



GENERAL HAPPENINGS

Healthy People, Outstanding Care

Brockville General Hospital

SEPTEMBER 2010

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Greg Davis meets MPP Steve Clark on his stop here at BGH—see page 4 for more details.



Foundation Black and White Gala Gourmet Encounter of the First Kind

"A culinary journey of exploration" where mingling is easy. Irvine has designed multiple options for sitting, a variety of seating at different levels, as opposed to a formal sit-down dinner.

On September 25th, the Brockville and District Foundation is hosting a Black and White Gala at the Brockville Armouries to celebrate the 125th anniversary for Brockville General Hospital.

Chef Seth O'Hara, owner of the Brockberry Café, will be offering gala attendees "a magical place to taste and explore culinary adventures in celebration of the hospital's 125th."

"I'm planning a tasting environment to engage the senses," says O'Hara. "This will be an opportunity for people to enjoy tastes they would otherwise have to travel great distances to get. This menu is the type of foods I wish I could do more frequently."

O'Hara's vision for the evening's culinary adventure is not the typical sit-down dinner but cuisine stations, to which you can return as often as you'd like. "I've thought this out as an interactive gourmet experience, of your own design," he explains, "to wander through at your own pace. Life's uncertain," he adds with a laugh. "Start with dessert!"

Interior designer Peggy Irvine has taken her role as event designer to mirror what Seth will do with his team. The gala will have a party atmosphere

where mingling is easy. Irvine has designed multiple options for sitting, a variety of seating at different levels, as opposed to a formal sit-down dinner.

"It's certainly a complimentary creative effect," says O'Hara. "Peggy and I liaised quite a bit on this. At parties, people always end up in the kitchen, and for that night, the entire Armouries will be the kitchen!"

As for the actual menu, well...that's top secret until the 25th of September.

"Brockberry's will close for the day, and we're really looking forward to doing this. It's my first time with something of this complexity, and there is a culinary excitement about it. Some summer staff and culinary students have let me know they would like to return to work on this event as it cuts new ground for Brockville."

There are only 250 tickets for this one-time event, available at either Brockville Scotiabank locations (downtown on King Street, or uptown at Stewart and Parkdale), and sales have already been brisk. Proceeds raised will go toward the purchase of an Isotope Indicator, state of the art technology used in the treatment assessment of breast cancer.

"This cuisine experience is such a great celebration of the hospital's 125th," says O'Hara. "The Brockberry Café is very honoured to be involved."



Pathways: Monthly BGH IM/IT Update

Making the Right Connections: Brockville General Hospital Plugs in to Centralized Diagnostic Imaging System

Brockville General Hospital (BGH) has connected to the Hospital Diagnostic Imaging Repository Services (HDIRS), a system that provides centralized storage of diagnostic images, such as X-rays, CT scans and ultrasounds.



"We are very excited to be a part of the HDIRS project," says Deb Wilson, BGH Manager of Diagnostic Imaging. "The ability to link multiple systems is quite an accomplishment and a major step towards an electronic medical record. The diagnostic imaging repository will eliminate the need for patients to transport their films and images between hospitals. It will allow primary care providers and specialists to view images instantly regardless of where they were acquired, and ultimately provide better access to care for our patients."

HDIRS, a partnership between 23 hospital corporations extending from Brockville to Toronto, is managing the development, implementation and operation of the shared information system. In 2011, when all partners are connected, the system will enable the sharing of reports and images among 35 health care facilities that are collectively serving the health needs of 3.4 million people making up 10 per cent of Canada's population.

"We started in 2009 to facilitate the connections needed," says BGH Information Management/Information Technology (IM/IT) Manager Rene Melchers. "Different hospitals have different PACS vendors (Picture Archiving Communications System), so different configurations are required at each or-

ganization."

The BGH IM/IT team had to develop interfacing to send images, while reconfiguring network connectivity to establish a secure "tunnel" to the HDIRS site.

"There are strict privacy and security protocols," explains Melchers. "We had to have the protection of information in place first. That took eight months to complete."

"This was a ground-breaking project. Our system was not designed for this, so we had to work it out, work with HDIRS, and sometimes learn to wait."

Melchers says there were many valuable lessons learned.

"It was interesting to work with the regional privacy and security protocols, to learn how it's all done and how we can apply this to other new systems when we connect up."

