



GENERAL HAPPENINGS

Brockville General Hospital

FEBRUARY 2010

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Celebrating 125 years of Outstanding Care to our communities

Staff Council is marking this milestone by recognizing the many employees who demonstrate their strong commitment to **Outstanding Care** and to the BGH core values – **Compassion, Respect, Trust, Accountability and Commitment to Collaboration and Continuous Improvement.**

Any employee can nominate any other BGH employee to receive a recognition certificate. To do so, complete the application form, which is included on the last page of this

newsletter, on the Staff Council home page or contact Shirley Lazurko or Eleanor Hogeveen and submit it to Eleanor Hogeveen or Shirley Lazurko. Information from the form will be used to complete a certificate for the employee.

In January, the BGH Staff Council received several nominations. The list of the employees being recognized and the comments made for their nomination is on page 2.

Welcome to the Following New Employees

Robyn Griff, Executive Assistant to Bernadette MacDonald, VP Clinical Services/CNE

Co-Op Students will be missed. . . .

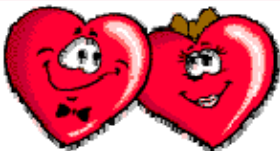
The staff on 1 east have been fortunate to have had two Co-op students from BCI secondary school this semester working with our Alternate Level of Care patients. It is amazing to see the growth in their confidence and initiative, in the short period of time that they have been working here. If our students are to get a good grounding in order for them to make intelligent career choices, the Co-op program can be invaluable. With that in mind, the focus for the Co-op students learning plan has shifted from a clerical based stratum to a clinical based focus. We attempt to ensure

that our students attend and observe as many as possible clinical tests and procedures. After ensuring strict adherence to our confidentiality standards, students are able to shadow staff on the unit as well as visiting and monitoring other departments and disciplines. On December 17, 2009 Joanna and Nathaniel organized and very successfully ran a Christmas tea for our patients during the afternoon. We will miss their smiling faces and wish them all the best in the future



Catherine Swan and Elizabeth Gibson

**You're in my thoughts and in my heart
Wherever I may go;
On Valentine's Day, I'd like to say
I care more than you know.**



Employee being recognized	Core Values the employee demonstrated	Reason for nomination
Rev. Dr. Allan MacDowell	Providing outstanding care; compassion; respect	"Allan is to be recognized for not only "what he does" but "who he is". He goes above and beyond to provide compassionate, respectful, outstanding care to the patient in the hospital."
Helen Ulickij	Providing outstanding care	"Helen is a very conscientious nurse who ensures she delivers excellent care by maintaining high standards for the patient during the Perioperative sojourn."
Colleen Render	All values	"For all the hard work reorganizing the store supplies and listening to all the grumbling over it!"
Deb Mathers	All values	"For your hard work reorganizing the stores supplies."
Sheila Jonkman	Providing outstanding care	"Sheila always does more than the job requires and she cares about the people she works with."
Shelley Weapenicappo	Providing outstanding care; compassion	"Shelley continuously goes above and beyond in helping not only our employees but their families and our community – as evidenced by her participation in the H1N1 clinics this fall."
Beth Gibson	Compassion; continuous improvement	"Beth helped to develop and implement a successful new program for the high school coop students, which allowed them to visit the ALC patients and arrange recreation for them on an individual or group basis."
Lee Ann Grattan	Compassion; continuous improvement	"Lee Ann helped to develop and implement a successful new program for the high school coop students, which allowed them to visit the ALC patients and arrange recreation for them on an individual or group basis."

Accessibility: Tips for serving clients

With Disabilities who are Customers with Support Persons

Support Persons could be:

- Personal Support Worker
- Volunteer
- Family member
- Friend

A customer with a disability might not introduce their support person. If you're not sure which person is the customer, you could take your lead from the person using or requesting your goods or services, or simply

ask. Once you've determined who your customer is, then speak directly to him or her and not to the support person.

Source: Serve-Ability: Transforming Ontario's Customer Service

For more information please visit www.AccessON.ca/ compliance

Jessica Gerritsen / Accessibility Committee

Accessibility Training at BGH

Accessibility training is well under way. Here are some comments from Staff at BGH in regards to what the training has taught them about serving people with disabilities:

LOTS - more varied ways to help assist people, things/obstacles that don't cross our minds"

"Not all disabilities affect everyone the same way"

"What a physical barrier is, always ask "may I help you", what a TTY is"

"That more people in Ontario have a disability than I realized"

"You can't make assumptions about people. They may deal differently with their disabilities than you think."

