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## Community Generosity Sets New Record for Foundation's Annual Appeal

The Brockville and District Hospital Foundation (BDHF) has set a new record for its Annual Appeal—with 2010 total funds raised reaching \$223,513, eclipsing the targeted goal of \$135,000.

"This is an amazing success," says David Bryer, Chair of the BDHF. "The generosity of our community is extremely gratifying—from the three major donors who put our total over the top this year, to those individuals, businesses and community groups who consistently sustain our fundraising efforts with the Annual Appeal. We appreciate that the community continues to view the Foundation and Brockville General Hospital as worthy of its support."

The focus of the 2010 BDHF Annual Appeal is an Orthopedic Package that includes power equipment, positioning devices and arthroscopic instrumentation (camera system to view, diagnose and repair) for joint repair and replacement surgery—one of the growing service areas at Brockville General Hospital.

"Over the past decade," explains Dr. Paul Shim, BGH Orthopedic Surgeon, "our hospital has seen its total orthopedic surgeries quadruple, in response to our aging population. Arthroscopy—the use of a camera to look into the joint to visualize, diagnose, and repair—is central to successful care/surgery required for not only hips and knees, but also shoulders and ankles."

"At BGH, we are ecstatic with the outcome of this year's Annual Appeal," says Ray

Marshall, President and CEO of Brockville General Hospital. "The Orthopedic Package will allow us to continue to provide excellent orthopedic care. The hospital and the Foundation will be working together in the next few weeks to determine the pieces of equipment we will purchase with the extra funds, based on our current list of equipment needs."

This is all good news for residents of Leeds/Grenville. One former patient had two total knee replacements in 2007 at BGH, and is grateful to have her mobility back. "If you don't suffer from painful joints," she explains, "you can't imagine how hard your basic day is. Simple things like getting out of bed, getting mobile again after sitting, and just moving around are chal-

lenges. I had to take the stairs sideways to go up. And the pain is constant. Needless to say, sleep is hard to come by."

After both knees were done, one in March of 2007 and one in October, her active life returned.

"The surgery and the work I did with the physiotherapist made for a good recovery," she says. "The nurses at BGH were great. It takes a bit of time to heal but the time is worth it. Last week, I shoveled snow out of our driveway. Last summer, I mowed the lawn with a power push mower. I enjoy doing that but hadn't done it in years. It's all these simple things you take for granted until they're gone."

"And, of course," she adds, "I certainly don't miss the pain."



*Sharing the great news with Ray Marshall (top right), BGH President and CEO, are Foundation board members (from top, l – r) Doris Hallett, Tom Blanchard, Ruth Lockett, David Gilliland, Joan McLaughlin (BDHF Executive Director), Kevin Tackaberry, Dr. David Bryer (BDHF Board Chair) and Dave Powlow.*



## New Service for Breast Cancer Patients at BGH

A new, state of the art service in the battle against breast cancer has arrived at Brockville General Hospital.

BGH is pleased to announce the acquisition of an Isotope Indicator, the cutting edge equipment targeted for fundraising by the Brockville and District Hospital Foundation's (BDHF) Black and White Gala last September.

"This technology will be of great benefit to the community," says Dr. William Redmond, Chief of Surgery at BGH. "We are anxious to get started with the new service early in the New Year."

The Navigator® Isotope Indicator will allow sentinel node biopsies with less invasive surgery. Normally, BGH surgeons remove all or most of the lymph nodes in the armpit to assess how far the cancer has spread. With the Navigator®, this invasive surgery will no longer be the only option. Clients will now travel to Kingston to have radioactive dyes injected, but can return to BGH to have the surgeons locate the affected nodes with the indicator,

removing only what is necessary. With this assessment, a comprehensive treatment plan can then be created for each client.

"All the surgeons are excited about working with this new equipment," says Dr. Karim Somani, General Surgeon at BGH. "Having the Navigator® will facilitate our delivery of better care for breast cancer patients in the local area."

