28, 2010. For a printable registration form, [click here](#).

**“Circle of Giving” is the NEW NGH Foundation Donor Appreciation E-Newsletter**

**If you would like to subscribe please, [Click Here](#)**



## Leila Brings Expertise & Continuity to Fourth Floor



Leila Mair is a familiar face to the staff at NGH. After 6 years in the OR and 5 years in ICU she has accepted a new position as Charge Nurse on 4B. Leila is very excited about her new role and feels it will only enhance the staff's commitment to the care of the patient. "Staff, patients and their families will see the continuity in care in the Monday to Friday position. It will also help to improve communication

on a day to day basis". Leila has been in her new position since Nov. 2009 and has already seen an increased enthusiasm on the floor and commends the staff on their acceptance of the change. Much success in your new role, Leila.

## Staff Feedback Key To Staff Recognition Programs



Each year Human Resources reviews a component of the NGH/NHNNH Recognition Program. In 2009, the Attendance Program was introduced again. This year, HR will focus on the completion of the re-design of the Retirement Program and the Staff Appreciation Awards Program.

This will be a challenge as we struggle with ongoing budget constraints.

HR is hoping to incorporate staff feedback before embarking on the re-design of the Staff Appreciation Awards Program. If you would like to provide input or make suggestions, please complete [Staff Feedback Survey](#) no later than February 19, 2010.

## Baby Marissa

### NGH's First Born in 2010



Angela McArthur and Greg Sims couldn't be prouder. They're the parents of Norfolk General Hospitals' New Year's baby, Marissa Malynn Dawn.

Delivered by Dr. Weber, Marissa arrived at 9:05 a.m., weighing in at 4 lb and 6 oz.

The Delhi couple went to a family social on New Year's Eve and returned home just after midnight. "Angela told me not to get too comfortable," said Greg, "so I knew it was time." "We're kind of use to this because our other two girls came early," explains Angela. "I wasn't due until January 25th but I'd had back pain all week so I suspected she'd come early."

The Sims daughters, Kyrstin and Marya, spent Friday in the hospital room with their new little sister and finally gave their approval to mom and dad that it was OK to bring her home.

To congratulate the Sims family, the hospital presented the couple with a silver baby cup as well as a teddy bear and baby blanket given on behalf of the Volunteer Association to the Norfolk General Hospital and The Norfolk Hospital Nursing Home.

"The care at NGH was great," said Angela, "Baby Marissa sleeps a lot but she's strong and doing well. Now, I'd just like to go home soon to be with my family."

**NGH-NHNNH Staff predicted the New Years Baby would be a boy. Better luck next year!**

**GIRL 30%**

**BOY 70%**



**The Dynamic Duo** Dave Petterson and Murray Grant are a colourful bunch always dressed for the occasion. This month the pair were spotted at the lottery booth reminding staff of the Scottish holiday Robbie Burns Day January 25!



LATEST WINNERS



Ashley Couture  
Wendy Kowal

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.

**The Final Flu Shot**



Caitlyn Golding, RN shares a pointer with Len Lasko.

The NGH Infection Control Department in conjunction with the Flu Fighters Team, held seasonal flu vaccinations January 5-7 in the North and South Conference Rooms for all staff, volunteers and members of the public.

Although many people have already received their H1N1 vaccinations, Infection Control Practitioner, Stefanie Ralph, insists there may be several other strains of the flu circulating. "It's important to protect yourself from all flu strains," said Stefanie. Nearly 300 people took advantage of the clinics over the 3-days and helped to protect themselves and others from seasonal flu.

"It's not too late to be vaccinated," explained Stefanie Ralph. "Flu season can stretch into March and April". Staff can contact Kim Wray x 1267 to book an appointment for the Occupational Health Immunization Clinic for seasonal flu. Clinics are held most Tuesday and Thursdays from 2-3:45 by appointment only.



Dave Cullimore took advantage of seasonal flu vaccinations at NGH on January 5<sup>th</sup> the first of three free clinics open to the public.

Dave received his H1N1 vaccination in 2009 but felt it was still important to get a seasonal flu vaccination. "I'd rather get the shot than get the flu," said Cullimore who has been getting the flu shot ever since it's inception. "This is the first time I've come to the hospital for my flu shot", adding that he found out about the clinics by reading the newspaper article.

**A New Prescription for Brigitte**

Brigitte Mayhew admits it's been a little strange adjusting to her new role in the NGH pharmacy. "You're used to going into your office, but realize it's not yours anymore." After 35 years, the bulk of it as Pharmacy Director, it will take a bit of an adjustment, but Brigitte is looking forward to scaling down her involvement as she eagerly moves



Brigitte Mayhew

towards full retirement. For the next 4 months, Brigitte will be on locum at Tillsonburg District Memorial Hospital. Every second Friday, third weekend and every third holiday she will continue to work at Norfolk General Hospital in the Pharmacy Department. In addition to these duties Brigitte continues her relief work with local pharmacies. An area of expertise that has helped her to be a leader in the medication reconciliation process at NGH. However, Brigitte admits, hospital and retail pharmacies are almost two

different worlds. A research, clinical oriented hospital setting has remained Brigitte's preference.

Through the years, Brigitte has had a great relationship with a staff that she describes as very supportive. She strongly endorses the work of Connie Eppel. "I'm the idea person, Connie would make it happen. She would keep me in line for certain things and I always have felt I could go to her when I needed to." This give and take relationship will be beneficial to Connie as she takes on the new challenges as Director.

"It's been a long haul but good that administration is keeping me on to help in the transition and relief."

Early morning rises and long days have been a part of Brigitte's daily routine. But as she looks ahead to the near future, she's anxious to be spending more of that time with her family, travelling abroad and perhaps lending her hand to missionary work. "I'll miss the people here at NGH," said Brigitte.

Employee PR Committee invites all staff to enjoy a Valentine's Cupcake in the Cafeteria Friday February 12!