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*In Flanders Fields
the poppies blow
Between the crosses,
row on row,
That mark our place;
and in the sky
The larks, still
bravely singing, fly
Scarce heard amid
the guns below.*

A cup of coffee warms the heart

Coffee parties raise \$6,307 to buy treadmill for BGH Cardiovascular Program

What can a cup of coffee buy? At Brockville General Hospital, it goes a long way to creating a healthy future for a patient who has had a heart attack or other cardiovascular trouble.

A series of coffee parties – dubbed the Incredible Shrinking Coffee Party – was held in many communities of Leeds-Grenville this year. More than 600 people attended 116 parties, which were held to increase awareness of BGH programs and services and to raise money for equipment for the new Brockville Cardiovascular Program.

The parties have culminated with the donation of \$6,307 to the Cardiovascular Program – enough to buy a new treadmill.

Jean Macintosh, a hospital Board member who led the Coffee Party initiative, said the amount exceeded the group's goal of \$5,000. "I'm thrilled," she said. "I think people in Leeds-Grenville area are very generous. People want to help."

At each coffee party, guests were asked to contribute \$5, and many gave more. Mrs. Macintosh said the parties were held in many locations: homes, coffee shops, golf club lounges and workplaces. A walking club held its party on a hiking trail. Everyone who attended the parties received a newsletter full of information about the hospital.

"It was a wonderful opportunity to share information about hospital programs that you don't know about unless you use them," she said. "And it was a nice opportunity just to have coffee with people."



The Incredible Shrinking Coffee Party raised \$6,307, which will be used to buy a fourth treadmill for the Cardiovascular Program. From left: kinesiologist Jason Lafave, Board members Jean Macintosh and Nicole St-Aubin, Florence Hutton, and RN Helen Ostap.

The seven people at the original party at Mrs. Macintosh's home were asked to each host a party for six people, who in turn were to host a party for five people, then four and so on. Because most people have busy lives, not all the parties occurred, as expected, and the group was surprised and pleased to exceed the fundraising goal.

The parties occurred in many communities around Brockville.

Five people attended **Florence Hutton's** party in Prescott. "We had a really, really good morning," Mrs. Hutton recalled. "And helping the Cardiovascular Program in a little way gives them satisfaction."

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A cup of coffee warms the heart

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“You don’t normally have coffee parties, and this was a cup of coffee for a good cause,” remarked **Nicole St-Aubin**, who hosted a party in Athens.

BGH’s cardiovascular rehabilitation program is funded entirely through donations. Director of Critical Care **Margriet deBruyn** reported that since the program began in May, 126 people have been referred. In Oc-

tober, there were five classes of seven patients each. Patients are supervised by one of five internists – including **Dr. Jay Bhatt**, a driving force behind the program’s creation. The staff includes RN **Helen Ostap** and kinesiologist **Jason Lafave**. “It’s a wonderful program,” Mrs. deBruyn said. “The demand is high – there is even a waiting list.”

Christine Endicott, Communications Officer

Protecting our Patients’ Privacy

- A patient document is found on a table in the cafeteria – left unattended.
- A computer screen is left on in a public place where a patient’s clinical information is displayed.
- A visitor asks if a person is still a patient here in the hospital, and if so, could you tell them about their condition?

What is your response to these situations?

One of our primary responsibilities is to protect our patients’ information. As Health Care Custodians, we must ensure that our practices follow BGH approved processes to keep patient information safe. This means that access to a patient’s chart is restricted to individuals within the “circle of care”, which refers to those providing direct care to the patient. A reminder that the health care information belongs to the patient, so they can ask to review their record at any time. We are the custodians of the information and our role is to protect their health information.

Here are some tips for keeping patient information confidential:

- When sending any documents with patient information (even if it is just the patient’s name) through external or internal mail, please be sure the information is in a sealed envelope with nothing visible through the holes in the envelope
- When you are accessing information about a patient on the computer, make sure the screen is not visible by others who are not in

the “circle of care” and exit the patient information screen when you are finished.

- When you recycle charts, remove patient labels from the chart.
- Keep track of patient’s old charts in your department – make sure they are not left sitting out and return them to health records as soon as possible.
- PHIPA states we can confirm that a patient is in the hospital, their room number, and a statement of their condition such as “stable,” “fair,” “good.” If the patient informs staff that they do not want this information available, we must follow their directions.