Funds to purchase the Isotope Indicator were raised by the BDHF Black and White Gala. Held on September 25th at the Brockville Armouries to celebrate the 125th anniversary of BGH in the community, the gala was a tremendous success—surpassing its initial fundraising goal of \$50,000 through community generosity to raise a final total of \$81, 237.73. The additional funds will be used by the BGH Department of Surgical Services, for ongoing equipment needs



Small but powerful—The new Navigator® Isotope Indicator is welcomed to BGH by (l – r) Marsha Lindsay, Co-Chair of the Black and White Gala; Dr. Karim Somani, BGH General Surgeon; Dr. William Redmond, BGH Chief of Surgery; Anne Rodger, BGH Director of Surgical Services and Maternal/Child; and Joan McLaughlin, Executive Director of the Brockville and District Hospital Foundation

## Curves Brockville Supports Sound Investment for BGH Mammography Clinic



A sound investment for Mammography: Lynnsay Villeneuve (centre), Manager of Curves Brockville, presents \$1100 to Deb Wilson (l), BGH Manager of Diagnostic Imaging and Maureen Fraser (r), Board Member for the Brockville and District Hospital Foundation

health awareness," explains Curves Brockville manager Lynnsay Villeneuve. "For anyone joining Curves in October, the registration fee goes to Breast Cancer Awareness."

Villeneuve and staff also offer other extras during October, such as a silent auction, craft tables and a

As part of their annual Breast Cancer Awareness campaign in October, the staff and membership of Curves in Brockville raised \$1100.00—designated to provide a new sound system and television for the mammography waiting room at Brockville General Hospital.

"Each year, as part of recognizing National Breast Cancer Awareness Month in October, Curves nationally supports the initiative and locally encourages women to add this to their

white elephant sale. The proceeds from these extras are targeted toward local charities.

"We want to stay local with the extra funds raised," says Villeneuve. "I think it gives more incentive to our customers, and with breast cancer it really hits home. Several of our clients over the years have been diagnosed with breast cancer, and Curves would like to help."

Curves is the largest fitness franchise in the world with nearly 11,000 locations worldwide, found in more than 70 countries. Last year, the ladies of Curves Brockville raised \$700, surpassing that this year by presenting the Foundation with \$1100 for mammography. The BGH Ontario Breast Screening Clinic will receive a new flat-screen TV and an Ambiance Sound System to enhance the waiting room for client comfort.

"It's heartwarming when one good cause supports another," says Maureen Fraser, Brockville and District Hospital Foundation board member. "People in our community will benefit directly from this donation, which is important for BGH—a community hospital."

## First Laparoscopic Colon Surgery Performed at BGH

Surgery at Brockville General Hospital (BGH) covered new ground November 24th with the first laparoscopic colon resection performed in the hospital's history. Laparoscopic surgery is done with small incisions and special, minimally-invasive equipment. This type of surgery has been done at BGH for gall bladder removal, but laparoscopic colon surgery for cancer is something new.

"The initial debate" explains Dr. Karim Somani, BGH General Surgeon who performed the new surgery, "with choosing laparoscopic surgery over traditional methods always is whether this is going to be equivalent to traditional methods. Will the outcomes change, perhaps be not as good?"

"It has been put to rest in the area of laparoscopic colon surgery for cancer," he adds. "Multiple large centre trials both in Europe and North America have shown equivalent recurrence and survival rates after laparoscopic surgery for colon cancer."

The minimally-invasive technique offers secondary benefits to patients—less post-operative pain, faster return of bowel function, and consequently shorter hospital stays. Fiscal benefits are gained with these decreases in healing time as hospital resources can be

distributed elsewhere more quickly.

Having the necessary equipment, of course, is always part offering new services at BGH.

"We trial different equipment for about three to six months as part of our due diligence, then make a



**Dr. Karim Somani (l), BGH General Surgeon, and Anne Rodger, BGH Director of Surgical Services and Maternal/Child, flank two vital pieces of laparoscopic surgical equipment—the energy source and the connective ligasure (on table) that divides and cauterizes tissue safely and efficiently**

decision," explains Dr. Somani. "This has been done for this procedure and we hope to make a purchase in the New Year.

