



Hospital Happenings



Caring for Our Community for 85 Years - The Tradition Continues

2010 Issue 4 – April



Lab Professionals Celebrated at NGH

A dab and a dish, a prick and a poke, the “diagnostic engine” of Canada’s health care system celebrated National Medical Laboratory Week, April 18-24, 2010.

At NGH, laboratory services are provided by a skilled team of 8 Medical Laboratory Technologists (MLT), 10 Medical Laboratory Assistants (MLA), 2 clerical staff, a Clinical Director and a Medical Director. “Medical laboratory professionals are Canada’s third largest group of health care professionals and yet many people still don’t know what we do,” says Barry Vermeersch, Director of Laboratory Medicine and Cardiac Diagnostics.

Each day and around the clock, the Lab at NGH may collect and analyze samples within any of the following disciplines; Chemistry, Transfusion Medicine, Hematology and Pathology. Stress Testing and ECG is scheduled throughout the week. Laboratory services at NGH perform an impressive 250,000 tests annually with another 20,000 referrals directed to neighbouring laboratory partners.

“For the size of our laboratory, we have an array of modern equipment that enables us to provide excellent service. Our staff are a group of highly skilled professionals who look to continually improve the service we provide and in doing so, maintain that the patient is the focus of everything we do,” said Vermeersch.

Spic & Span - New Washer Arrives in MDR

The Volunteer Association has funded a renovation of the Medical Device Reprocessing Department (formerly known as CSS). Changes included the purchase of a new washer/disinfector, considered the Cadillac with three times the capacity of our existing washer/disinfector. On April 9, 2010 our new washer was ready for its first real test load (a long awaited moment). It was everything we had hoped for. Renovations continue in the department and will be completed by late May. When finished there will be an open house for all staff and volunteers to see the changes. Thank you Volunteers for supporting this important hub at NGH.



Picture: Monica Gruener (MDR staff), and Jeff (Getinge rep) loading the washer/disinfector with the first real test load April 9-10

Suggestions - Feedback - Submissions

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**June 19, 2010
Blue Jays**

Baseball Road trip

Tickets go on sale this May

Contact Paul Bennett for more Info. Ext 1304.

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

Highlights of the Ontario Budget-Health Care Presented March 25, 2010



The Provincial Government presented the Ontario Budget on March 25, 2010. In its announcement, base funding to hospitals will increase by 1.5% to meet the service requirements. According to the Ontario Hospital Association,

this funding increase will be based on a formula to be determined by the Ministry of Health and Long Term Care.

This budget indicated that the efficiency and effectiveness of the health care system will be increased by:

- introducing legislation to make health care providers and executives more accountable for improving patient care.
- reviewing the Public Hospitals Act to create a hospital system that links into the expertise of community partners and health care professionals.
- creating an independent, expert body to provide recommendations on clinical practice guidelines.

According to the 2010 Ontario Budget: Budget Papers –

- the Province of Ontario will introduce legislation that would freeze compensation structures in the broader public sector and the Ontario Public Service for two years for all non-bargained employees. The legislation would apply to substantially all organizations covered by the Public Sector Salary Disclosure Act, except for municipalities. It must be inclusive to be effective in controlling growth in compensation and in protecting services and jobs.
- Going forward, the fiscal plan provides no funding for incremental compensation increase for any future collective agreements. As agreements are renegotiated, the government will work with transfer payment partners and bargaining agents to seek agreements of at least two years' duration. These agreements should help manage spending pressures, protect public services that Ontarians rely on and provide no net increase in compensation.



New Charge Nurse 3E

Jennifer Edwards, RN is the new 3E Charge Nurse at NGH. Originally, from Stoney Creek, Jen began her career at St. Joseph's in Hamilton working in the CCU Unit of the hospital. For the last two years, she has been with NGH in both the 3E and 3B units on a part time and eventual full-time basis. This is a challenging role for Jen, but she's already acknowledged that there is a good

working relationship on the floor and willingness to learn. "We have a friendly, approachable staff up here", said Jen, whose message to fellow colleagues is, "not to be afraid to ask questions. We're all learning new things each day together."

"Jen is an enthusiastic, solution-focused leader who will foster positive change resulting in improved patient outcomes. She is a caring and intelligent nurse who has a strong team approach work ethic to 3E. I am so pleased to welcome Jen into this role", Kim Mullins, Director 3E, Intensive Care Unit.

Earth Day Tree Planting– April 22



The NGH Public Relations Committee planted a Kwanzan Cherry and a Red Spire Ornamental Pear tree on behalf of staff for Earth Day. Staff were also treated to delicious cupcake trays for all to enjoy. Thanks to Henry Eising and Simon Koopman for their tree planting expertise.



MaryLisa Forsyth takes a guess from Joanne Keifer.



The Easter Bunny was spotted hopping through the halls of NGH-NHNH gathering guesses for the *Easter Surprise Contest* to determine how many candies were in the basket.

Congratulations to Barry Vermeersch for his winning guess of 323. He was just one shy of the correct total of 322!



TEAM WORK



Celebrating A Nursing Collaborative Practice



Bettyann DeRonde with a 4th floor resident.

