



# GENERAL HAPPENINGS

Brockville General Hospital

MARCH 2009

## In This Issue

- 2. Physicians' Week
- 3. Infection Control
- 3. United Way Garage Sale
- 3. Students' Comments
- 3. Housekeeping & Laundry Luncheon Fri. Jan. 13
- 4. More Births at BGH
- 4. Mock Evacuation—GSS
- 5. Quickie Donates \$1000 to Brockville & District Hospital Foundation
- 5. Hot Salsa
- 5. Chair Massage: Back by Popular Demand!
- 5. Gold Canyon Candles
- 6. Foundation Thanks and News
- 6. Brockville Volunteer Association News
- 7. Spiritual Corner
- 7. Support Group for Women ARCC
- 7. More Comments from Students
- 7. Cynic's Corner

## Now Live!

### New phase of QuadraMed CPR begins

The newest phase of QuadraMed CPR Go Live, which took effect Wednesday, Feb. 18, has brought Brockville General Hospital another big step forward in electronic documentation of patient information.

QuadraMed CPR is a system that is allowing BGH staff to ensure patient safety by monitoring medication distribution, providing rapid access to hospital reports and retrieving laboratory reports and x-rays.

BGH implemented the first phase of QuadraMed CPR in April 2006, with electronic documentation of diagnostic imaging, lab results and medications. In May 2008, the next phase began with nursing documentation, allowing nurses to document such items as allergies and home medications, patient check-in and initial nursing assessments.

The next phase was rolled out as of Wednesday, Feb. 18. The following information will now be online and accessible on the Computers on Wheels the nurses use at the bedsides of patients:

- ◆ Complete admission assessment
- ◆ Shift assessment
- ◆ Specimen collection
- ◆ Discharge instructions for patients



The changes will have a positive impact on patient care.

"I can be at the bedside and see all of my patient's information now," says nurse educator Diane Bowen, who has been busy training staff in time for the change.

"The idea is to increase safety and improve access to information," Stefan Gagnon of the IT department explains.

#### **For more information, visit SharePoint:**

Go to SharePoint, select the Committees tab, and then click on QCPR Development Team. Information available includes a manual, workflows, meeting minutes and the document "Phase IIB – Feb. 18<sup>th</sup> 2009 Go Live – What to Expect." See <http://myhospital/QDT/pages/Documents.aspx>

## Physicians' Week

Physicians, Board of Governors members and BGH staff enjoyed a special breakfast Feb. 10 to celebrate Physicians' Week. From left are radiologist Dr. John Lasich, Dr. Joseph Cooke (retired), Board Chairman Andreas von Cramon, Dr. Gordon Bird (retired) and Dr. Denise Pajot, at the Charles Street site cafeteria.

*More photos and info on page 2 ...*



## Physicians' Week at Brockville General Hospital

The Brockville General Hospital Board of Governors declared Feb. 9 to 13 as Physicians' Week to thank the physicians and surgeons at BGH for their dedication and commitment. Board members served the physicians and surgeons a pancake breakfast Tuesday, Feb. 10 at the Charles St. Site, and physicians were also treated to breakfast at the Garden Street site of the hospital. Other events planned for the week included a special luncheon hosted by the surgical unit and a reception hosted by Wedgewood Retirement Resort in Brockville. Draw prizes, which were donated by local businesses, included a Central Therapeutic Massage Gift Certificate, Hummingbird MediSpa Gift Certificates, a Dreamweaver gift basket and NHL hockey tickets.



From left: Board members Marla Gilliland (Volunteer Association President), Jean Macintosh, John Southin and Hugh Bates (Vice-Chair) serving pancakes to physicians and all staff Tuesday, Feb. 10.