"We have some of the tools in place as BGH already performs laparoscopic gall bladder surgery.

However, we still need colon-specific equipment such as laparoscopic bowel graspers. They are much finer instruments needed for this type of surgery. The major need is an energy source—a tool that allows us to cut tissue in a safe and efficient way, and cauterize blood vessels at the same time."

Somani worked with surgeons practicing minimally-invasive surgery during his training at the University of Alberta.

"It's always great to have that exposure as part of your training. Other surgeons at BGH are very interested in minimally invasive surgery. Certainly, the support of the Department of General Surgery which includes Dr. Redmond, Dr. Hobden and Dr. Davison has been integral in launching the first operation," Dr. Somani adds. "In addition, the Department of Obstetrics and Gynecology has expressed interest in performing advanced laparoscopic procedures. We hope to offer this type of surgery more regularly in several areas."

A second laparoscopic colon resection was performed December 20th, with more scheduled for the New Year

## Good Words for BGH Staff

The following is a letter from October addressed to Ray Marshall:

"As a newcomer to this region, I just felt the need to express my opinion on the services provided by your hospital. On the few occasions I've had to use the hospital services, I find myself impressed with the friendliness and helpfulness of all staff members. Their friendly demeanor goes way beyond any I've

encountered. Your staff could give classes to other hospitals on how to provide a warm atmosphere to people that are there under sometimes very stressful circumstances. Their speed and efficiency is indeed impressive. I raise my hat to a job very well done".

Sincerely,  
Ginette Mallar  
Prescott

## Welcome to the following new Employees

Cheryl Purvis, Casual RN, 1N  
Sandy Amyotte, Casual Unit Clerk, Med/Surg  
Lynn Varma, Casual Speech Therapist

## Agnew Peckham to Provide Functional Planning for BGH in New Year

As part of BGH moving forward with its Master Plan for expansion, we have chosen Agnew Peckham to provide the Functional Programming. We will develop a Sharepoint Site for Functional Programming with access for all staff, and there will be a contact person for each area who will receive comments.

### Agnew Peckham, The Company

Agnew Peckham was established in 1950 to assist hospitals and other health care clients plan health services and health facilities. Agnew Peckham's services are devoted exclusively to health care clients throughout Canada. Clients include a wide variety of organizations - large and small, rural and urban,

community and teaching hospitals, long term care and rehabilitation facilities, children's treatment centres, addiction services, medical research institutes and community organizations. Services include strategic planning, clinical program planning, utilization management and facility planning services. The latter service includes development of functional programs, which is the focus of their work at BGH. All consultants of the firm have health care backgrounds and worked in health care organizations, prior to working with Agnew Peckham. In all their work, Agnew Peckham uses a highly consultative process with active and meaningful involvement of stakeholder groups.

## Donation to Foundation is Pay Forward for Jack Keyes

Gananoque resident Jack Keyes recently donated funds to the Brockville and District Hospital Foundation (BDHF) for a set of four Limbal Relaxing Incision (LRI) knives, an act he sees as not payback but pay forward.

"Brockville General Hospital is a vital service," says Keyes, "and it serves my community. That's why I like to give to the Foundation, and I do it with their Wish List for hospital equipment. I'm in a position to give, but I want to know what my donation is used for. And I want to know it's local. That's a good investment in the future. I want BGH to continue to be here for the citizens of Gananoque and the surrounding area."

Keyes knows all about good investments, having spent the majority of his professional career with RBC-Dominion Securities, helping others make good decisions about their money. Keyes had already become a donor to the Foundation, after seeing the Wish List in their quarterly newsletter. Turns out, Jack's supporting BGH was good investment for him with a long-term dividend.

"I was golfing in Florida last winter," Keyes says, "and

I realized I couldn't see the golf ball land after my drive. I ended up at Brockville General with an excellent doctor, Sam Stevens, who performed cataract surgery this past summer. It was wonderful care and a total success."