"It made me more aware about workplace barriers"

"To be more aware of disabilities I may not see at first"

If you have not yet completed the MANDATORY Accessibility training, talk to your manager. Training is available through the intranet (under the Organizational Development intranet site, click on the tab marked Accessibility and Core Program), binder format (contact Jessica x 1335 or Shirley x 1104) or through group presentations.

Tuesday January 26 from 1:30 to 2:30 pm GSS Boardroom
Wednesday January 27 from 1 to 2 pm CSS Auditorium
Thursday January 28 from 1:30 to 2:30 pm GSS Library
Wednesday February 10 from 1:30 to 2:30pm CSS Auditorium
Thursday February 11 from 1 to 2 pm for DI and Lab Staff CSS Auditorium
Wednesday February 17 from 1:30 to 2:30pm CSS Auditorium
Monday February 22 from 1 to 2 pm CSS Auditorium
Thursday March 4 from 1 to 2 pm CSS Auditorium
Thursday March 10 from 1 to 2 pm CSS Auditorium

All training events are presented by Jessica Gerritsen.

Workplace Wellness events

Friday February 11

Send a Valentine's message to a co-worker 9 am to 11 am at GSS and CSS – purchase a Valentine's note and send it to a coworker to brighten their day

Olympic Activity

Fri. Feb. 12—Sun. Feb.28

The Vancouver Olympics track your own activities and submit your points on March 1st. Prizes to be won!

Friday February 19

Workplace Wellness travelling cart will be at CSS in the morning

Friday February 26

Workplace Wellness travelling cart will be at GSS in the morning

Starting in February?

Weight watchers at work – sign up at any time. Please contact Shirley X 1104 if you would like to attend the 10 week program (\$140)

On site chair massage

CSS – weekly on Fridays from 1:30 to 3 pm (\$7.50 for 15 minute massage) – pay at the CSS business office
GSS – weekly on Tuesdays from 11 am to 12:30 pm. Pay at the GSS business office

YOGA

Interested in Yoga on Wednesdays from 4:30 to 5:45 pm – contact Jackie Smylie X 1142 (\$40 for 4 sessions or \$12 for a single session)

BGH clothing

We have golf shirts, wind vests, sleeveless vests, denim shirts, jackets available for employees to purchase. The price for each item includes the BGH logo, all taxes, and delivery. Contact Penny X 2333, Shirley X 1104 or Jackie X 1142 for more details. Samples are available for you to try on. To order please call 1-888-685-8488

BGH nurses 'like family' to patient Ron Harwood

Ron Harwood calls Brockville General Hospital his "second home."

The Brockville man comes to BGH's Ambulatory Care Unit every two weeks to receive two units of blood, which gives him the boost he needs to get through life. Mr. Harwood, 74, has myelofibrosis, a serious bone marrow disorder that disrupts the body's production of blood cells. With myelofibrosis, "you've got no energy whatsoever," he explains.

Visiting BGH so frequently to receive blood can be "tiring," he acknowledges, "but it's absolutely necessary."

He has been coming to BGH and to the former St.



Vincent de Paul Hospital for the past 14 years and has come to know some of the nurses well. RN Shannon Jones, for example, has been with him since the beginning.

"The nurses here are great caregivers –

they are like family," he said recently as he received blood at BGH. "I'm quite happy with the way things have worked out. A lot of people say they don't like the health-care system in Canada, but for me, I've never had a problem."

Home-care nurses also visit him in his house every week to change the dressing on his arm and install the pump for desferal, a chemical which regulates iron levels in his blood.

Mr. Harwood is involved with internet groups for people with the same disorder and tries to support the newly diagnosed who have questions. "I think you have to be your own advocate in health care," he remarks.

Myelofibrosis causes weakness and fatigue, so his wife Carolyn handles most of the chores, including cutting grass in summer and shoveling snow in winter. Mr. Harwood says she does all that – then she goes to help other seniors who live alone in their north-end neighbourhood.

Ron and Carolyn have two children, six grandchildren and one great-grandchild. Ron formerly worked for the investment company BMO Nesbitt Burns for 38 years.

The Harwoods have lived in Brockville since 1995. Because he needs to come to the hospital frequently, Ron is thankful to have a hospital close to his home.

