



GENERAL HAPPENINGS

Healthy People, Outstanding Care



Brockville General Hospital

APRIL 2011

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The Clinical Services Roadmap

The South East Local Health Integration Network (SE LHIN) has launched the "Clinical Services Roadmap" project. This important initiative is about creating a regionalized system of integrated health care that will ensure everyone has access to the right care, in the right place, at the right time. Over the past several months, seven teams of experts have been putting together plans to create a roadmap for the future of health care in our region in seven different areas believed to make the biggest difference in our system:

- Restorative Care
- Regional Surgical Care
- Mental Health and Addictions
- Maternal/Newborn
- Hospital Acquired Infections
- Emergency Department
- Cardiovascular Disease

These clinical teams will put forth a number of recommendations to improve your experience as a patient but they need to hear from you – about what works best for you and others in your community.

We need to hear your views! Take part in the online community engagement at:

<http://www.southeastlin.on.ca/HealthCareRoadmap>

or go to our web site at www.bgh-on.ca and follow the link on the main page. Take part in the engagement process by accessing the Community Engagement website to complete workbooks at your leisure (**before May 15th!**).

We want to hear from you AND people you know so pass it on!

Welcome to the following new Employees

- Rachel Arcand—Casual RN—GSS
- Jennifer, Baird—Part Time RN— Med/Surg.
- Cathy Semkiw—Full Time Nursing Information Specialist—Administration
- Linda Peever—Contract Director Mental Health—Administration
- Adam MacDonald—Part Time Aide—Laundry
- Beverly Wichers—Part Time Aide—Housekeeping

Monthly Lean Update

We will have a full update on the Emergency Lean Initiative in our May issue of General Happenings.



Academy.com

Mental Health Transfer Update (as of March 31, 2011)

Since the last update, Linda Peever has joined BGH as the Interim Director of Mental Health Services. Linda has had extensive work experience in the mental health system at the (then) Brockville Psychiatric Hospital (now Brockville Mental Health Centre) and Mental Health Services of Providence Care in Kingston.

Linda's role is to coordinate the detailed planning required to ensure a successful transfer of governance and management of the acute inpatient services, the assertive community treatment team, crisis and outreach services, outpatient services and the associated support services (ECT and EEG). Her work will build upon the due diligence work completed in 2009. Much of that information needs to be updated to reflect the current reality of these services. Currently, Linda is reviewing mental health literature to look at "best practices" so that we can be sure we are providing the services in the most appropriate way as we move forward. Linda is working out of an office on the 5th floor of Charles Street site and can be reached at BGH extension 1289, or via e-mail peeli@bgh-on.ca.

Meetings were held with each of the three unions

involved, OPSEU, ONA and CUPE, in the first week of March. Participants included representatives of the locals at both BGH and Royal Ottawa Health Care Group, as well as members of ROHCG management. Priority issues for all groups were tabled. Discussions will resume in June when details of staffing requirements are finalized.

Concurrently, we are working with functional programmers Agnew Peckham to update the functional program for the renovation plan for the third floor of the Charles Street Site to accommodate the 24 inpatient mental health beds.

This renovation will take at least two years to come to fruition, so we expect to assume governance and management responsibility for the mental health services in their current location on an interim basis. Our plan is to transfer the governance of Elmgrove by the end of 2011.

Please feel free to contact me if you have specific questions related to our mental health planning.

Ray Marshall
President and CEO

New Certification for Dana Finnegan-Yee

Congratulations are in order to Dana Finnegan-Yee, Infection Control Coordinator at Brockville General Hospital. Dana recently received her certification in Infection Control and Epidemiology.

Dana is a Medical Lab Technologist who began her career at Brockville General Hospital in 2004. She holds a Bachelor of Science degree from the University of Guelph, and a Bachelor of Education from Queen's University. Dana became the full-time Infection Control Coordinator in August of 2007, and has been a member of CHICA – EO (Community and Hospital Infection Control Association – Eastern Ontario) since then. Dana completed the Centennial College Infection Prevention and Control Course in May 2008.

In March of 2011, Dana successfully wrote the certifi-

cation examination in Infection Control and Epidemiology in Utica, N.Y.

The Certificate of Infection Control and Epidemiology (CIC) is an internationally recognized level of excellence in infection control practice. The Certification Board of Infection Control and Epidemiology, Inc., (CBIC) administers this voluntary, periodic certification for all infection control professionals meeting educational and practice requirements. The designation of *Certified in Infection Control*



Balancing work and home life is key for Dana.

and Epidemiology is conferred on all candidates who successfully pass the examination, and valid for a five-year period.