From May 10- 16, Norfolk General Hospital will be celebrating Nurses week. Registered Nurses and Registered Practical Nurses as a regulated health professional are responsible and accountable for their own practice and follow the standards and guidelines of the College of Nurses of Ontario and as such

are paramount in the delivery of health care. Nurses will continue to be the foundation of the health care providers as the scope of practice for the nurse continues to evolve over time to meet the changes in the health care environment. This year NGH will foster the development of a collaborative nursing practice by ensuring that Registered Practical Nurses are delivering care by utilizing their full scope of practice supported by nursing knowledge. This June, Norfolk General Hospital will be providing educational classes to support the nurse in this transition. Collaborative nursing practice offers the opportunity to enhance patient care by respecting the competence and attributes that each nurse brings to the team. Nurses believe in quality care and this provides the foundation for collaborative nursing practice.

Bettyann DeRonde, Vice President Patient Care



Charity Test Drive Event

May 7 & 8 Blue Star Ford, Simcoe

Test Drive For NGH

- Enjoy a test drive in the new vehicle of your choice.
- Name NGH Foundation as the charity you wish to support.
- Blue Star will donate \$10 on your behalf to NGH Foundation. *It's Easy!*

[Test Drive Event Details](#)

Switchboard - The Pulse of NGH

For almost 30 years Cathy Evans has worked at NGH, with roles in Accounting, Payroll, as a Ward Clerk and Plant Operations. For the last 15 years she has been one of the friendly voices who first answers the phone when contacting the hospital. Patient Registration can easily be one of the busiest spots in the hospital but all of the staff who work there maintain a calm demeanor while helping the public and staff.

“We answer phone calls, make PA announcements, transfer incoming calls...always something new - nothing’s static,” states Cathy. “When registration is busy we, (switchboard) help out, but typically the phones are usually so busy themselves.”

Three staff cover the department on the day shift, two on evenings and one on nights. There are 6 full and 5 part-time staff who work a three week rotation of bookings, switchboard and float. “We all share the jobs. If there’s a staffing crisis we can all share the duties.”

Cathy can recall some close calls when it comes to deliveries. “You get to know who’s close to delivering so you make it the shortest registration possible,” A favourite part of her job is the kids. “They’re always so really cute.”



Cathy Evans

The info board, with all hospital extensions listed, is considered the ‘brains’ of the department. The names, phone numbers and all department information are readily available at their fingertips. They are also responsible for signing out hospital keys, helping visiting clergy and assisting emergency department visitors.

In short, the Patient Registration Department and Switchboard are “all about public relations.” Many people are under stress to begin with (when visiting the Emergency Department or Registration) so you try to be as calm as possible,” says Cathy.

Making a good first impression for patients and visitors is very important. A challenging position especially when our Switchboard professionals can be juggling a multitude of responsibilities at any given time. Thanks for your outstanding customer service.



LATEST
WINNERS



Marylisa Forsyth
Cassey Lecuyer

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 Kim in Payroll at ext. 4202.

“ Volunteers - Time to Give”



World War II Red Cross Volunteers in the nursing division

They have undergone name changes and role changes over the years but their dedication to serving visitors, patients and residents has remained constant.

In 1925, the Women’s Hospital Aid was formed primarily to provide linens to the 22-bed facility. Each week they would meet in an unused room in Magistrate Gunton’s office to sew blankets, towels, kitchen linens, etc.

Funds for the materials needed were raised through tea parties, bake sales and rummage sales. Female members of Simcoe church groups, women’s institutes and the IODE established the foundation upon which the present Volunteer Association flourishes today.

In 1963, the Association reached into the neighboring communities of Delhi, Waterford, Port Dover, Langton, Port Rowan and South Charlotteville. Each branch raised money in their own community while also helping in their usual efforts.

While the times have changed so has the Volunteer Association. Once known as a “female’s only” organization, its horizons broadened and they underwent a name change. In 1992, it became known as the Volunteer Association to Norfolk General Hospital and The Norfolk Hospital Nursing Home and now boasts a healthy mix of both female and male members.

NGH-NHH Administrative Professionals Week



Annette Vroom has been a CT Administrative Assistant since 2006 and is a 22 year employee. Carol Barker will celebrate 35 years of employment at NGH this July and has spent all of that time in Accounting, where she is a Sr. Finance Clerk.

Administrative Professionals took a well deserved break to enjoy refreshments and goodies served Wednesday April 21 in the Boardroom during Administrative Professionals week . Thanks goes out to Gloria Sinnesael for organizing the event which recognized the hard work and dedication of all NGH Administrative Professionals every day.

Appreciation is a wonderful thing. It makes what is excellent in others belong to us as well. ~Voltaire



Cafeteria Nutrition Month Draw Winners



Ida Boufford – Admitting – Golf Gift Set

Darren Drywood – IT – Metro Gift Card

Cheryl Way – Admitting – Cocktail Gift Set

Laurie Waite – Housekeeping – Spice Gift Set

Pat Youngberg – Nutrition & Foodservices - Metro Gift Card

Thank you to all who participated!

Ward Talk

With Jane & Brian Miller

As it gets warmer outside, what outdoor activities are you looking forward to this spring/summer?



Manuel Pereira
RPN 3E

Going to the beach. Playing soccer with friends



Dan Wardell
Maintenance

Boating, spending time with grandchildren at the cottage



Ashley Webster
RPN- 4

Playing baseball in two different leagues, enjoying the outdoors.



Melinda Kook
Co-op Student

Long walks and swimming in our pool in the country and at the beach.



Denise Spriet
Housekeeping

Taking a drive in our 1968 Coronet convertible.



Sherry Chambers
Clinical Nurse Educator

Boating at Turkey Point, staying at Pottahawk.