The Privacy Committee, chaired by Jodi Hunter, is always looking for ways to improve our practices to protect patient information. If you see a practice or activity about an actual privacy issue please complete the new **Unusual Occurrence Form** (section 4) which is located on the BGH Sharepoint Home Page “Forms” tab and is forwarded to your manager once it is completed:

4. Communication/Documentation

- Missing/Misfiled Chart/ Form Transcription
- Transcription
- Confidentiality Breach
- Reporting of Test Results
- Faxing Error

If you have concerns or issues about a potential privacy issue, please report it by email to: privacy@bgh-on.ca. You can also contact one of the Privacy Officers: Sandy Workman ext. 1148 or Steve Read ext. 1042.

Privacy Committee Members: Jodi Hunter (Chair), Steve Read (Privacy Officer), Sharon Hinbest, Dr Beveridge, Christine Deault, Laurie Dube, Judy Fowler, Cameron McLennan, Joe Muise, June Simpson, Jackie Smylie, Sandy Workman (Privacy Officer), Shirley Lazaruko.

Staff Council needs you!

The BGH Staff Council is looking for new members. The council meets once a month and would like more staff members from various departments. Join us! Please contact **Eleanor Hogeveen** ext. 1118 or **Tiffany Flood** ext. 8323.

Recognizing our BGH Educators

Dana Finnegan—Yee



Dana first graduated with an Honours degree in Health Science from Guelph University in 1998. She went on to graduate from Queen's with a degree in Education in 1999. In 2004, Dana graduated from the MLT program at St. Lawrence College.

Dana likes teaching because it helps to keep her up-to-date with the new, innovative world of infection control. "Being able to pass on knowledge to BGH staff to keep them safe and protected and also protecting our patients is very important. Times are always changing so it's important to be up-to-date and current."

What does she like most about working at BGH? "The people I work with are a pleasure to be around."

Thank you, Dana, for your excellence in Infection Control training!

Mental illness awareness



Brockville Mental Health Centre Crisis Team staff visited the CSS Cafeteria on Oct. 6 to give information during Mental Illness Awareness Week. The Crisis Team is on call to BGH Emergency. From left: **Bridgitte James** of BMHC, **Cindy Patterson** of OR, and **Rhonda Jansen**, **Debbie Moore** and **Meredith Armstrong-Harper**, all of BMHC. The team has a 24/7 crisis line: 613-345-4600 or 1-866-281-2911.

Bowlers Needed

Bowlers are welcome for our Tuesday Night social league, every Tuesday at 7:30 p.m., \$15 a night. Please call **Susan Storey**, ext. 1212.

Dr. Patch Adams

Staff Champlain **Rev. Dr. Allan McDowell** and I recently had the pleasure of hearing **Patch Adams** speak at Queen's University. That's Dr. Patch Adams, the clown, doctor and social advocate. The auditorium was packed with medical students as he described his work with the Gesundheit Institute.

Patch is sincerely warm, friendly, refreshingly funny — and brilliant. He made only 17 pages of notes through medical school! He has 3,000 books in his house. He thrives with very little sleep, and he has energy and enthusiasm for all people and their problems. His medical missions all over the world attract thousands who beg to go with him and be part of his ministry. Although he does not profess to be a Christian, he says that when we do this kind of work, we are heroes, acting as Christ to one another! His advice:

- Love people. Patch especially loves the poor, the mentally ill and the physically impaired.
- Recognize that you are a hero when you do small acts of kindness to others. Love yourself so that you can love others.
- The primary job in caring is to love. Love heals many hurts.
- Be as Jesus to one another
- Be creative in handling problems
- Be enthusiastic. It is contagious
- At the end of it all, caring is good for you! You get more out of it than you put in.

In jotting down these points of wisdom, I recognized that these are directions to providing pastoral care. May Patch's work also inspire you in your work here at the hospital! *Janet Start, Spiritual Care Coordinator*

Breast Health Month

October was Breast Health Month, and BGH Mammography celebrated by inviting all hospital staff for



cake and coffee on Oct. 7. **Shenda Duffy**, left, **Elizabeth Wagar** and **Sue Maxwell**, who greeted visitors including **Paul Gray** and **Gail Coville**. The digital mammography unit was purchased in 2008 with a donation by **Shirley and Don Green**.

Employees work together to improve processes

BGH employees are making significant progress in identifying and removing waste from key processes. Using a systematic improvement methodology known as a Kaizen event, various teams of BGH employees have tackled tough process challenges and produced remarkable results.

Kaizen events are becoming increasingly popular in the health-care world, and BGH is actively embracing this process. The word itself originates from the Japanese words “kai” meaning “change” and “zen” meaning “for the better.”