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

A group of high school students have been here since the end of September in the following locations – GSS 2nd and 5th floors; surgical suites; Lab and DI; 1 east and the IM/IT department. The students, who completed their clinical experience at the end of January, identified the following employees as staff who made their experience here **great and why!**

Joe Muise — "Joe and I were the founders of the "undefeated club"!". Beth Gibson — "Beth was very supportive and tried to help make sure we got the most out of our time here." "Beth organized so many things for us to do. We were able to see and experience many parts of BGH". Judy Tessier—"Judy was kind and very patient with my questions and she really taught me a lot by taking me with her."

Some comments on why the coop placement is a such a great learning experience for these young students: "The staff were all very willing to take me alongside them and explain everything to me". "It has helped me decide on my career path and I found BGH to be a very supportive workplace." "BGH was great because of the people I was able to work with." "I was able to observe what a nurse does and it has confirmed my thoughts on becoming a nurse myself."

SLC practical nursing students who completed their rotation in December, comment on their experiences at BGH!

Overall, the students stated that this was a great learning experience because: *"I was able to recognize and improve on my isolation skills and techniques"; "The staff make you feel welcome and are always there to help to make it a great experience"; "I was able to do, and learn new skills".*

The students identified Michelle and Darlene from the medical-surgical floors, as two staff who went out of their way to make their learning experience here great during their clinical rotation. They identified working with patients; hands-on skills; wide range of patients including postoperative patients on 2 south and the fact that the nurses on the medical-surgical floor were willing to help – as some of the reasons why they liked their clinical experiences at BGH.

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 Lazurko, Manager, Organizational Development

Learning at BGH

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.

QA Self Assessment and Learning Plan workshops for nurses:

Workshops will be held on the following dates at CSS/GSS to help nurses complete their mandatory QA learning plan form:

- **GSS January 29** - 1:30 to 2:30 (boardroom) **GSS February 11** – 2 to 3 pm (boardroom) **GSS March 11** – 2 to 3 pm (lecture room B)
- **CSS – times are 2 to 3 pm** **February 2** (Rm 324) **February 3** (1st floor conf room) **February 10** (Room 316) **March 3** (Room 316)
March 5 (Room 316) **March 10** (Room 316) **March 16** (Room 316)

Monday February 1	Orientation: 8 am to 4 pm (CSS Room 324) Welcome to our new BGH employees!
Monday February 1	Ethics Case Studies: 2 to 2:30 pm (auditorium & boardroom) Janet Stark will facilitate discussion on ethics
Tuesday February 2	Safe Driving Program: 10:30 to 11 am (CSS room 324) Bring your drivers license, car insurance papers
Tuesday February 2	Computer training: 1 to 3 pm (CSS computer lab) Joe Muise “Presenting power points – tips and tools”
Wednesday February 3	Charge Staff training: 1 to 2 pm (auditorium) Curtis Coates “MSDS” – accessing information on-line
Thursday February 4	Accessibility inservice: 2 to 2:30 pm (auditorium) “Deaf/blind” – tips and tools for assisting our clients, presented by Helena Plamondon, CNIB
Friday February 5	CPR recertification: 11 am to noon (auditorium) OR 1 to 2 pm (GSS boardroom)
Monday February 8	Orientation for SLC firefighter students: 8 am to noon
Wednesday February 10	Lunch and Learn: 12:30 to 1:30 pm (auditorium) Dr Psarras
Wednesday February 10	Accessibility Program In-service: 1:30 to 2:30 pm (auditorium) Jessica Gerritsen will review the Accessibility Program
Tuesday February 16	Infection control “Hot Topic”: 2 to 2:30 pm (auditorium and GSS boardroom) “ARO”
Wednesday February 17	Accessibility Program In-service: 1:30 to 2:30 pm (auditorium) Jessica Gerritsen will review the Accessibility Program
Thursday February 18	Mock Code Blue 2 east
Monday February 22	Orientation: 8 am to 4 pm (CSS Room 324) Welcome to our new BGH employees!
Tuesday February 23	Computer training: 1 to 3 pm (CSS computer lab) Joe Muise “OVID” – BGH e-library – find out how to use it well
Wednesday February 24	Spiritual Care: 2 to 2:30 pm (auditorium) Janet Stark will provide “practical bedside tips for spiritual care – listen, respond”
Wednesday February 24	ACLS: ACLS initial and recertification with Darlene Hutton
Thursday February 25	Class is Wednesday February 24 from 5 to 8 AND Thursday February 26 from 8 am to 4 pm in the CSS auditorium Registration is confirmed with your cheque Class size is limited to 18
Thursday February 25	Spiritual Care: 2 to 2:30 pm (GSS boardroom) Janet Stark will provide “practical bedside tips for spiritual care – listen, respond”

Just Clean Your Hands Program Update

To help hospitals improve hand hygiene, the Ministry of Health and Long-Term Care has developed the Just Clean your Hands program. Hand hygiene is key to improving patient and provider safety, and to preventing health care associated infections and the spread of antibiotic resistant organisms.