The HDIRS project is one of many regional initiatives to share data, part of the Ontario government's ehealth agenda. Canada Health Infoway (*Infoway*), an independent, not-for-profit organization funded by the federal government, has provided \$ 20.6 million and eHealth Ontario has provided \$17 million in funding for the project which supports the transfer of images and reports between diagnostic imaging departments at hospitals in Central, Central East, South East and Toronto LHINs.

Since going "live" this past July, Brockville General Hospital is now part of a storage system of more than two million exams annually.

"We are the second hospital in the South East LHIN to get on board with HDIRS (Belleville being the first)," says Melchers. "That makes us only the second hospital in Eastern Ontario to become part of a diagnostic imaging information sharing system of this size."

Pictured above is the IM/IT team that made it happen: Joe Henry, Hardware Technician; Joe Muise, System Analyst; John Montgomery, Network Analyst; Rene Melchers, IM/IT Manager; and Judy Fowler, Charge Technologist Diagnostic Imaging. Missing is Jodi Hunter, Health Records Manager.

Welcome to the following new BGH Employees

Elaine Watters—Casual RN GSS, Kate Dolmer—Temp Part Time MRT D.I., Joanne Raven—Full Time Therapist Physiotherapy, Jenna Emmons—Casual RPN GSS, Erin Allan—Casual RPN GSS, Lindsey Coutlee—Casual RPN GSS, Frances King—Casual RPN GSS, Gillian Astles—Casual RPN GSS, Airie Zausa—Casual PSP GSS, Cara Berends—Temp Part Time Therapist Physiotherapy

LEAN ON ME: BGH Monthly “Lean” Report

The recent Continuous Improvement event in the Laboratory was conducted in order to identify and eliminate waste in the process of procuring and processing specimens.

Through the use of the Kaizen methodology, the team implemented a number of lean principles that led to the implementation of a more efficient and safer process. With the help of facilitator Mike Boucher from The Kaizen Institute Lean Advisors, Inc. the team went through exercises to highlight areas of waste, and implemented a lean approach that improved specimen flow and reduced the opportunity for error.

A key lean technique that was applied was the conversion of batch processing to **single piece flow** for referred-in work. Historically, the entire bag of specimens was unpacked at one time and specimens were accessioned. As a result of the Kaizen event, the specimens are now processed one at a time, which decreases error due to specimen mix up and also allows a continuous flow of specimens to the lab for a more even distribution of workload for the lab staff.

A second key lean technique was the introduction of **standard work**. Workflow timetables and specimen pickup locations were established, thereby eliminating process variation. For example, referred-out specimens (those that must be sent out to referral labs) must now be accessioned and processed as required to be sent out for testing. The bags must be ready by 4 pm for courier pick up.

Finally, the physical layout of the phlebotomy/ cardiology area was improved to create a more efficient **work cell**, such that blood work can be collected from a patient in bed following the ECG (when required). This is best for the patient, results in reduced waiting time, and reduced effort for undressing/ dressing and moving to phlebotomy area.

This event was a great example of how lean techniques, when properly applied, can reduce waste and can lead to safer, higher-quality outcomes. The team will continue to monitor outcomes over the next several months to ensure that the gains achieved through these improvements are sustained over time.

It’s a Tough Job, But...

On August 12, BGH Staff Council held its third barbeque at both Garden and Charles Street sites to raise funds for a 125th anniversary mural, slated for the fall. Intrepid BGH staff attended to buy and eat as their support of the project that will be piloted by art teacher Dave Sheridan and young community artists at Thousand Islands Secondary School.

The August barbeque raised a total of \$672.00 from both sites. The mural, designated for inside the Charles Street site, will cost an estimated \$3000.00, and BGH staff has eaten a grand total of \$1918.00 worth to date. Pictured are BGH staff Leah Wales, Sandra Graham, Paul Gray, Catherine Thorpe, and Dana Finnegan-Yee.



GSS Internet Café now open



The GSS Internet Café at Garden Street Site is now opened for business. The Internet Café was made possible from a donation from the 1000 Islands Community

Development Corporation. The internet café is located on the main floor just off of the vending machine area (Room 109). Seen here is GSS patient, Debra Galway, with her daughter, surfing the internet.