Congratulations, Dana!

Patient Safety

**Joint Presentation of the Brockville General Hospital and the Leeds and Grenville Medical Society
Dr. Alan Forster, Internal Medicine, The Ottawa Hospital
Tuesday April 5th, 5-7 p.m., BGH Auditorium
Light refreshments**

Dr. Alan J. Forster is a general internist and Co-Director of the Ottawa Hospital Centre for Patient Safety. He is an Associate Professor of Medicine at the University of Ottawa and scientist in the Clinical Epidemiology Program at the Ottawa Hospital Research Institute, where his research focuses on patient safety and quality improvement.

In addition to Dr. Forster's significant contributions to a quality and safety program at the Ottawa Hospital, he provides ongoing scientific advice regarding quality of care to provincial

and national organizations, such as the Ontario Health Quality Council and the Canadian Institute for Health Information.

Patient Safety is a fairly recent and quite specific formal area of study, as opposed to just a general idea. Patient Safety deals with the improvements to morbidity and mortality outcomes which can be achieved by organizations, as opposed to by individuals.

**RSVP to Kim Suatac at ext. 1103 or
suaki@bgh-on.ca**

National Organ and Tissue Donation Awareness Week April 17 to 23, 2011

Trillium Gift of Life reminds you that one organ and tissue donor can save up to eight lives, and enhance as many as 75 more. Over 1500 Ontario residents are waiting for transplant. This year, Trillium is targeting 1500 new donors for *Life for 1500*. Make a difference in someone's life.

Currently there are only two ways to register:

- 1) Completing a registration form available at a *Life for 1500* event, www.RecycleMe.org or www.giftoflife.on.ca, filling it out and mailing it to ServiceOntario;
- 2) Visiting a ServiceOntario centre where you renew your photo health card.

Once you register your consent to donate, the information is stored in a Ministry of Health and Long-Term Care database and will be made available to the Trillium Gift of Life Network at the right time, only for ensuring your wish to donate is known by your family and respected.

For more information or to register, see the Organ and Tissue Donation Awareness displays at:

Brockville General Hospital

1000 Islands Mall

Tuesday, April 12th

8:00 a.m. to 5:00 p.m.

Saturday, April 23rd

8:00 a.m. to 5:00 p.m.

Sign your donor card. Register your donation.
Talk to your family. Save a life.

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

Maggie Wheeler, Editor Pam Quine, Publisher

**BGH
Recognizes . . .
National Volunteer
Week
April 10—16**

Obituary

**Lisa Fleming, Public Education Coordinator
Assault Response and Care Centre**



Suddenly, in hospital, Smiths Falls, on Thursday, March 17, 2011. Lisa Louise Imerson in her 50th year. Beloved wife of David Fleming (Hank's Tire, Smiths Falls & Carleton Place). Loved mother of Robert and Jared, both of Smiths Falls.

Lisa was with ARCC since its inception 16 years ago. She had various roles throughout the years, beginning as a volunteer on the crisis line, then volunteer coordinator, office administrator and most recently group facilitator and public education coordinator. She was very committed and passionate about the issues of Sexual Assault and Domestic Violence. Her vision was a community without violence.



International Women's Day Celebrated March 8th



Reina Pryer, Dietary Aide (l) offers a special cupcake to Jodi Hunter, Manager of Health Information Technology.

BGH marked International Women's Day March 8th. The Assault and Response Care Centre (ARCC) provided cupcakes to all staff as a tasty reminder of the special day and what it means. This year, the theme chosen by the UN was *Equal access to education, training and science and technology:*

Pathway to decent work for women.

International Women's Day (IWD) is a global day celebrating the economic, political and social achievements of women past, present and future. In some places like China, Russia, Vietnam and Bulgaria, IWD is a national holiday. International Women's Day marks its centennial in 2011. Here at BGH, ARCC has been celebrating the event for 16 years.

Drop a Pebble in the Water

Drop a pebble in the water: just a splash and it is gone
But there's half-a-hundred ripples circling on and on
and on,
Spreading, spreading from the center, flowing on
out to the sea.
And there is no way of telling where the end is going
to be.