The gift of four LRI knives will be used in future eye surgery, a gift that Dr. Sam Stevens says is deeply appreciated.

"The knives are top quality instruments," he explains. "They are made from diamonds so they remain perfectly sharp and can make very precise incisions. They'll last for many years. Thousands of people will benefit from this generous donation."

To Jack Keyes, the gift of equipment to BGH is not payback but pay forward—based on a simple truth he knows well.

"Everyone needs the hospital," says Keyes. "As you get older, you need it more and more."

For more information on the BGH equipment Wish List or to subscribe

to the Foundation newsletter, contact the BDHF at 613-345-4478.



**The future looks bright for eye surgery at BGH: (l - r) Dr. Sam Stevens, Jack Keyes, Anne Rodger (BGH Director of Surgical Services and Maternal/Child), and Foundation Executive Director Joan McLaughlin**

### Next Staff Forum

**Tuesday, January 11 at 2:00 p.m.**

### Next BGH Board of Governors Meeting

(Open Session)

**Monday, January 10, 2011 at 6:00 p.m.**

## Smile Cookie Campaign 2010 Boasts Biggest Smiles Yet



Three smiles and a cheque: Trudy Primeau (r), General Manager of Brockville Tim Horton's, presents the cheque for \$7095.00 to Joan McLaughlin, Executive Director for the Brockville and District Hospital Foundation

The Annual Smile Cookie Campaign hosted each year by Tim Horton's has raised a record amount in 2010.

Trudy Primeau, General Manager of all six Brockville Tim Hortons, recently presented Joan McLaughlin, Executive Director for the Brockville and District Hospital Foundation, a cheque for \$7095.00.

"All six Tim Horton outlets participated," says Primeau, "The Smile Cookies were also sold at Brock-

ville General Hospital by staff and volunteers at the Garden Street Site, the Charles Street Site Cafeteria and Eleanor's Café. We're happy to donate a record amount of support in 2010."

Part of the funds raised will go toward the purchase of an Isotope Indicator—a state of the art tool used in the assessment of breast cancer—and the rest will provide a new humidifier for the Respiratory Department at Brockville General Hospital.

**We are reprinting this obituary, as the notice in the December newsletter contained some incorrect career information. We apologize for any confusion this may have caused—Editor**

### Cecil Bucci November 25, 2010

Suddenly at home, aged 64. Cecil began his career with BGH in 2003, transferring from Kingston General Hospital with his RPN license. Cecil devoted many years to the Brockville General Hospital as an Orderly, until the role was eliminated at BGH in March of 2010. Subsequently, Cecil took a position as RPN at Garden Street Site but was prevented by illness from assuming the role.

Cecil leaves behind his wife Sue, son Colin and mother Audrey. He was a dedicated employee, husband and father and will be sadly missed.

## Wedgewood Resident Angel-Makers Angling to Reach \$1000 Goal

The residents of Wedgewood Retirement Resort are once again crafting beautiful angels this Christmas, aiming to raise \$1000.00 in support of Palliative Care. "This is the second year we've done this," says Joyce Barnhardt, Director of Activities at the Wedgewood. "Last year, one of our residents, Isabel Ball, had the idea to make angels and decorate the trees in the resort with them. It turned out to be a friendly competition between the seven floors, and now we judge for the prettiest tree."

The angels are also sold for \$10.00 each, last year raising \$600.00 that was donated to the Brockville and District Hospital Foundation (BDHF)—earmarked for support of the Brockville and District Hospice Palliative Care Service (BDHPCS) that serves the community from Brockville General Hospital Garden Street Site.

"The residents have made 70 angels so far," explains Sabby Duthie, Director of Operations at the



"Angeling" at the Wedgewood for Palliative Care are (seated, l-r) residents Helen Bucker and Elizabeth Gartland; (standing, l-r) Sherry Anderson, BGH Director of Complex Continuing Care, Rehab and Palliative Care; resident Isabel Ball; Joyce Barnhardt, Director of Activities; Sabby Duthie, Director of Operations; resident Hugh Gartland; and Kimberley Davey, Palliative Care Consult Nurse with the BDHPCS

Wedgewood, "but are still making more. The Wedgewood purchased angels in memory of each resident that passed away this year, and the rest are selling fast. They are certainly becoming a local favourite.