The first Kaizen event was focused in Health Records and reduced the amount of paper produced and sent to and from primary care facilities in the community. The result was a huge reduction in paper produced, by connecting primary care providers electronically so they can access diagnostic imaging, lab, pathology and dictation reports from their offices. Jodi Hunter and Stefan Gagnon joined forces with representatives from local Family Health Teams for the event, and together they found ways to lower costs and to put vital clinical information in the hands of primary care providers more quickly and with less opportunity for error.

The second Kaizen event took place in the CSS kitchen. The dietary staff identified the need to do things differently when preparing patient trays. The Kaizen team revised/adjusted the work environment and process to achieve sustainable reductions in meal tray assembly times.

The team discovered that the staff had been actually working *against* the constraints of the belt line. It took 60 to 75 seconds for trays to travel down the belt line and yet only 38 seconds for the staff to place the items on the tray. The solution was to stop using the belt line altogether and set up a tray preparation work cell. The new cell uses existing equipment while further work is under way to identify any required ergonomic modifications. In the work-cell model, one staff person moves from station to station to prepare each tray entirely, adding value at each step, rather than waiting for the tray to come to them.

Dietary staff then applied the concepts of the 5 Ss. In this phase they sifted through old equipment and flagged it for removal from the kitchen. Other equipment and supplies were relocated to more

Sort
Set in Order
Shine
Standardize
Sustain



Surgical Services Kaizen Team, from left: Mike Boucher, Anne Rodger, Brian Bain, Michele Myatt, Laura O'Brien, Angela Lawson-Rimmer, and Christine Gagnon-Mason.

efficient areas for staff. Clear labels were put on all food-stock locations to ensure that everything has its own place. Now, everyone knows exactly where each supply item belongs, and visual signals indicate clearly when it is time to refill or reorder.

In the third and most recent Kaizen, a team of OR nurses and materials management staff came together to improve the flow of supplies into the Surgical Services area. Using a technique called “Value Stream Mapping,” the team reviewed the supply delivery process, starting from the time a need is identified and extending right through to the replenishment into a designated place. The team’s goal was to provide users with exactly what they need, when and where they need it. The team is currently working on reorganizing supplies, determining minimum and maximum stock levels and setting the system to flag the restocking of these items.

A critical improvement was the transformation from a “PUSH” model of replenishing based on a predetermined lot size (irrespective of usage) to a “PULL” model in which supplies are pulled from stores in quantities and frequencies that reflect actual consumption patterns. Plans are in place to have a two-bin Kanban system implemented in Surgical Services by mid-November, with roll-outs to other clinical areas to follow. Once fully implemented, visual signals will trigger restocking requirements, supply availability will be more reliable, and overall inventory levels will be adjusted to precisely match demand.

These teams have done great work and produced great results. Well done all!

Anne Rodger and Julie Scott

Learning at BGH

Here are the learning opportunities for November. Please contact Jessica ext. 1335 or Shirley ext. 1104 to register, or sign up online in the events calendar on the Organizational Development site.

NOVEMBER 2009

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|---------------|---------------------------------------------------------------------------------------------------------------------------------|
| 16, 30 | Orientation for new employees |
| 2 | Accessibility Health Fair – 10 a.m. to 2 p.m., Auditorium |
| 3 | IV certification for RNs – 8 a.m. to 4 p.m., Room 324 |
| 4 | Charge Staff In-service – 1 to 2 p.m. Auditorium: MSDS |
| 6 | CPR recertification – 7 to 10 a.m. in surgical suites (hourly) and 1 p.m. GSS Boardroom |
| 6 | Gentle Persuasive Approaches – 8:30 a.m. to 4 p.m., Auditorium |
| 9 | NRP Refresher – 8 a.m. to noon, Room 324 |
| 10 | Safe Driving Program – 10:30 to 11 a.m., Room 324 |
| 16 | FHM – 8 a.m. to noon, Library |
| 19 | Infection Control Hot Topic – 2 p.m. Enteric Precautions |
| 24 | Leadership development :Workplace Violence – noon to 3 p.m., Auditorium. Presented by Frances Ziesmann, OSACH consultant |
| 25 | Lunch and Learn – 12:30 to 1:30 p.m. Dr. J.J. Steyn: Hypertension |
| 26 | CNO Therapeutic Nurse-client Relationships – 1:30 to 2:30 p.m., GSS Boardroom |

Workplace Wellness events

- ✓ **Nov. 13**, noon to 1 p.m., Auditorium. **Dealing with Difficult People**, presented by **Gundi Hodge**, EAP consultant. Light lunch provided.
- ✓ **Nov. 27**, 11:30 a.m. and 12:15 p.m., Auditorium: **Popcorn and a Movie**.
- ✓ **Nov. 20**, morning wellness cart travels through CSS.
- ✓ **Nov. 27**, morning wellness cart travels through GSS.

