



GENERAL HAPPENINGS

Healthy People, Outstanding Care

Brockville General Hospital

AUGUST 2010

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Tournament Raises \$30,000 for Prevention of Colorectal Cancer



All lined up and ready to go—golfers and carts line up for the Second Annual Screen for the Cure Golf Tournament at the Brockville Country Club. From left are Screen for the Cure Committee members Russ Gaskin, Rob Janke, Tom Harrington, Jack Butt, Honourary Chair Dr. William Redmond, Sharon Clarke, BGH Board Chair Hugh Bates, BGH President & CEO Ray Marshall, (front row) Chair Don Moore, Doris Hallett, Heather Brown and Adrian Geraghty. Missing are Ron Healy, Ian McFall and Keith Fraser.

Sun, smiles and perfect swings made for a great day at the Second Annual Screen for the Cure Golf Tournament held at the Brockville Country Club June 18. Over \$30,000 was raised to purchase new colorectal cancer screening equipment for the Brockville General Hospital.

Colorectal cancer is the fourth most commonly diagnosed cancer in Canada, and the second leading cause in cancer-related deaths of Canadian men and women. Ironically, if screened and caught early, the chances for survival with this cancer increase by 95 per cent.

"Once again, through the generosity of the donors, sponsors and players, the Screen for the Cure Tournament has achieved its goal to provide an increase in the number of colonoscopes we can use for screening here in Brockville," says tournament Honourary Chair Dr. William Redmond. "Colon screening really does work. For the patients with increased risk of colorectal cancer or polyps, a negative scope provides reassurance. Finding and removing a polyp prevents a possible cancer from starting. And," he adds, "if a cancer is found, it will likely be at an earlier stage which means a better outcome from surgical treatment that we provide in Brockville."

The 2010 winning team players were Russ Gaskin, Steve Philip, Dean Trudeau and Bruce Philip. Next year's tournament is slated for June 17, 2011.

This year, 136 golfers participated—enjoying lunch, golf, silent auction and dinner as they helped the Brockville and area community increase its ability to provide state-of-the-art care. If you would like to make a donation to this fundraiser, please contact the Brockville & District Hospital Foundation at 613-345-4478.



Bobbie Annable retires after 35 yrs. service—see page 2



Happy
Civic
Holiday



SCOTIABANK TO BE LEAD SUPPORTER FOR FOUNDATION GALA

The uptown and downtown Brockville branches of Scotiabank are partnering to be lead supporters of the Brockville and District Hospital Foundation's Black & White Benefit Gala set for September 25th. This major social event will mark the 125th anniversary of Brockville General Hospital while raising \$50,000 for an Isotope Indicator—a state of the art tool used in the assessment for surgical treatment of breast cancer.

Cindy Sommers, manager of the uptown branch at Stewart and Parkdale, and Nancy Lemaire, manager of the downtown branch on King Street, will partner to sell the tickets for the gala. What brought about this unique partnership to help support the gala fundraiser?

"The hospital," comes the simultaneous reply.

"The hospital is such an important part of the commu-

nity," says Sommers. "It touches everyone."

"Absolutely," Lemaire agrees. "The Isotope Indicator is an important piece of hospital equipment for this community," she adds. "We're aware of the growing statistics of breast cancer in women."



Jan Ashe (centre left), a breast cancer survivor, holds the first two tickets sold at Scotiabank for the B&DHF Benefit Gala. Sharing the moment with Ashe are (l – r) Gala Committee Co-Chairs Dr. Ardis and Marsha Lindsay, Scotiabank Managers Cindy Sommers and Nancy Lemaire, Foundation Past Chair Kevin Tackaberry, and Foundation Executive Director Joan McLaughlin

In fact, Lemaire knows personally as her own mother is a breast cancer survivor.

Tickets are available at the downtown Scotiabank branch at 7 King Street West or the uptown branch at 329 Stewart Boulevard (at Parkdale), at the front desk or via the tellers. Only 250 tickets will be sold, at the cost of \$175 per person—with \$50.00 of that set for the benefit fund.

Tax receipts will be issued by the Foundation.

VISA, personal cheques and cash are accepted.

"Bon Voyage, Bobbie!"

On July 7, 2010, a Retirement Tea was held to officially say goodbye to Bobbie Annable, Charge Nurse for the Rehabilitation Unit at the BGH Garden Street Site. Bobbie hangs up her nursing scrubs after 35 years at Garden Street.