Drop a pebble in the water: in a minute you forget,
But there's little waves a-flowing, and there's ripples
circling yet,
And those little waves a-flowing to a great big wave
have grown;
You've disturbed a mighty river just by dropping in a
stone.

Drop an unkind word, or careless: in a minute it is
gone;
But there's half-a-hundred ripples circling on and on
and on.
They keep spreading, spreading, spreading from the
center as they go,
And there is no way to stop them, once you've
started them to flow.

Drop an unkind word, or careless: in a minute
you forget;
But there's little waves a-flowing, and there's ripples
circling yet,
And perhaps in some sad heart a mighty wave of
tears you've stirred,
And disturbed a life was happy ere you dropped that
unkind word.

Drop a word of cheer and kindness: just a flash
and it is gone;
But there's half-a-hundred ripples circling on and on
and on,
Bearing hope and joy and comfort on each splash-
ing, dashing wave
Till you wouldn't believe the volume of the one kind
word you gave.

Drop a word of cheer and kindness: in a minute
you forget;
But there's gladness still a-swelling, and there's joy
a-circling yet,
And you've rolled a wave of comfort whose sweet
music can be heard
Over miles and miles of water just by dropping one
kind word.

NURSING NEWS

Draft BGH Patient Declaration of Rights and Responsibilities

The Ontario Government's Excellent Care for All Act (ECFAA) requires all hospitals to have a publicly available Patient Bill of Rights in place by June 2011. As part of our commitment to health care excellence, Brockville General Hospital (BGH) is seeking community input for our Patient Bill of Rights and Responsibilities. You may respond to this draft document in several ways:

- Send your comments by e-mail to Maggie Wheeler, Communications Officer, at whema@bgh-on.ca.
- Go to the BGH web site at www.bgh-on.ca and fill out the survey. You will find the link on the main page.
- Send your written comments to:

**Maggie Wheeler, Communications Officer, Brockville General Hospital
75 Charles Street, Brockville ON K6V 1S8**

The deadline for public input is April 30th, 2011. Thank you for your contribution to this important document.

Brockville General Hospital DRAFT Patient Bill of Rights and Responsibilities

1. You have a right to considerate, respectful care from your doctors and other health care providers, free from discrimination. You are expected to treat your health care workers and other patients with respect.
2. You have the right to accurate and easily-understood information about your plan of care, including having your questions answered.
3. You have the right to privacy in personal care, and confidentiality in information.
4. If you speak another language, have any type of disability, or don't understand something, help will be given so you can make informed health care decisions.
5. You have the right to know who is looking after you while in hospital.
6. You have the right to talk privately with your health care providers.
7. You have the right to know treatment, care and placement options, and to take part in care decisions in collaboration with the most appropriate and informed health care providers. Parents, guardians, family members, or others and persons with Power of Attorney for Health Care who you choose, can speak for you if you are unable to make your own decisions. Having you involved in your care increases the chance of the best possible outcomes and helps support a high quality, efficient and effective health care system.
8. You have the right to have spiritual and cultural needs addressed, including having a spiritual care provider as part of your care team.
9. You have the right to read and copy your own medical record, subject to applicable legislation, in the presence of your health care provider. You have the right to ask your doctor to amend your medical record if it is incorrect or incomplete.
10. You have the right to full disclosure of adverse events that affect you directly.
11. You have the right to a prompt and objective review of any complaint you have about your treatment, any team member, or the health care facility. This includes complaints about wait times, hours of operation and any action of health care personnel.

(March 22, 2011)

**Next BGH Board of Governors
Meeting (Open Session)
April 11, 6:00 P.M. CSS Auditorium**

**Next Staff Forum
April 15, 2:00 P.M.
Teleconferenced CSS Auditorium
& GSS Boardroom**

IM/IT Project Update

Upgrade to QCPR 5.x and intersystems Cache Pending May 30th, 2011

A major hardware and software upgrade will be required to support the latest Quadramed environment with additional benefits.

The InterSystems Caché database version of QCPR will provide additional reporting and management possibilities ranging from the use of SQL Connect and Crystal reports for report writing to new operational capabilities for backup management and much more.

Caché is a high-performance object database that runs SQL five times faster than relational databases. Caché enables rapid Web application development, extraordinary transaction processing speed, scalability, and real-time queries against transactional data – with minimal maintenance and hardware requirements.

Palliative Care News

Taking a Look at Music Therapy

Music Therapy is...