BGH clothing is available. Please contact **Penny Raabe** ext. 2333 or **Shirley** ext. 1104 for further information and to see the items available and the prices.

On-site **Chair Massage** therapy: Book and pay for your appointments at the GSS or CSS business offices.

BABIES, BABIES, BABIES: Births continue to increase

Brockville General Hospital's Maternal/Child Unit is reporting the busiest month for births in more than three years.

In September, 46 babies were delivered at BGH, exceeding the 45 births recorded in July 2005. This fall has been a very busy time for the Maternal/Child nurses, support staff and the three obstetrician/gynecologists: Head of Obstetrics **Dr. Rudolf Novak**, **Dr. Tim Froats** and **Dr. Derek Fraser**, who began working at BGH on Sept. 1, just as the baby-boom month began.

Births at BGH have risen 15 per cent over the past three years. During the fiscal year April 1, 2008 to March 31, 2009, there were 385 births, compared with 334 in 2005-06.

BGH president and CEO **Ray Marshall** says the hospital is on track to delivering more than 400 babies this year. Having three obstetrician-gynecologists at the hospital is positive, especially when the Maternal/Child Unit is busy. "The three physicians share 24/7 calls," Mr. Marshall explains. "It makes it much better for the physicians now that they have a third partner as opposed to the two of them that provided the coverage over the summer."

Mr. Marshall praised the physicians and staff for adeptly handling the busy time in Maternal/Child.

Why are so many mothers now choosing BGH to deliver their children? "There is personal service at BGH," Mr. Marshall explains. "We are not a huge hospital that has thousands of deliveries. There is maybe one or two at a time, so there is more of a personal touch."



Thank you to Eleanor's Café, the cafeteria, the Garden Street gift shop and the 6 participating local Tim Hortons stores for selling the smile cookies. The Tim Hortons Smile Cookie Campaign raised the most money ever: \$6,478. The money raised will be used



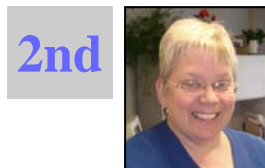
to purchase a pediatric pulse oximeter, vital signs monitor, walker, patient protection half apron, and an IV training arm.

*Brockville and District
Hospital Foundation*

Workplace Wellness Photo Contest Winners



1st **First Place:** Dr. Alex Tolton, congratulated by Workplace Wellness committee member Christine Endicott. His image of the aurora in Churchill, Manitoba received the highest number of votes.



Second Place: Shelley Weapenicappo, Scotland

Honorable Mentions



Honorable Mention: Dixie O'Reilly, Hiking the Skerwink Trail with husband Jon, Trinity, Newfoundland

Special Mention



Special Mention: Jennifer Waring – with daughter Tina, Cliffs of Mohir, Ireland. This beautiful image was not part of the voting process.



Honorable Mention: Carol Dupuis, Gros Morne National Park, Nfld.



Brockville and District Hospital Foundation



The Annual Appeal starts now!

Want to know what is going on at the Brockville and District Hospital Foundation?

Watch the bulletin board outside of the Foundation office for upcoming events. It's on the ground floor, Charles Street Site.

We live in a giving community. Historically, Brockville and area have shown tremendous support for our community hospital.

We sincerely thank you for your contributions in the past and we hope that we can count on your support this year. By caring for your community now, you are making a genuine contribution to everyone's health and well being, now and in the future.

Please note: BGH Staff can now donate through **payroll deduction**. For more information, please see [Sharepoint Announcements](#).

Have you seen a copy of:



We have had very positive feedback regarding our first quarterly newsletter. Stop by the Foundation office to pick up a copy for your reading pleasure or read it [online](#) on the website.

Students comment on experiences at BGH

A group of practical nursing students recently completed a clinical experience at BGH. Here are some of their comments:

Overall, the students stated that this was a great learning experience because "staff are accepting and helpful and, overall, welcomed the students." Another comment: "The expertise and compassion of all staff were delightful. The staff were so helpful." The students liked implementing their skills in real nursing situations, and they liked the "hands-on" experiences that were provided at BGH.

Thank you 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 Lazurko, Manager, Organizational Development

Have old glasses to donate?

Christine-Mary Yassa, a Grade 10 student at Ecole



Ange-Gabriel, is collecting old eyeglasses for a leadership project in school. The eyeglasses will be sent to the Canadian National Institute of the Blind (CNIB), which will repair them and send them to a third-world country. If you have old eyeglasses that you don't need or that are lying around, please bring them to the pathology office (Marie Piotto) or to the front desk at the Lab specimen collection area. Your help is greatly needed and appreciated!