A thank you should also be extended to John Montgomery, IM/IT Dept. Network Analyst for providing his computer expertise in setting-up the Internet Café. On behalf of the patients at GS Site thank you to the 1000 Islands Community Development Corporation and to the IM/IT Department



BGH Supports Victor Davis Memorial Ride

BGH once again welcomed Greg Davis at the local stop on his across-province ride to raise awareness for organ and tissue donation. On Aug. 5th, BGH Staff, local politicians and area residents gathered at the main entrance of the Charles Street Site to show their support.

Davis, brother of the late Canadian Olympic Swimmer Victor Davis, began his annual 11-day cycling tour last year in memory of Victor and to raise awareness of the dire need for Ontarians to register their consent to organ and tissue donation. Victor died in 1989 after being involved in a hit-and-run accident in Mont-

real.

Greg began his journey this year in Guelph on July 28th. From there he travelled to Toronto, Cobourg, Belleville, Brockville and Ottawa. Once in the province of Quebec, he cycled to Montreal, ending his trip in Quebec City at the Canadian Transplant Games.

Pictured: Meeting Greg Davis are Leeds/Grenville MPP Steve Clark, area residents, BGH Staff Ilona Thomas (who signed a donor card), and BGH President & CEO Ray Marshall—all happy to show their support.



Volunteer Association News

On October 21 and 22, Brockville General Volunteer Association will host “Christmas In October” and a concurrent Silent Auction at the hospital’s Charles St. Site. Both events will run from 8:00 am till 4 pm on Thursday and all day Friday too, with the Silent Auction closing at 3 pm on Friday Oct. 22.

Vendors with Christmas-themed merchandise or gift items will be on hand in the hallway outside ACU/ Cafeteria to tempt you to get your Christmas shopping started early and relieve that last-minute rushing around. Or maybe you will spot the perfect gift for that hard-to-buy-for person at our Silent Auction in the Auditorium; place a bid and try your luck. Everyone is welcome: staff, volunteers, members of the public. The Christmas Bazaar and Lunch takes place on December 3, 2010 but “Christmas in October” is a

chance to get a head start on your home decorating and Christmas shopping. Do come and join us.

In the meantime, we are seeking donations for the Silent Auction. New items, unique but nowhere-to-go treasures, antiques, collectibles, gift baskets or attic treasures will be accepted. We are unable to accept clothing or knitted items.

Volunteer Karen Matte is running the Silent Auction and will be happy to let you know about the suitability of specific items for the auction. The deadline for receipt of donations is October 1, 2010. Call the Volunteer Association office at ext. 1254 for further information or to drop off donations.

Thank you!

Rennie and Linda Gemmell would like to thank everyone for their generous gifts and for coming out to celebrate his 50th birthday party. A good time was had by all.

Back to School Safety Tips

As school doors open, traffic gets a little heavier on our streets. People are back from holidays, school buses and public transit are on regular routes, and more people are walking, cycling or driving to school.

To help with the transition and share the roads safely, read our safety tip. Help everyone stay safe this school year!

1) Observe School Zone Speeds

Although you should always obey posted speed limits, it is especially important during the school year. Children crossing the road on their way to and from school can easily get distracted and step into harm's way. Slowing down and being vigilant is crucial to keeping kids safe. Children are often out throughout the day at recess, lunch, and for certain classes, so it's important to drive slowly throughout the day.

2) Obey the Crossing Guard

A crossing guard is there to keep children safe. If you come up to a set of lights, and the light turns green, but the crossing guard still says stop, follow his/her direction and not the traffic light. There might be a child still crossing the street that you can't see.

3) Watch for Darting Children

Kids are small and easily distracted, and for drivers, this can create dangerous situations on the roads. Be vigilant and alert behind the wheel. You never know when a small child might step out from between parked cars or off a sidewalk. Your fast reflexes might be needed to prevent an accident.

4) School Buses

Most mishaps take place outside the bus. Make sure children don't arrive too early at the bus stop where they can wander or get into mischief. Make sure children wait well away from the road and stay back until the school bus makes a full stop and the doors open. Explain that they must walk at least three metres (10 feet) away when crossing in front of the bus so the driver can see them. When driving your car near a school bus please note that extra caution is needed. You shouldn't pass a school bus when the signal lights are flashing (as children are often crossing the road at that time), and drive slowly as a general precaution.

The following information is useful for school bus passengers and their parents.