- The prescribed, structured use of music and musical activities
- Provided by an accredited Music Therapist (MTA)
- Designed to promote, maintain, and restore mental, physical, emotional, and spiritual health and well-being

Music Therapy provides...

Individualized goals based on the cognitive, social, emotional, behavioural, communicative, and physical needs of each client
Active and passive involvement in activities such as:

- singing
- instrument playing
- composing
- improvising
- moving to music
- Small group, family or individual sessions
- Music preferred by client

Music Therapy aims to . . . Improve quality of life and facilitate:

- Social interaction
- learning
- self-expression
- communication
- stress relief
- motor skills
- development
- personal growth
- Promote motivation to health

Music Therapy Benefits...

- People of all ages and walks of life
- Those with or without musical backgrounds
- People with a variety of special needs including: emotional disturbances, learning disabilities, physical disabilities, visual impairments, substance abuse, brain injuries, developmental delays, terminal illness, hearing impairments, autism, psychiatric illnesses, survivors of abuse

BGH's PC Music Therapist...

Courtney Radbourne, BMT, MTA

Graduated from Acadia University 2007 with a Bachelor of Music Therapy Degree

Completed 1000 hour internship with the Music Therapists of Lanark Area

Began working with the Brockville and District Hospice Palliative Care Program September 2008

Office located at GSS 3rd Floor Residence

Phone Number: (613) 345-5649 Ex. 4408



Audrey Hangs up her Blue Apron



Pictured is Audrey (right) with fellow volunteer Jessie Eversen.

Audrey Sine retired from active volunteering in Eleanor's Cafe on February 28, 2011. Audrey had been volunteering in the Cafe since it opened in 2003. Prior to that she volunteered in the old Auxiliary canteen for several years and also on the Wagon. She's been a hospital volun-

teer since November, 1989. Audrey had also nursed at BGH for many years. She graduated from BGH School of Nursing in 1947, as Audrey White.

BAKE SALE

Baked Goodies for Sale

Wednesday April 20th Hallway outside CSS Cafeteria
 10:00-10:30 12:15-12:45 2:00-2:30
 All proceeds will be donated to United Way

MOVING DAY FOR FOUNDATION OFFICE!!!



The Brockville and District Hospital Foundation has moved! Foundation Executive Director Joan MacLaughlin stands in the doorway of the new office, located in the ground floor

main hallway at Charles Street. The move was made in part to make room for the new physicians' lounge, now underway. MacLaughlin says the new location for the B&DHF will be much more convenient for visitors to BGH.

VOLUNTEER ASSOCIATION NEWS

To kick off National Volunteer Week, April 10 to 16, 2011, the hospital is once again hosting a Volunteer Appreciation Tea to celebrate all hospital volunteers. The Tea will take place in the Cafeteria on Friday, April 8 and is an ideal opportunity for the hospital administration to express thanks to the volunteers. For their part, volunteers enjoy fellowship with each other and renewing of acquaintanceships while they enjoy the delicious refreshments provided by the hospital. Definitely a favourite event on the volunteer calendar.

GARAGE SALE

Thursday, April 14, 2011
8:00 am till 3 pm
In the hospital Auditorium,
Charles St. site
Everyone is invited

Please bring donations
Wed. April 13
to the Auditorium 8am -
1pm

A fundraiser for Brockville
General Volunteer Association



BGH Volunteers, stand up and take a bow!

Your contributions of time and talent to our community hospital are invaluable to patients at both the Charles Street and Garden Street sites.

Thank you.



BGH Salutes

National Volunteer Week 2011 April 10 to 16



Brockville
General Hospital

Healthy People—Outstanding Care

*From the Board and
Staff
of Brockville General
Hospital*

LEARNING AT BGH

Here are the learning opportunities for April, 2011. Please register on line using the Events Calendar on the Organizational Development Sharepoint site. For further information or to register, call Jessica X 1104