"We've already reached \$540.00 and are in good shape to pass our total from last year," Duthie adds. "We would be thrilled to reach \$1000.00."

The handcrafted angels are a delight in gold and white, and can be purchased for \$10.00 each at the Wedgewood

## Healthy People – Outstanding Care: Living our vision and values in 2010!

Ray Marshall presented an update on the BGH strategic plan to a group of charge staff on Wednesday December 1<sup>st</sup>. The charge staff were also recognized for their **Outstanding Care** and commitment to the BGH core values – **Compassion, Respect, Trust, Accountability and Commitment to Collaboration and Continuous Improvement**. The charge staff received a certificate of recognition and a coupon for a refreshment, and enjoyed a pizza lunch.



*Ray Marshall provides his presentation to charge staff on December 1<sup>st</sup>*

## VOLUNTEER ASSOCIATION

**Wednesday January 26 will be the start of the annual Silent Auction in support of Palliative Care, hosted by the Volunteer Association and held in the Centre Court of the Thousand Islands Mall.** By late Wednesday afternoon, Auction items will be set up ready to receive bids and the Auction runs 9 am till 9 pm Thursday and Friday, 9 am – 6 pm Saturday. On Sunday, bids may be made as soon as the Mall opens until the Auction closes at 3 pm. Many lovely items will be available for you to bid on. If you wish to donate an item to the Auction, please bring it to the Volunteer Association office by mid-January.

Once again, many thanks to all staff who supported our annual Christmas Bazaar and Lunch on Friday, December 3, 2010. The event raised a total of \$1,593.00. Staff attending the lunch and purchasing from the vendors were a large part of our success. Staff also seemed to enjoy having a delicious home-made lunch served at the nicely decorated tables with china tea-cups giving the scene an elegant touch.

Happy New Year to all staff from all the volunteers.

## Applications for Reimbursement Corporate Education Fund

A reminder to full time and part time BGH staff to please submit their applications for reimbursement from the Corporate Education Fund as soon as possible.

Full time and part time employees are eligible to be reimbursed up to \$500 for tuition reimbursement. The application form is accessible on the Organizational Development home page. Your manager must approve the suitability of the program – that it is considered relevant to your job or to a job that you aspire to.

Funds from the Corporate Education fund will be distributed on a “first come – first served” basis until the fund is depleted. Funds will be used for registration fee or tuition only – books, travel, accommodation, membership, meals etc will not be covered.

You may be asked to provide a summary of the program that you attended – for example, a written summary for the monthly B.G.H. newsletter; and you may be asked to have your achievement and/or photo noted in the hospital newsletter to recognize your commitment to continuous education.

**Documentation must be provided with the application form** – specifically, the receipts for the course tuition, a certificate documenting your attendance at the program; and documentation that you have successfully passed the program. Please forward any questions to Jessica Gerritsen.

## Canadian Tire Rotary Golf Classic Supports BGH Physician Recruitment

Two area Rotary Clubs and the Brockville Canadian Tire recently presented Brockville and District Hospital Foundation with a cheque for \$8000, designated for Brockville General Hospital Physician Recruitment. The funds were raised through the popular annual Canadian Tire Rotary Golf Classic held July 7th of this year.

On hand to present the cheque were Rotary Club of Brockville President Janet Eaton, Rotary Club of the 1000 Islands President Larry Journal, and Presenting Sponsor Canadian Tire owners Bill and Catherine DePlaedt.

"The Rotary Clubs and Canadian Tire are very pleased to participate in fundraising to support Physician Recruitment at Brockville General Hospital for this community,"



*Accepting the funds for Physician Recruitment is Ray Marshall, BGH President and CEO, from (l - r) 1000 Islands Rotary President Larry Journal, Tournament Co-Chair John LeClair, Presenting Sponsor Canadian Tire owners Catherine and Bill DePlaedt, and Brockville Rotary President Janet Eaton.*

says 1000 Islands Rotary President Larry Journal. "We are happy for the community support given to the golf tournament, allowing us to give to a worthy cause such as this."