"Sister Mary Rose gave me a full-time job in 1975 and I have been here ever since," says Annable. When St. Vincent de Paul Hospital transferred services to BGH and became its Garden Street Site, Annable stayed on. She had previously worked in Picton at Prince Edward County Memorial Hospital and in Brockville at the Psychiatric Hospital (now the Brockville Mental Health Centre).

Annable can't believe it has been 35 years since then.

"It has gone by very fast," she says, "especially the last few years." Looking around at the faces at the

tea, Bobbie adds, "I remember a lot of these girls as students."

"I remember Bobbie when I was a student," says Sherry Anderson, Director of Complex and Continuing Care, Rehabilitation and Palliative Care for BGH. "She put the fear of God in me," Anderson adds with a smile. "We had total respect for her." Annable is ready for retirement, but has no plans to retire.



Leah Wales (left), Vice President Human Resources, and Sherry Anderson (right) congratulate Bobbie (centre) on her retirement.

"I would like to work in a mentoring or educational role next," she says. "I have a few possibilities I'm looking at, but no firm plans." She shrugs and grins. "I have no idea what lies behind the next door for me.

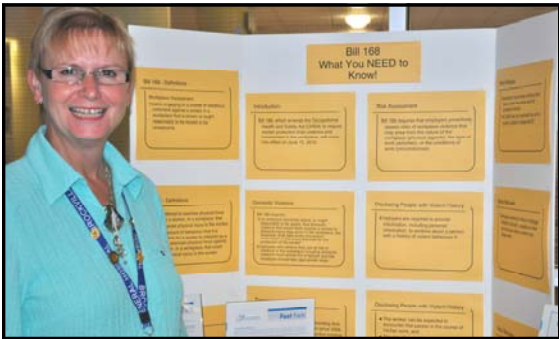
But that's okay. I'm looking forward to opening it."

Bill 168 - Compliance Against Workplace Violence & Harassment “No Hassle” for BGH

When it comes to implementing Bill 168 in the workplace, Brockville General Hospital can say “no hassle.”

“We implemented our own policy on workplace violence and harassment in 2007,” says BGH Manager of Occupational Health and Safety Patricia Hoy-Berrea. “We’ve been ahead on this for some time, so we’re not facing any major changes with the new bill.”

Bill 168 came into force on June 15, 2010, bringing significant amendments to the Occupational Health and Safety Act in Ontario. Workplaces in Ontario where more than five workers are regularly employed are now required to develop written policies addressing both violence and harassment in the workplace,



Patricia Hoy-Berrea shows some of the Bill 168 material available for staff at BGH

and to review those policies at least once a year. Employers are also required to conduct training on these policies to help meet their due

diligence.

Although Bill 168 was enacted six months after receiving royal assent last December, few Ontario workplaces complied with the new workplace violence and

harassment legislation by the time it came into force and are currently working to meet compliance criteria. “We already do incident reporting with our Joint Health and Safety Committee,” explains Hoy-Berrea. “That’s been since Day One for BGH. We’ve also seen tremendous success with our Code White (Violent Person) Training and Gentle Persuasion Application Training for staff.”

BGH has alarms in rooms, especially Emergency which has the highest risk for violence. Hoy-Berrea says the police response to hospital alarms is very good.

Bill 168 compliance identifies what BGH already addressed, in terms of employee/management responsibility for violence or harassment in the workplace. With a workplace violence policy in place via Human Resources, the hospital covers the additional issues of identifying harassment and dealing with it as part of the BGH employee Core Program. Departmental risk is also assessed. As Bill 168 requires, this material is reviewed by all staff each year. Hoy-Berrea sees Bill 168 as an important addition to workplace safety and efficiency.

“Violence or harassment in the workplace can affect all business sectors and occupations,” says Hoy-Berrea. “Patients, clients, customers, students, workers, intimate partners or family members may hurt, threaten, or harass workers while they are on the job. “Employers need to protect workers against violent acts and threats of violence, and to create an atmosphere in which workers feel free to come forward with concerns or complaints,” she adds. “That’s already a priority at Brockville General Hospital.”

Plaque Presented in Appreciation



On Thursday, July 14, Mrs. Helen Fulford and her nephew Robert Millar presented a plaque to the nursing staff of Brockville General Hospital in appreciation for care given to Mrs. Fulford’s sister Marguerite M. Morrison. The plaque comes in name from Mrs. Morrison in memory of Robert Millar’s brother John. Cake and coffee, courtesy of the Brockville and District Hospital Foundation (B&DHF), was enjoyed by all.