Rules for getting on the bus safely:

1. Be at the bus stop on time. Never run to or from the bus.
2. Wait at the designated stop in a safe place well back from the side of the road.
3. Remember the danger zone around the bus. The danger zone is anywhere close enough to touch the bus. The bus driver cannot see you when you are in the danger zone.
4. If you cross the street to get on the bus: when the bus comes, wait until it has come to a complete stop. The bus driver will make sure all the traffic stops. The stop arm will be out and the red lights will be flashing. Watch the driver. When the driver knows it is safe, he or she will signal you to cross, but watch for traffic yourself. Walk, don't run.
5. Hold the hand rail as you get on the bus. Don't push or shove.

Rules for on the bus:

1. Take your seat as quickly as possible and sit properly, facing forward at all times.
2. Hold bags and parcels in your lap. Do not put your feet into the aisle: someone might trip.
3. Keep your head, arms and everything inside the bus. Don't throw anything out the windows or around in the bus.
4. Talk quietly. The driver must concentrate to drive the bus safely.
5. Save snacks for snack time at school or for when you get home. They may spill or you may choke if the bus goes over a big bump.
6. No fighting, shouting or playing in or around the bus.
7. Always follow the bus driver's instructions.

Rules for leaving the bus safely:

1. When you leave the bus, hold the handrail and step away from the bus.
2. To cross the street in front of the bus, walk ahead at least 10 giant steps (three metres). Cross only when the driver gives a signal. Cross the street in single file.
3. If you drop something near the bus, don't pick it up. Tell the driver or another adult first.
4. If everyone is getting off the bus, the people at the front leave first. Do not push.
5. Be familiar with the bus driver's rules for emergencies.

This safety tip was prepared by Public Safety Canada in collaboration with the Canada Safety Council.

For more safety tips, visit www.GetPrepared.ca.

LEARNING AT BGH

Tuesday September 7	Student orientation: 8 to 10 am (CSS room 324)
Tuesday September 7	Safe Driving Program: 10:30 to 11 am (CSS room 324) Bring your drivers license, car insurance papers
Tuesday September 7	OVID e-library training: 2 pm (inservices will rotate through different departments)
Wednesday September 8	Charge Staff training: 1 to 2 pm (auditorium) "Domestic Violence at work" by Lisa Fleming
Monday September 13	Orientation: 8 am to 4 pm (CSS Room 324) Welcome to our new BGH employees!
Tuesday September 14	CPR recertification: 11 am (auditorium) or 1 pm (GSS boardroom)
Wednesday September 15	"Bully free at work": 9 to 11 am (auditorium) presented by Valerie Cade
Tuesday September 21	Gentle Persuasive Approaches: 8 am to 4 pm (GSS Boardroom) by Melodie Cromwell and Joe Hanna
Tuesday September 21	Infection control "hot topic": 2 to 2:30 pm (auditorium and GSS boardroom) "Isolation"
Thursday September 23	CNO "Medication Standard": 2 to 3 pm (auditorium) presented by Diane Bowen, Shirley Lazurko, Islam Ghazi. Case studies; focus on SA vs LA narcotics. <i>Door prizes!</i>
Monday September 27	Orientation: 8 am to 4 pm (CSS Room 324) Welcome to our new BGH employees!
Tuesday September 28	Leadership training on OVID: 1 to 2 pm (CSS library) presented by Greg St Louis – how to conduct a search using our OVID e-library. Bring your laptop computer.
Thursday September 30	Bill 168 – what does it mean to you: 2 to 3 pm (auditorium) presented by Jessica Gerritsen and Shirley Lazurko

WORKPLACE WELLNESS EVENTS

Friday September 17	Workplace Wellness travelling cart will be at CSS in the morning
Friday September 17	Staff Council will host a BBQ (\$5) at CSS (11 am to 1:30 pm) & GSS (11:30 am to 1 pm) – a fund raiser for a mural celebrating 125 th anniversary
Wednesday September 22	Workplace Wellness pancake breakfast "Feed Yourself – Feed your Spirit" at CSS in the cafeteria from 7 am to 10 am
Thursday September 23	Workplace Wellness pancake breakfast "Feed Yourself – Feed your Spirit" at GSS in the cafeteria from 8 to 10 am
Friday September 24	Workplace Wellness travelling cart will be at GSS in the morning
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 Christine Deault X 1254 (\$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 Shirley X 1104 for more details. Samples are available for you to try on. To order please call 1-888-685-8488

"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

The recipes and the cookbook are open to all staff and former staff at BGH. If you know someone who used to work here, let them know we would like their favourite recipe.