An equal donation was made by Rotary and Canadian Tire in the fall to support the Brockville and District Hospice Palliative Care Service, based at BGH.

"We consider this community support an on-going obligation," adds Brockville Rotary President Janet Eaton. "This tournament is a long-time event for the area, and a commitment for us. It helps us support this community—and we have a lot of fun doing it."

The Canadian Tire Rotary Golf Classic has raised \$223,860 for community support since 2001.

**The 28<sup>th</sup> Annual Palliative Care Telethon takes place on January 29<sup>th</sup> and 30<sup>th</sup>, 2011, at the Brockville Arts Centre. The telethon is a major fundraiser for the Palliative Care Program and has raised over \$2.3 million in its 27-year history. Anyone wishing to donate may send donations to "The 30 Hour Telethon" at P.O. Box 135 Brockville, ON K6V 5V2.**



Serious about wellness: Manning the BGH Wellness Cart are Steve Briand (on bananas) and Thomas Hanson (on oranges) with Cari Bailey caught in the middle!

## Spiritual Care Volunteers Contribute over 200 Hours

Spiritual Care volunteers at BGH racked up an amazing 202 volunteer hours for the month of November, 2010. Just what do spiritual care volunteers do? For direct patient care, they visit patients, serve Holy Communion, send cards or porter to worship services. Other duties can include office administration, clerical work, reading scriptures at worship, tidying the chapel, or preparing and delivering compassion bags. The group of volunteers for BGH Spiritual Care is a truly ecumenical group, representing the following area churches:

- Anglican Parish of St Lawrence
- Bethel Christian Reformed
- Brockville Wesleyan
- Centennial Standard
- First Presbyterian
- Highway Pentecostal
- North Augusta United
- St. Francis Xavier
- St. John Bosco
- St. Mark's Catholic Church

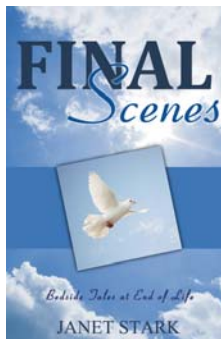
Thousand Islands Baptist

**If you are interested in volunteering with Spiritual Care, contact: Janet Stark** Spiritual Care Coordinator

## BGH STAFF LAUNCHES BOOK

### Final Scenes Bedside Tales at End of Life By Janet Stark, BGH Spiritual Care Director

*Final Scenes* is a collection of moving stories that illustrate the strength of the human spirit as it is nearing death. Told in a heart-warming way, and at times with humour, Janet Stark seeks to express the hope and comfort that comes from compassionate care.



*Final Scenes* is designed as a creative teaching tool. Filled with lessons about best practice in providing authentic hospice care, these stories can be discussed by the medical team, hospice and pastoral care volunteers, and the ill person and family.

Janet's insight in end-of-life care comes from her experiences as Spiritual Care Director and Certified Multi-faith Chaplain at BGH. Prior to this, she was Palliative Care Education Coordinator in South East Ontario. She lives with her husband in Kemptville,

## CLINICAL SERVICES ROADMAP UPDATE

The South East Local Health Integration Network (LHIN)—in partnership with the seven hospitals across the South East region and the Community Care Access Centre (CCAC)—is developing the regional Clinical Services Roadmap (CSR) to improve access to high-quality health care. Through a systems approach, the CSR will determine which services should be provided in which centres to best meet the needs of all patients across the South East region. The goal is to upgrade and improve the present system, culminating with the seven current hospitals and CCAC operating as one unified system after implementation. The final plan will outline each hospital's role in the future model selected.