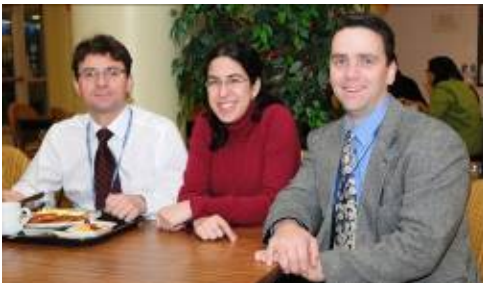


From left: Dr. Sue Hobden, Dr. Bill Audet and Dr. Dan Dufour enjoy a Pancake Breakfast in the Charles St. Site Cafeteria.



Dr. Gerald Ashe won the Gift Basket draw during Physicians' Week. Vice-President Bernadette MacDonald presented him with the gift, donated by Dreamweaver.

*Thank you to all our  
Physicians and Surgeons!*



From left are Dr. Rudolf Novak, medical student Arielle Cheifetz and Board Chairman Andreas von Cramon at the Charles Street site cafeteria.



President and CEO Ray Marshall congratulates Dr. Rob Malone, who won the hockey tickets.



Board member George Coombs and Brockville and District Hospital Foundation Executive Director Joan McLaughlin chat during the Pancake Breakfast.



RNs Tiffany Flood, left, and Cindy Lou Patterson of the Surgical Unit joined in for a special potluck luncheon the unit held to celebrate Physicians' Week.



Dr. Mariette Steyn won a Physicians' week draw.



Dr. John Quigley, another draw winner, is congratulated by Physician Recruiter Carlene Macdonald.

## INFECTION CONTROL

### *Do You Know Where to Find Infection Control Policies and Procedures?*

The most up-to-date versions of the Infection Control Policies and Procedures can be readily found on the BGH Hospital Intranet site.

Follow these simple instructions to get you to where you want to be.

- Go to Internet Explorer
- You should be at the Main Hospital Page
- Choose Departments
- Infection Control
- Policies and Procedures
- Choose a Policy or go to more for the complete list

You can also look up Fact Sheets and Brochures

- Choose Documents
- Pick Fact Sheets

You will find that there is a vast amount of information that awaits you on the Infection Control Intranet site. Explore and learn something new! Find answers to questions you may have and didn't know where to go for the answers.

### ***Remember the Number One Way to Stop the Spread of Infections is Through Proper Hand Hygiene!***

*Lise Ballantyne, Infection Control Coordinator*

## BGH United Way Garage Sale

Brockville General Hospital is looking for any and all gently used items (including clothing) for our 1st Annual Garage Sale. The sale will take place at the Charles Street Site Auditorium in early May. Please bring any items that you wish to donate to the Diagnostic Imaging Department starting **April 1**. If you have any questions please contact Nina Whitford at extension 1114 or 345-2470. All proceeds go to United Way.

## **Here's what the students are saying about our BGH staff!**

A group of RPN students just completed their January-to-February 2009 placement at Brockville General Hospital with Karen Doherty. Here are their comments:

What did you like the most about your clinical experiences at BGH?

- Mark wrote, "The staff was awesome."
- Sharilyne commented, "Everything was wonderful. The staff, Karen and all the skills I was able to do."
- Paul said, "Karen has taken my skill level to another level."

The BGH employee who made your experience great was...

- Mark wrote: "Karen Doherty – her guidance, knowledge and patience made for the perfect learning experience."
- Sharilyne commented: "Everyone; Karen made it a great learning experience and fun. Also – Tanya."
- Paul said: "Karen is knowledgeable and pushes you to do better."

Overall this was a great learning experience because...

- Sharilyne commented, "Everyone was so open to students."
- Paul said: "This built a foundation for my skills and communication with patients. Absolutely awesome."

Thanks to all our staff who welcome students into our facility and take time to include the students as part of the caring team at BGH!

*Shirley Lazaruko, Manager, Organizational Development*



**No bad luck today:** It may have been Friday the 13<sup>th</sup>, but for the House-keeping and Laundry departments, it was a lucky day! The group enjoyed a luncheon on Feb. 13 in the Charles Street Site Auditorium.

## More mothers giving birth at Brockville General Hospital

Brockville General Hospital has experienced an 18 per cent increase in births for the months of November, December and January compared with the same months a year earlier.