IT'S ILLEGAL NOW... to talk on a hand-held device while driving

Effective October 26, 2009, it is illegal for drivers to drive and use a hand-held device such as a cellphone. Please remember this when you are driving – whether it is for hospital business or personal use. Please use the link provided below from the Ministry of Transportation about the Highway Traffic Act and remember to drive responsibly!

The Countering Distracted Driving and Promoting Green Transportation Act 2009 makes it illegal for motorists to use hand-held wireless communication devices or any hand-held electronic entertainment devices while driving. The new law will also prohibit drivers from using portable video games or viewing display screens unrelated to the driving task such as laptops or DVD players while driving. Drivers may place emergent calls to police, fire department and emergency medical services. If possible, drivers should pull off the road before making an emergency call. Click on this link to read the whole act: news.ontario.ca/mto/en/2009/10/one-week-to-go-ban-on-hand-held-devices-takes-effect-october-26.html



VOLUNTEER ASSOCIATION NEWS

Volunteers nominated for community excellence award

In honour of the Volunteer Association's 120th Anniversary this year, the hospital has nominated the Volunteer Association for the Brockville and District Chamber of Commerce Community Excellence Award. Award winners will be announced at the Gala on Nov. 12. It is an honour to be nominated, and the Volunteer Association very much appreciates this recognition from the hospital. Fingers crossed: Maybe we'll be lucky this time and win!

The Volunteer Association was given the assignment of refurbishing the Residents' Lounge on the first floor at Garden Street Site, and the work is coming along well. Painting has been done and the walls sport a lovely, rich burgundy colour contrasted with taupe. Just wait until the curtains, carpet and furnishings pull everything together! The result will be a warm, welcoming and home-like environment for residents, their families and friends to enjoy.

The money for this renovation was raised through the sale of Nevada tickets at the Gift Shop at Garden Street Site. Many thanks go to the staff, residents and their families for buying Nevada tickets and supporting the Gift Shop. It seems very appropriate that these folks reap the benefit of the money raised.

Mark the date on your calendar: Friday, Dec. 4 will be the Annual Christmas Bazaar and Lunch. As in previous years, up to 10 vendors will be on hand in the hallway outside ACU and the Cafeteria with a wide variety of tempting merchandise at reasonable prices. Lunch will be available in the Auditorium, and homemade soup, sandwiches and squares will be served to you by the volunteers. Watch for posters advertising this event.

The gift shops at both sites are full of new and attractive merchandise, and that's even before all the Christmas items are on display. Take some time to browse and do some early Christmas shopping. Don't forget you can lay away items in the gift shop for two

weeks. It's best to do that when you see something you really like; on your next visit, it might be gone. Tickets for the Christmas raffle will be available next week at Charles Street Site.

Six volunteers were honoured by the Ministry of Citizenship and Immigration with the Ontario Volunteer Service Awards: **Gert MacKenzie, Joyce Foster, Ruth Ferguson, Tina Van Bolhuis, Gail Hodge and Margaret McMahon**, for length of service ranging from 15 to 35 years. Congratulations to these ladies for this well deserved recognition.

Other volunteers were recognized for their length and dedication of service at the Volunteer Awards Tea in September, when 24 volunteers were honoured with a Certificate of Appreciation, six with Long-Service Awards, two with Outstanding Awards and four with Life Memberships in the Volunteer Association. Our thanks and congratulations to all these deserving volunteers.

*Christine Deault,
Coordinator,
Volunteer Services*

Multicultural understanding: Successful events at BGH, BMHC

More than 80 people attended two presentations to promote multicultural understanding on Oct. 21 at BGH and at Brockville Mental Health Centre. Titled "Caring for our Neighbours: The Challenge of Cultural and Religious Diversity," the presentations featured **Rev. Dr. Peter Barnes**, Assistant Professor in Counseling and Spirituality at St. Paul University.

During his presentations, Rev. Dr. Barnes stressed the need for health-care workers to understand the various cultures and faiths of their patients.

"Cultural diversity is an opportunity for us to stretch and to grow," he said. "As you gain appreciation of other cultures, you will better understand yourself."

He suggested that hospital staff record notes on the patient's spiritual history and learn about their culture in order to help them through the healing process.



Caring for our Neighbours: Rev. Ted Guthrie of BMHC, left, Rev. Dr. Peter Barnes (the presenter), Rev. Allan McDowell of BGH and Spiritual Care Coordinator Janet Stark.

While health-care workers do not need to understand each culture, they do need to understand that patients have unique needs and to ask about those needs. "Be respectful, and seek understanding."