Seven Areas of Opportunity have been selected and Clinical Work Teams are developing plans for:

- ER Wait Times
- Cardiovascular
- Regional Surgery
- Healthcare Acquired Infections
- High Risk Neonatology/C-Section
- Mental Health and Addictions
- Restorative Care

These plans will not be finalized until the public/community engagement phase has been completed—to date, this phase is scheduled to roll out over February and March of 2011. Recently, communications firm Ascentum Inc. joined the CSR team to help conduct public and community engagement with an emphasis on use of social media. Ascentum brings a solid background of community engagement in the healthcare sector and will utilize a suite of innovative tools to draw and analyze representational samples of resident feedback on the CSR process. In 2009, Ascentum successfully lead the "Share Your Story, Shape Your Care" project for the North West LHIN—an award-winning project of widespread community engagement over a broad geographic area, with a predominantly rural population.

The CSR is expected to be implemented in phases over a span of one to three years. Staff can stay updated on Sharepoint, using the "SELHIN" tab on the home page to access regularly updated CSR information. Full information and updates will be posted on the BGH public site in the near future for our community.

## 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 1104

<b>Tuesday January 4</b>	<b>Orientation</b> 9 am to 4 pm (CSS room 324) Welcome to our new employees!	<b>YES</b>
<b>Wednesday January 5</b>	<b>Charge Staff Training:</b> 1 – 2 pm (CSS Auditorium) “Facilitating Meetings” presented by Lea Hamblett and Jessica Gerritsen	<b>YES</b>
<b>Monday January 10</b>	<b>Orientation for RPN Consolidation Students:</b> 8 am – 4 pm (CSS room 324)	
<b>Tuesday January 11</b>	<b>SLC Student Orientation:</b> 8 am – 4 pm (CSS Auditorium)	
<b>Friday January 14</b>	<b>CPI – Non Violent Crisis Intervention:</b> 8 am – 4 pm (CSS Auditorium) for nursing staff. Presented by Elaine Mason	<b>YES</b>
<b>Tuesday January 18</b>	<b>CPI – Non Violent Crisis Intervention:</b> 8 am – 4 pm (CSS Auditorium) for nursing staff. Presented by Elaine Mason and Jessica Gerritsen	<b>YES</b>
<b>Thursday January 27</b>	<b>Infection Control Presentation:</b> 2 to 2:30 pm (CSS auditorium) “ARO” by Dana Finnegan-Yee	

**Please Note:** In order for an education session to proceed, a minimum number of 5 participants is required

## IM/IT Project Report - 2011

Each year there are numerous technological developments that provide IM/IT with opportunities to offer extended value to the organization. Listed are a few of the IM/IT lead initiatives for 2011 towards the advancement of electronic health records (EHR) and record sharing, regionally and provincially, which will lead to improved patient care.

PROJECT	STATUS/ COMPLETION	DESCRIPTION
<b>Clinical Document Repository</b>	Started/completion April 30, 2011	The Clinical Document Repository (CDR) will be a regional repository of the key patient records that are most commonly shared among healthcare providers across the continuum of care for those patients.
<b>Regional Surgical E-referral</b>	Started/completion April 30, 2011	The SE LHIN Regional Surgical Services Initiative – E-referral Quality Improvement Project is a proposed first step in improved referral management that will optimize bi-directional information flow between Primary Care Physicians and Specialists.
<b>COW Fleet Optimization</b>	Started/completion April 30, 2011	A vendor has been selected to obtain the best overall hardware, maintenance and assessment services, to improve end-user experience, cost-effective manageability and sustainability.
<b>QuadraMed QCPR CPOE enhancement</b>	Started/completion December 31, 2012	QuadraMed’s Computerized Patient Record (QCPR) helps provides a robust EHR solution that integrates every aspect of patient care into a single, confidential, computer-based patient record.

# It was Beginning to Look a Lot Like...Christmas



Brockville General Hospital decked its halls and had a Merry Christmas for all last month. The Volunteer Association decorated 16 Christmas trees at CSS and GSS, and many staff used their personal talents to make their departments festive for the season. As part of celebrating 125 years of service for BGH, staff were served turkey dinners at GSS (December 2) and CSS (December 9). Kudos to Julie Scott and the cafeteria personnel for serving a total of 435 delicious dinners to a very appreciative staff!