"We have been really busy," reported Anne Rodger, Director of Surgical Services and Maternal/Child at Brockville General Hospital. "We have people coming from outside the area because they've heard of the good care we give here."

January 2009 was especially busy, with 41 births, compared with 28 during January 2008.

In total, 99 babies were born at BGH during the past three months, compared with 84 during the same three months a year earlier.

Some mothers have ventured from as far away as Cornwall and Carleton Place to give birth at BGH during recent months.

The increase also means more mothers are choosing Brockville General Hospital as their hospital of choice instead of travelling to hospitals in Ottawa or Kingston.

For the physicians, nurses and other caregivers, the increase in births is not just a statistic: It means 15 extra mothers and 15 extra babies needed their care. Despite the added pressure on staff, many families are pleased with the care at Brockville General Hospital, as illustrated by the many plants and other gifts the new mothers have sent to nurses and other hospital staff.

Jean McFeely, who gave birth to baby Declan at the hospital on Nov. 25, says the care she received at Brockville General Hospital was "phenomenal."

Ms. McFeely and her husband Rob Adams, who both work in Ottawa as general managers of YM-YWCA facilities, visited the hospital Friday to personally thank nurses Donna Burke, Pat Carter and LoriAnn Noonan, who helped care for them during and after Declan's birth.



Jean McFeely and Rob Adams, with baby Declan, thanked nurses, from left, Donna Burke, LoriAnn Noonan and Pat Carter.

Jean McFeely and Rob Adams give baby Declan a kiss.



"We couldn't be happier with the care we received at Brockville General Hospital. All these nurses were spectacular," she said.

Although they both work in Ottawa, they knew they would want to give birth in Brockville, where they live with Rob's 12-year-old son Holden.

Ms. McFeely also called the doctors "amazing." Dr. Tim Froats cared for her during the pregnancy, and Dr. Rudolf Novak delivered the baby on Nov. 25.

Mr. Adams said the "small-town feeling" at the hospital is especially nice, and that the nurses were happy to

answer their questions over the phone even after they went home. "They were there for us. That's service – that's going over and above what they needed to do."

The nurses said caring for the family was a wonderful experience, and they are lucky to serve many wonderful families in the region.

"Every baby is a miracle," said nurse Pat Carter, who has worked at BGH for 27 years and loves the renovated, bright Maternal/Child unit.

As the nurses were hugging the baby and parents, they asked Ms. McFeely and Mr. Adams if they would return to BGH if they had another baby.

Ms. McFeely's reply: "Absolutely!"

Christine Endicott, Communications Officer

## MOCK EVACUATION—GSS



On Jan. 21 & 28, Garden Street Site staff conducted two mini-mock evacuations with the help of some of the SLC RPN students as patients. Seen here is Evacuated Train-the-Trainer Bobbie Annable, 2<sup>nd</sup> Floor

Charge Nurse and PSW Dana Howe utilizing the Evacusled. Staff were also trained to form a human chain to practice a vertical evacuation and were able to easily manoeuvre patients down the stairs with the Evacusleds. A total of 47 staff and students attended the two sessions.



Lee Ann Grattan

**Quickie donates \$1,000 to Brockville and District Hospital Foundation**

The Brockville and District Hospital Foundation recently received a \$1,000 donation from the Quickie Community Foundation. On hand for the presentation were, from left, Quickie Area Supervisor Dave Cook, BDHF Executive Director Joan McLaughlin and Pam Dunphy, Quickie Manager at the Central Avenue location. The mission of



Quickie Community Foundation is to build better communities in the cities where Quickie Convenience Stores operate. The Brockville and District Hospital Foundation's mission is to provide quality healthcare throughout Leeds & Grenville and it is donations such as this that enhance the quality of care for patients at Brockville General Hospital's two sites.

**Hot Salsa**

An enthusiastic group of BGH employees took part in the Workplace Wellness event, "Salsa Away the February Blahs!" on Wednesday, Feb. 18. This photo shows a few of the participants:



Adonica Keddy, left, salsa instructor Cris Ford, Susan Smart and Christine Deault.