Seated in photo is Mrs. Helen Fulford. Standing (l – r) are Doris Hallett, B&DHF Chair of Fundraising; Sherry Anderson, BGH Director of Complex and Continuing Care, Palliative Care and Rehabilitation; Joan McLaughlin, B&DHF Executive Director; Laurie Dube, BGH Director of In-patient Medicine and Surgery, Physiotherapy, and Central Staffing; and Robert Millar

LEAN ON ME: Lab Latest BGH “Lean” Team

On June 28, and 29th, three staff of the Brockville General Hospital laboratory participated in a Kaizen session as part of the on-going lean management initiative at the hospital. A lean organization understands customer value and focuses its key processes to continuously increase it. Simply put, “lean” means creating more value for customers and maximizing resources.

“I had previously read about lean projects and was anxious to see what and how we could benefit from this project,” says Senior Lab Technician Verna Graves. “When [Lab Manager] Susan Pugh asked me to participate in the Kaizen session, I was very excited. I found the experience quite enlightening and our group has already implemented some of the results.”

“Kaizen” (Japanese for “improvement” or “change for the better”) refers to practices that focus upon continuous improvement of processes. It has been applied in healthcare, government, banking, and many other industries. By improving standardized activities and processes, Kaizen aims to eliminate waste. Lean is recognized historically as created by Toyota as something called the “Toyota Production System” (TPS). The recognized ‘father’ of lean was Taichi Ohno, the Toyota executive who developed TPS following WWII in Japan. The term “lean” didn’t come into play until 1988 when an MIT masters student (and former Toyota engineer) used it in the title of his thesis.

The goal for the lab was to map the flow of specimen from collection to delivery to the lab.

“Right now the phlebotomists enter the orders into Quadramed, collect the samples and deliver them to the lab,” explains Lab Manager Susan Pugh. “We are currently changing that practice to have nursing doing order entries and blood

draws, while porters deliver the specimens to the lab. Mapping out the flow in the Kaizen session provided an opportunity to identify an efficient process to ensure timely delivery of specimens to the lab and timely reporting,” adds Pugh. “The lab will receive specimens in a continuous flow and not in ‘batches’ in the new model of care.”

BGH adopted the lean initiative several years ago, and has been slowly implementing it through the departments such as Food Services (food tray preparation), Surgical Services (supply management), Discharge Planning (bed management) and Health Records (electronic communication with primary care organizations).

Verna Graves hopes in early fall to pull the lab technicians together to find a way to implement the remainder of the recommendations. “It is always frustrating when you know there has to be a better way and you just can’t see it because you are in the thick of it!” she says. “So, thank you to the Kaizen Project and I hope to be involved in more like this.”

BGH Chief Financial Officer Steve Read feels it is encouraging to see a team of employees come together to analyze and make tangible improvements to their own processes.

“The Lab Kaizen team has implemented process improvements that will improve patient safety and efficiency, and that will contribute to the achievement of our mission,” says Read. “Lean thinking, and the application of lean principles, allow for a systematic approach to identifying and eliminating all activities that don’t add direct value to the patients. This event with the lab department was a great example of why we have adopted lean as the preferred approach for our continuous improvement efforts,” he adds.

Audio/Visual Therapy for the Therapeutic Recreational Area at BGH Garden Street Site

It's a makeover Oprah would admire.

The Therapeutic Recreation Area at the Brockville General Hospital Garden Street Site (GSS) has been given a new lease on life thanks to the efforts of the Brockville General Volunteer Association (BGVA), BGH staff and corporate support.

"Over the years," explains BGH Therapeutic Recreational Specialist Thomas Hanson who has worked at Garden Street for 12 years, "this room was the Pediatric Room and then Day Surgery before becoming the Activities Room. Needless to say, it looked quite different."

What had become with various uses a worn-out facility at GSS was re-opened on July 9th as a sea-green sanctuary resplendent with new sunlight-filtering window treatments, a 5-speaker surround sound system, and a 50" flat-screen TV for the clients in rehabilitation, palliative or complex/continuing care to enjoy.

Picking up the tab for the renovation and new equipment is the BGVA, from the profits of the sale of

HELPP break-open lottery tickets sold by the volunteers in the gift shop at GSS. BGH maintenance staff provided the structural upgrades and painting, while BGVA members Gail Parslow and Colette Naylor contributed their eye for décor. Stuart Spurrell, owner of Mark's Stereo, sold the equipment and donated his time to install it.