Monday April 4	Orientation: 8 am to 4 pm (CSS room 324) Welcome to our new BGH employees!
Wednesday April 6	Charge Staff Training: Conflict Resolution 1 pm to 3 pm Auditorium
Friday April 8	Code White Refresher Training: 2 pm – 3:30 pm CSS auditorium
Tuesday April 12	Safe Driving Program: 10:30 to 11 am (CSS room 324)
Wednesday April 13	NRP initial Training: 8 am to 4 pm (CSS room 324)
Wednesday April 13	6th Annual Transfusion Medicine Symposium: 9 am to 4 pm GSS Board Room and CSS 1 st Floor Library
Wednesday April 13	TNCC: 4 pm to 10 pm room 316
Thursday April 14	TNCC: 8 am to 4:30 pm
Thursday April 14	Mega Codes and NRP Recertification Training: 8 am to 12 pm (mat/child department)
Thursday April 14	FHM Training Initial or Recertification: 1 pm to 4 pm (CSS Room 324)
Thursday April 28	Infection Control “hot topic”: 2 pm to 3 pm (GSS Boardroom) “C Difficile” presented by Dana Finnegan-Yee

CALL FOR STAFF FOCUS GROUPS

In November 2010, staff completed a Patient Safety Survey, and a Worklife Pulse Survey in February of this year. Both survey instruments are important steps in our 2011 Accreditation process.

The Patient Safety Survey measured your perceptions of patient safety and the areas of strength and opportunities to improve safety in our organization. It was specifically about:

- Patient Safety activities to prevent or correct adverse outcomes that may result from the delivery of healthcare;

What happens after major events;

- Individual actions.

The Quality of Worklife Survey takes the pulse on quality of work life. It enables our hospital to measure quality of work life determinants and outcomes for individual employee health and the organization. It is often seen as a quick and high level snapshot of key work environment factors, as well as individual and organizational outcomes. The survey is about:

- Identifying the strengths of our work environment, such as decision making or continuing education;
- Identifying areas for improvement in our work environment such as trust, stress, identifying patient safety, organizational risks and staff

satisfaction;

- Providing the opportunity to engage staff to prioritize areas for improvement;
- Collaboratively planning interventions to improve quality of work life to influence the organization’s capacity to meet its strategic goals.

Leah Wales, VP Human Resources, and I would like to invite you to review the results from the Patient Safety Culture and Worklife Pulse Surveys and provide important feedback for the hospital. We need your suggestions, comments and professional participation.

We are setting up focus groups for the end of April—target dates of April 27th and May 11th. This would be a total three-hour commitment over two meetings. We have room for 30 individuals.

If you are interested in participating, please contact: Leah Wales VP Human Resources ext. 1177 walle@bgh-on.ca

or
Cathy Cassidy-Gifford Director, Quality & Enterprise Risk Management ext. 1142 gifca@bgh-on.ca

PLEASE RSVP BY APRIL 12TH AS SPACE IS LIMITED.

The Schedule 1 Mental Health Act Psychiatric Facility: Understanding the New Roles and Responsibilities

DATE: Monday, April 11, 2011

**Janice Blackburn, LLP, Bersenas, Jacobsen, Chouest, Thomson,
Blackburn**



Janice Blackburn is a partner with over 23 years experience in the mental health and forensic psychiatric fields since 1986. Acting as counsel to hospitals and health professionals, Janice appears before administrative tribunals in the health field including Coroner's Inquests, the Consent and Capacity Board and the Ontario Review Board; at all levels of appellate courts including the Court of Appeal for Ontario and the Supreme Court of Canada and at various professional Colleges. She has been an Assistant Director of the Branch of the Ministry of Health which directly operated the then 10 provincially-operated psychiatric hospitals and acted as counsel to those hospitals as both counsel attached to the Attorney General and in her subsequent private practice.

A frequent writer and lecturer, Janice teaches post-graduate trainees in forensic psychiatry at McMaster University, lectures at the University of Toronto Medical School, Queen's University Law School and Osgoode Hall Law School, and trains Assistant Crown Attorneys to act at Ontario Review Board hearings. Janice also provides advice and in-house seminars to health care institutions on a variety of legal and practical issues.

PRESENTATIONS:	FRONT LINE STAFF	9:00 to 10:00 AM
	MEDICAL STAFF	11:30 to 12:30 PM
	LEADERSHIP TEAM	1:00 to 2:00 PM
	BOARD OF GOVERNORS	4:00 to 5:00 PM

**LOCATION:
Auditorium**

Please confirm your attendance by contacting
Kim Suatac at
613-345-5649 ext 1-1103
or suaki@bgh-on.ca

**BGH
Recognizes . . .
National Administrative
Assistants' Day
April 27**

Happy Easter



COTTAGE FOR RENT

Located at Hudson Point, 5 minutes from Brockville overlooking the St. Lawrence River. Very large dock with great swimming and beach. Three tier deck, umbrella, large table and chairs with lounge and BBQ. Four piece bath. Three bedrooms. Sleeps eight (8). Sunken living room and everything you'd require in the kitchen.