**GOLD CANYON CANDLES**

Amazing smelling and burning candles! They burn STRAIGHT all the way down to the bottom of the jar! Candles smell without even lighting them. Host a party (in your home or book party) and receive great discounts/specials!



Contact Dana @ X1304 or (613) 342-0869

**Sign up for a massage at BGH! Back by popular demand: Chair Massage Therapist Dagmar MacDonald**

Feeling stressed? The Bee Geez – our very own Workplace Wellness Committee – has the answer!

A 15-minute chair massage provides the perfect mini-vacation from your workday.

Certified massage therapist Dagmar MacDonald, of Elements Post Rehab Fitness Solutions, is back by popular demand; book an appointment and you will reap the benefits. Each massage lasts about 15 minutes, a relaxing break from your workday and a chance to get rid of muscle tension and stress.

The cost is \$20, but you will need to pay only half that – \$10 – to book. The rest will be paid by the committee, which received a generous donation from the Tri-County Health Unit.

Even better, take advantage of the Special: Book three appointments for only \$25.

Chair massage is a relaxation massage that is done in a specially designed chair that supports your body in a forward position and allows the practitioner to work on the neck, shoulders, back, arms and hands during a 15-minute treatment. The techniques used are a combination of Eastern and Western practices – gentle Swedish massage of stroking and kneading to deeper Shiatsu pressure therapy, as well as hand and foot reflexology. No oils or lotions are used.

Chair massage is convenient, comfortable and leaves you refreshed, relaxed and rejuvenated... better than a coffee break. Try it!

Here are the dates:

**Charles St. Ground Floor Conference Room:**

- Friday, March 6 from 1 to 3 p.m.
- Friday, April 3 from 1 to 3 p.m.
- Friday, May 1 from 1 to 3 p.m.
- Friday, June 5 from 1 to 3 p.m.

**Garden St. Site Library**

- Friday, March 13 from 1 to 3 p.m.
- Friday, April 17 from 1 to 3 p.m.
- Friday, May 8 from 1 to 3 p.m.
- Friday, June 12 from 1 to 3 p.m.

To book your time, please visit the business office at either site and pay the \$10 when you register (or \$25 if booking three sessions). The committee expects that the spots will book quickly, so sign up soon and you won't be disappointed. With any questions, please call Adonica at ext. 1349.





**BROCKVILLE AND DISTRICT HOSPITAL FOUNDATION**

Helping to ensure the future of your community hospital



Just around the Corner

April: Cardiac Rehabilitation Unit Ribbon Cutting

April 30: Cardiac Rehabilitation Unit Wine Tasting

We will be introducing the Incredible Shrinking Coffee Party to the Brockville and area community.

# 1000 Islands Toyota

**\$Million Hole-in-One Shoot-Out**

**Thank you to everyone who purchased Valentine Coupons for the Hole-in-One Shoot-Out.**

**Don't forget the event runs June 12 - June 21.**

**See you there and Good Luck!**



**Getting rid of the February blahs.....**

The Foundation office was abuzz with activity the week of February 9<sup>th</sup>. A very generous individual donated two tickets to the Ottawa Senators vs. Calgary Flames March 3 game. For a \$2 donation, staff were given the chance to win. The lucky winning ticket was drawn by Sherry Gaudet on Friday the 13<sup>th</sup> while Terri Kearney and Colleen Gray assisted. Wayne MacDonald, Dietary Department was the happy recipient. *Congratulations Wayne!*



**BROCKVILLE GENERAL VOLUNTEER ASSOCIATION**



**Is Celebrating  
120 Continuous Years of Volunteer Service to  
Brockville General Hospital  
1889 - 2009**

**To kick off the celebrations all hospital employees  
are invited to receive**

**Free Drinks**

**At Eleanor's Café**

**Monday, March 9 to Friday, March 13, 2009**

**In appreciation of all the support given by the staff to Volunteer Association (formerly Auxiliary) events over the last 120 years.**



### Food for Thought

#### “Everybody, Somebody, Anybody & Nobody”

This is a story about four people; **Everybody**, **Somebody**, **Anybody** and **Nobody**.