Hand Hygiene compliance is included in Public Reporting. Hand hygiene compliance rates are submitted to the Ministry annually (every April). BGH currently conducts hand hygiene audits on a quarterly basis. The results of BGH Hand hygiene audits are available on the BGH website and are as follows:

CHARLES STREET SITE ~ JUST CLEAN YOUR HANDS AUDITS

	Type of Indications	% Compliance	% Compliance	% Compliance	% Compliance
	4 Moments	Audit Period <u>Oct/Nov 2008</u> Reported to the Ministry April 2009	Provincial Average For All Ontario Hospitals <u>April 2009</u>	Oct 2009	Dec 2009
Moment 1	Before initial patient/patient environment contact	27%	53%	69%	51%
Moment 2	Before aseptic procedure	N/A	N/A	58%	62%
Moment 3	After body fluid exposure risk	N/A	N/A	94%	71%
Moment 4	After patient/patient environment contact	58 %	69%	71%	60%

GARDEN STREET SITE ~ JUST CLEAN YOUR HANDS AUDITS

	Type of Indications	% Compliance	% Compliance	% Compliance	% Compliance
	4 Moments	Audit Period <u>Oct/Nov 2008</u> Reported to the Ministry April 2009	Provincial Average For All Ontario Hospitals <u>April 2009</u>	Oct 2009	Dec 2009
Moment 1	Before initial patient/patient environment contact	39%	53%	89%	83%
Moment 2	Before aseptic procedure	N/A	N/A	100%	100%
Moment 3	After body fluid exposure risk	N/A	N/A	100%	83%
Moment 4	After patient/patient environment contact	68%	69%	89%	84%

Please remember the next set of Hand hygiene audits will be during **March 1 to 15, 2010** and these results will be submitted to the Ministry for Public Reporting on April 15, 2010. Let us strive for 100% compliance for all 4 moments! If you are interested in being an auditor or have any questions please contact Diane Bowen at ext 1244 or Dana Finnegan-Yee at ext 1259. **Hand Hygiene is the number one way to help prevent the spread of infection!**



“Healthy People – Outstanding Care”

Living our vision and values in 2010

Purpose:: In 2010, Brockville General Hospital celebrates 125 years of offering Outstanding Care to our communities. The BGH Staff Council is marking this milestone by recognizing the many employees who demonstrate every day their strong commitment to Outstanding Care and to the BGH core values – Compassion, Respect, Trust, Accountability and Commitment to Collaboration and Continuous Improvement.

Activity:: Any employee can nominate any other BGH employee to receive a recognition certificate. To do so, complete this application form and submit it to the BGH Staff Council. Information from the form will be used to complete a certificate for the employee.

Application Form:

Name of employee being nominated: _____

Name of employee making the nomination: _____

What is the employee being nominated for (please check one):

- Providing Outstanding Care
- Compassion
- Respect
- Trust
- Accountability
- Commitment to Collaboration
- Continuous Improvement

Tell us why you are nominating this person (100 words maximum, please!):

Please submit the completed application form to Staff Council – care of Eleanor Hogeveen, HR Department
 OR
 Shirley Lazaruko, Organizational Development

The General's Retreat has an exciting line-up for you for the month of February:

- February 9th Hosting the Physicians Pancake Breakfast
- February 12th Valentine's Day Menu
- VALENTINE CUPCAKES - TREAT YOUR FAMILY AND FRIENDS WITH A TASTY TREAT
- February 16th Shrove Tuesday - Buttermilk Pancakes and Sausages – Fruit Toppings - Maple Syrup

Menu Features

Breakfast Entree's 9:00 a.m. - 10:30 a.m.
 Daily Lunch Specials
 Hot Fresh Pizza Baked Daily
 Timothy's Freshly Brewed Flavoured Coffee's
 We look forward to your next visit!

The Paw Spa

We want to pamper your pet!

Grooming services for large or small dogs & cats.
 Pet photography for all occasions & more. . . .

Please call: Jennifer and Lise
 658-2645