"The room is not only beautiful now," says Reverend Allan McDowell, BGH Chaplain, "but also much more accessible to the residents. With the lower storage for accessories, it is much easier for someone in a wheelchair to use the room. The system with the large TV is also wonderful for people to follow along with liturgy or scripture."

"It's money well spent," says BGVA President Maureen Overy. Overy explains the same support was given the main lounge at GSS last year for a much-needed makeover. "It was beautifully done, as is this," says Overy. "It's all an investment in quality of patient care experience."



Before and After: (l - r) Dan Smith and Dale Dixon (BGH Maintenance); Gail Parslow (Volunteer Association) and Lee Ann Grattan (BGH Administrative Assistant) ponder, then enjoy the complexities of "room rehabilitation."



Something to Celebrate!

To celebrate the swift and efficient handling by BGH staff of the recent outbreak of MRSA—which was declared over officially July 15th—there was cake on Monday, July 19th at 9:00 a.m. at both CSS and GSS cafeterias. Heather Crawford, VP Clinical Services/Chief Nursing Executive, was very pleased with the rapid

and efficient response by BGH staff to the outbreak.

"I want to extend a huge 'thank-you' to all BGH staff for their attention to our outbreak procedures," said Crawford, "and for bringing our outbreak under control so quickly."

Here, BGH President and CEO Ray Marshall serves cake to Nurse Educator Diane Bowen at the Charles Street Site cafeteria.



Learning at BGH

Here are the learning opportunities for August 2010. Please register on line using the Events Calendar on the Organizational Development sharepoint site. For further information or to register, call Jessica X 1335 or Shirley X 1104.

Monday August 9	Orientation: 8 am to 4 pm (CSS Room 324)
Tuesday August 10	OVID training: 2 pm (in a department)
Tuesday August 17	OVID training: 2 pm (in a department)
Monday August 23	Excel computer training introduction): 1 to 4 pm (CSS computer lab)
Tuesday August 24	OVID training: 2 pm (in a department)
Friday August 26	Excel computer training (advanced): 1 to 4 pm (CSS computer lab)
Monday August 30	Orientation: 8 am to 4 pm (CSS Room 324)
Tuesday August 31	OVID training: 2 pm (in a department)

Core Nursing and Allied Health Information from Ovid!

Note - Effective this month, our Ovid e-library has a new look and more journals! To see the new appearance - on the top of the OVID home page "Take a look at the new OvidSP" - click on "TRY IT NOW!" - very user-friendly site!

OvidSP is one of the world's leading online information search and discovery platforms. Choose from a variety of searching styles, depending on how you like to search. Easy navigation features and flexible results management tools make searching fast, intuitive, and precise.

For more information, please contact Shirley Lazurko at ext. 1104.

Surprise Donation for GSS Patient Resident Fund

Sherry Anderson, Director of GS Site received a surprise donation on Tuesday, July 27th of \$491.00 from Brockville General Hospital's Facilities and Maintenance Department. The money is to go to the GS Site Patient Resident Fund. The Patient Resident Fund goes towards providing entertainment and other activities for the patients at GS Site. Maintenance Staff, Dan Smith, on behalf of the Facilities Department, presented Sherry with the \$491.00 stating that the donated money came from old scrap metal items that were no longer usable. Sherry Anderson wishes to extend her heartfelt thanks to the Facilities and Maintenance Department for the kind donation.

Call for "Easy Meals in Minutes" Recipes

- Do you ever tire of the same old, boring meals?
- Have a hard time coming up with tasty, easy, family friendly recipes?
- Do you often share recipes that you love with friends or coworkers?

The Workplace Wellness Committee would like to gather your favorite quick, easy and tasty recipes. The recipes will be posted (name is optional) on Sharepoint. Each month a recipe will be chosen and submitted to the General Happenings and names drawn for prizes including cookbooks.

Please submit to either Adonica Keddy RM 124 (by library) or Tom Hansen at GSS.

Evolving Commitment *Spirituality in the Workplace*

Commitment to our career can coexist with the development of our soul when we approach each with balance.

We do not need to deny our spiritual selves while focusing on being at the office, even though working while walking the path of ascension can be extremely challenging. Commitment to a career can coexist peacefully with commitment to the development of the soul when we approach each with balance and determination.