## Patient Art Lessons a Hit

Patient Art Lessons with art instructor Jess McMahon began at our Garden Street Site in October 2010, as a Garden Street Site Quality Team initiative. As you can tell from the pictures, it has been a great success with the patients. We are delighted to enrich the lives of our patients in traditional institutional settings by bringing color and comfort through supervised interactive art activities. Arts lessons for senior citizens is growing in popularity as more seniors discover the rewards of finding a new hobby or

rediscover a pleasurable hobby from their past. As we age, physical limitations might hinder us from enjoying activities that were once part of our lives. Today's seniors are replacing some of those activities with enjoyable arts lesson projects that give them a sense of accomplishment while keeping them involved in life. Arts lessons for senior citizens provide an outlet for their creativity while keeping their minds active. They generally are less depressed and have a healthier outlook on life.



## Busy Volunteers

December is a busy time for all of us: special holiday celebrations, getting together with friends and family and all



*Some of the many volunteers who helped with gift wrapping on December 11, 2010.*

the work that goes along with it! We all have so much to do. Despite the hectic time of year, the Brockville and District Hospice Palliative Care Volunteers have done even more. They've been helping to raise funds for Palliative Care Services.

On Saturday December 11<sup>th</sup>, 2010 Palliative Care volunteers took part in a fundraising activity by wrapping holiday gifts at the 1000 Islands Mall. Over \$260 was raised for Palliative Care and a

fun time was had in the process. Thank you to all the volunteers who helped out at this event and thank you to all the people who stopped by and had a parcel wrapped for a good cause.

Palliative Care volunteers were at the 1000 Islands Mall once again from December 13 – 17, 2010, as part of The Angel Tree of Remembrance campaign for Palliative Care. The volunteers were on hand to man the table, accept donations and to talk with members of the public who stopped by to place their angels on the tree. Once again, thank you to all the volunteers who helped to make this event possible. We could not have done it with out you!

The end of January, Palliative Care volunteers will be busy once again, only this time you will be able to catch them at the Brockville Arts Centre. The 28<sup>th</sup> Annual 30-Hour Telethon for Palliative Care Services will be held on January 29<sup>th</sup> and 30<sup>th</sup>, 2011. As always, Palliative Care volunteers will be helping out at this event.

**Submissions for  
“General Happenings” are due on the  
24th of every month. Please send  
to [quipa@bgh-on.ca](mailto:quipa@bgh-on.ca)  
or [whema@bgh-on.ca](mailto:whema@bgh-on.ca)**

**Maggie Wheeler, Editor**

**Pam Quine, Publisher**

## DRAFT Patient's Bill of Rights Brockville General Hospital

You have the right to accurate and easily-understood information about your plan of care including having your questions answered.

You have the right to privacy in personal care, and confidentiality in information.

You have a right to considerate, respectful care from your doctors and other health care providers, free from discrimination.

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.

You have the right to choose your health care provider and to know who is looking after you while in hospital.

You have the right to talk privately with your health care providers.

You have the right to know treatment options, and take part in care decisions. Parents, guardians, family members, or others 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.

You have the right to have spiritual and cultural needs addressed including having a spiritual care provider as part of your care team.

You also have the right to read and copy your own medical record. You have the right to ask your doctor to change your medical record if it is not correct, relevant or incomplete.

You are expected to treat your health care workers and other patients with respect.

You have the right to a fast and objective review of any complaint you have about your treatment, team member or the health care facility. This includes complaints about wait times, hours of operation, action of health care personnel.

(Dec 21, 2010 version)

**\*\*PLEASE NOTE: This is a draft version, still under review. We have received some feedback but welcome additional comments and suggestions. Please send to: Heather Crawford, VP Clinical Services and CNE  
crahe@bgh-on.ca**

**Free to a Good Home**

Two female budgies, blue in color, 1 yr. old. Cage not included.

Contact Joan, extension 1165.