A must see. Contact Judy Dove at ext. 1117 for availability. \$800 a week

**BGH Recognizes . . .
National Med Lab Week
April 24—30**

National Medical Laboratory Week—April 24—30

It's National Medical Laboratory Week April 24th to 30th, and The Canadian Society for Medical Laboratory Science (CSMLS) is proud to spearhead a national public awareness campaign as part of it. The *Knowing Matters* campaign serves to illustrate the vital contributions medical laboratory professionals make to Canada's health care system each and every day. Every day in Canada, life-saving diagnoses are made based on the diagnostic results generated in laboratories. The dedicated professionals who work in the lab often go unnoticed by the public because they

are rarely seen by patients—even though they are part of the third largest health care professional group in Canada. Joining in the celebration will be Medical Laboratory Technologists, Diagnostic Cytotechnologists, Clinical Genetics Technologists and Medical Laboratory Assistants from coast-to-coast. The theme for the week is “**You know, because we're here,**” which highlights that the information the lab produces is vital for physicians to diagnose and treat patients.

Med Lab Week 2011 – You know because we are Here!!

Tuesday April 26th Breakfast for the Technologists – donated by OPSEU union

Wednesday April 27th: Coffee break with the Lab Staff - Tour the lab then join us for Cookies and Coffee/Tea/Juice.
2-3 pm in the Lab Conference Room

Thursday April 28th: Join the Technologist for an Open Lab Forum.

Two Sessions: 11:30-12:30 then 12:30-1:30 – CSS Auditorium

It's a lunch and learn – comedic review of lab's FAQ/ Pizza lunch provided.

Please forward your questions to schki@bgh-on.ca by April 20th 2011 then come and hear what we have to say at the Lunch and Learn

Friday April 29th: Lunch and Learn for BGH Lab Staff - lunch provided
Two Sessions: 11:30-12:30 then 12:30-1:30 - CSS Auditorium

Lab Week Wrap-up Friday April 29th - 1:30pm-3:00pm
-CSS Auditorium

BGH Lab Staff would like BGH family and friends to join them in the Auditorium for Cake and Beverages in celebration of all the years service that BGH lab staff has provided to the community.

Come see our display boards - lab tour available upon request.

This symposium will be hosted via teleconference in the BGH Charles Street site library, with morning and afternoon sessions. Snacks will be provided



Canadian Blood Services &
Ontario Regional Blood Coordinating Network

6th Annual Transfusion Medicine Education Symposium
AGENDA

Date	April 13 th 2011	Time	0900 hrs to 1200 hrs 1300 hrs to 1600 hrs
On Site Location	Kingston General Hospital, Richardson Lecture Hall		
Videoconference	Via Ontario Telehealth Network - Morning Session TSM# 14094303 - Afternoon Session TSM# 14094969		

1. Welcome 0900 – 0910 1300 - 1310	Vice President and Operations Director Kingston General Hospital Dr. Peter Lesley MD Regional Medical Director Canadian Blood Services, North/East Ontario and Nunavut Wendy Owens, ART Regional Coordinator Ontario Regional Blood Coordinating Network
2. Bloodless Medicine and a Primer on Blood Transfusions for Physicians 0910- 0940 1310 – 1340	Dr. Janis Bormanis MD FRCPC Clinical Hematologist The Ottawa Hospital
3. Transfusion Case Studies – Point of Care Testing Errors 0940 - 1010 1340 – 1410	Dr. Jacob Pendergrast MD FRCPC Transfusion Medicine Specialist University Health Network & Julie Craig MLT Quinte Health Care – Belleville General Hospital
4. Disease Transmission and Blood Safety Strategies 1010 – 1040 1410 – 1440	Dr. Peter Lesley MD, Regional Medical Director Canadian Blood Services, North/East Ontario and Nunavut & Melissa vanGilst RN, Medical Services Coordinator Canadian Blood Services, North/East Ontario and Nunavut
5. Nursing Toolbox for Transfusion Medicine 1040 – 1110 1440 - 1510	Suzanne Bashall RN, Charge Nurse Outpatient and Procedure Unit Kingston General Hospital
6. Question and Answer Period 1110 – 1200 1510 - 1600	All sites to participate in question and answer period