Careers can tend to take up a great deal of time you might otherwise devote to your own awakening, so make the most of the free hours at your disposal by using your breaks to walk in nature or write in your journal. If you schedule healings, bodywork, and other therapeutic activities on Friday, you give yourself the gift of an unhurried and restful weekend of rejuvenation. You can create a spiritually aware workspace by adorning your desk or office with sacred objects such as a Buddha or a candle that have meaning to you. If decoration is not permitted in your workplace, your supervisor may allow you to display a small item associated with your life path if you explain its signifi-

cance. Your workplace may not always meet your best expectations, but living with imperfection can also be a wonderful spiritual exercise. Remember that you can strive for excellence in your own existence without asking your coworkers to exemplify perfection. They, too, are human beings doing all they can to grow in spite of that humanity, and they can support you when your path becomes difficult.

In many companies, there is a spiritual reality tied closely into the corporate culture. It is your choice whether you want to integrate the spirit of your workplace into your own divine practices or participate in this reality on a superficial level. However you proceed, realize that the spiritual values you hold dear need not be at odds with the energy of your place of employment. As an employee, your spiritual self is one of the diverse strengths you bring to the table. Simply by approaching projects, goals, and interpersonal relations in the workplace with intention, you can pursue individual fulfillment while also doing your part to gently promote a healthy and harmonious working environment.

ww.DailyOM.com (submitted by Adonica Keddy x1349)

All hands on deck!



For May and June, staff at the CSS and GSS areas signed their commitment to the Just Clean Your Hands program. Staff at BGH CSS and GSS signed a "hand" stating "For patient safety I am committed to follow the 4 moments of hand hygiene and comply with the BGH Hand Hygiene Policy". These hands were then pasted to the hand hygiene tree.

Thank you to all the staff who participated!

Mark your calendar!

The Brockville & District Hospital Foundation is hosting a **Black & White** Benefit Gala to mark BGH's 125th Anniversary.

Saturday, Sept. 25th, 2010 from 6:30-12: am
at the **Brockville Rifles Armouries**

Tickets: **\$175** ea. Includes \$50 tax receipt
M.C.: Terry V. Hart / Entertainment: Route 66
Cuisine Stations by Brockberry Café & Suites
Silent & Live Auctions—Auctioneer: Carrie Hands

Tickets are limited!

As part of this anniversary celebration, our goal is to raise \$50,000 to purchase an Isotope Indicator - a very important piece of equipment in the fight against Breast Cancer. Breast Cancer affects 1 in 9 women and 1 in 28 will die from it. The Isotope Indicator is used for accurate detection of the primary lymph node when cancer starts. We all know that life can change in an instant! It is imperative that we continue

To reserve your tickets call: **613-345-4478**

Brockville General Hospital Celebrating 125 Years

STAFF BBQ

July 22, August 12 and September 17

Staff Council will be hosting 3
BBQs for all staff on
Thursday July 22
Thursday August 12
Friday September 17

CSS: Front drop off circle
11 am to 1:30 pm

GSS: Back parking lot by garage
11:30 am to 1 pm

Cost \$5.00

That will get you:

1 Hamburger or 1 Cheeseburger or
1 Hot Dog
1 Bag of Chips
1 Drink

*Proceeds to go towards a mural to
celebrate BGH's 125 Anniversary*



**BGH Garden Street Site is
having a **Garage Sale & BBQ**
on Saturday, August 14th
8:00 a.m. to 3:00 p.m.**

We are looking for any used and/or unwanted items that you have at home to sell at our Garage Sale. All proceeds raised will go towards the GSS Resident's Fund to pay for patient activities (bus outings, entertainers, etc.). Small appliances (microwave ovens, toaster ovens, etc.) will be accepted but must be in good working order. Larger items can be dropped off at the Garden Street Site main garage. All items must be approved by Sherry Anderson by calling: (613) 345-5645, ext. 4024.

Thank you for your support!



'Friends Helping Friends'

Friends of Palliative Care
17th Annual Golf Tournament

Wednesday, September 1, 2010
Brockville Country Club

Please stop by the Foundation
office to register
613-345-4478
foundation@bgh-on.ca

LET'S GO BOWLING

WHAT: We are looking for new bowlers to join the BGH social league. This is a fun league with no experience needed

WHO: BGH employees, their families and friends.

WHEN: The league runs on Tuesday nights. We start at 7:30 with 15 min of practice. We will begin on September 14 and finish in April
COST: \$15.00 per week with \$12.00 for bowling and \$3.00 for prize money at the end of the season.

CONTACT: Please contact Susan Storey at EXT: 1212 or email to stosu@bgh-on.ca if you are interested or have any questions

**Submissions for "General Happenings"
are due on the 24th of every month.
Please send submissions to
quipa@bgh-on.ca**