An important job needed to be done, and **Everybody** was asked to do it. **Everybody** was sure **Somebody** would do it. **Anybody** could have done it, but **Nobody** did. **Somebody** got angry about that because it was **Everybody's** job. **Everybody** thought **Anybody** could do it, but **Nobody** realized that **Everybody** thought **Anybody** could do it, and **Nobody** realized that **Everybody** wouldn't do it.

It ended up that **Everybody** blamed **Somebody** when actually **Nobody** asked **Anybody**!

*From the desk of  
Debra Wade,  
Spiritual Care Coordinator:*



### Support Group for Women

*For women 16 or over who are dealing with the impact of violence/abuse experienced in their life*



- ◆ Group starts, Tuesday, March 24, 6:30 p.m., ARCC, Brockville
- ◆ Group will continue one evening/week for 10 weeks
- ◆ Meet other women, share experiences
- ◆ Participants can choose topics
- ◆ Learn new ways to cope with problems
- ◆ Creative approaches, expressive arts & relaxation used with topics

**Contact: Assault Response & Care Centre, 70 Charles St.  
(613) 345-3881 / 1-800-567-7415**

Financial assistance available to help offset transportation and childcare costs.

Co-facilitators: Catherine Taylor & Lisa Fleming

Group is Free!

### Here's what the students are saying about our BGH staff!

A group of RPN students just completed their January to February 2009 placement at Brockville General Hospital with Nicole Kirkby. Here are their comments!

What did you like the most about your clinical experiences at BGH?

- Laura wrote that she “enjoyed mostly everything. It was a very great learning experience.”
- Stephanie said, “The staff was really great in letting us do certain tasks.”
- Kyla enjoyed “the interaction with patients and other nurses.”
- Anna said she liked “the knowledge and experience, the friendly staff members and the variety of experiences.”
- Kendahl wrote: “the clients.”
- Ogene liked that it “provided opportunities to learn new skills and master old skills.”

The BGH employee who made your experience great was...

- Laura and Kendahl wrote: “Nicole Kirkby”
- Stephanie said: “All of them.”
- Kyla commented: “Nicole Kirkby – she is awesome and very helpful.”
- Anna said: “Everyone that I came in contact with.”

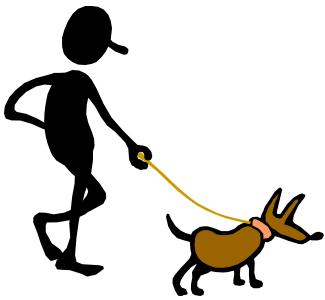
Overall, this was a great learning experience because...

- Laura wrote: “There was so much to learn, and all staff treated the students well and helped us learn a lot.”
- Stephanie said: “I got to do a lot of my skills”
- Anna said, “Because staff members were great in helping me to understand, and explaining things I didn't know.”
- Kendahl wrote: “I was able to further practice my skills.”

Thanks to all our staff who welcome students into our facility and take time to include the students as part of the caring team at BGH!

*Cynic's Corner*

**No dollars. . . . .  
No sense**



# “The Bee Geez” presents.... March Activity Challenge: *Let's get ACTIVE!*

Time period: March 1 to March 31

Activity: **1 hour** of non-work related aerobic activity such as walking, biking, yoga, running, swimming (not housework!) will give you **1 ballot** to enter for weekly prizes!

- Points can be accumulated: 30 minutes yoga & 30 minutes walking equals 1 hour of activity equals 1 ballot.
- Track your points in the binder in the CSS or GSS cafeteria.
- Weekly prizes will be drawn from the weekly ballots.
- 2 grand prizes will be drawn at the end of the challenge.
- All participants will receive a certificate and prize!



### Prizes!

Stainless Steel Water Bottles  
Umbrellas!  
Lunch Bags!

### Grand Prizes!

On-site chair massage  
Gift Certificate to a  
HeartSmart Restaurant