If you would like to see all the staff recipes to date, go to "Workplace Wellness Committee" on Sharepoint and click on "Documents" to find the link.

Apple and Cheese Muffins

1 ¼ cups all purpose flour
 1 cup whole wheat flour
 1 cup lightly packed brown sugar
 1 tsp baking soda
 ½ tsp ground cinnamon
 1 egg
 1 cup plain yogurt
 1/3 cup vegetable oil
 2 cups diced apples (can peel if you like)
 ½ cup shredded cheddar cheese

In a large bowl, combine the flours, brown sugar, baking soda, and cinnamon.

In another bowl, combine egg, yogurt, oil, apple and cheese. Add this mixture to the dry ingredients and stir just until moistened.

Spoon batter into prepared muffin cups. Bake in preheated oven (375) for ~ 20 minutes until muffins are firm to the touch.

GSS Garage Sale Successfully Replenishes Resident "Fun" Fund

The Brockville General Hospital Garden Street Site garage opened its doors to the public on Saturday, August 14, with a garage sale and barbeque fundraiser for the Resident Fund. Dave Bessant, Vice-President of the Brockville General Volunteer Association, and Sherry Anderson, Director of Complex Continuing Care, Palliative Care and Rehabilitation, were overwhelmed by the community and staff support of donated items that poured in.

"This is another example of how the community and the hospital work together to provide a quality patient experience here," says Bessant. "All proceeds from this event will allow us to increase our ability to provide activities and entertainment for our patients at Garden Street Site."

The BGH Garden Street Site Resident Fund supports patient activities through the purchase of bingo prizes, payment of entertainers' fees, or assistance for costs incurred on bus excursions into the community. With the fund quickly running out of assets, it was decided at the June 7th RAFFA (Residents and Family, Friends Association) meeting that a fundraiser was in order to bolster the fund.



The event was a resounding success, attracting some 500 - 600 shoppers and raising \$1400 for the fund

Opening their hearts and wallets—the community supports the fundraising efforts for the resident fund.

Workplace Wellness Committee "The Bee Geez" presents.... "Photo Contest!"



style?

Attention all camera buffs!
**What did you do this year to
add wellness into your life-**

Submit a photo that **you** have taken this year – enter into one of the following categories:

- Photos of your kids doing fun activities!
- Photos of your pets doing something fun or silly!
- Photos of wellness activities you and/or your family have participated in (cycling, swimming, biking, golfing etc)

Photo entry: submit your colour or black/white photo with your name:
at GSS to Terri Kearney
at CSS to Adonica Keddy

Deadline: submit photos by **September 30th**

Judging: Photos will be on display and judging will take place on October 1st.

Prizes will be awarded!

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

Did you know

Brockville General Hospital was born from the Brockville Free Medical Dispensary opened in 1881, at the corner of Buell and Church Streets where the Post Office now stands.



Buttermilk Pie

A lot of talk about the big wedding!! Carrie Underwood and Mike Fisher said their "I do's" in front of 250 guests at their Georgia wedding. In true Southern style, one of the desserts served to the guests was buttermilk pie. Here's the recipe:

1 3/4 cups sugar

1/4 cup flour

1 tablespoon vanilla

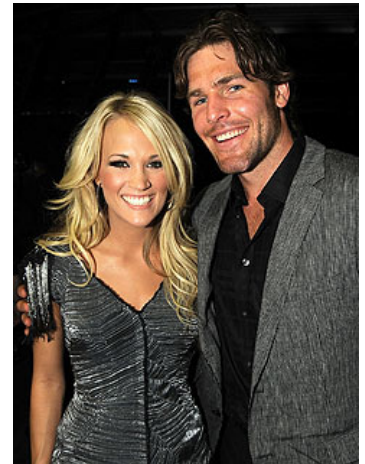
3 eggs (beaten)

1/3 cup melted butter

3/4 cup buttermilk

Unbaked 9-inch pie shell

Combine sugar and flour. Add vanilla and whisk until evenly mixed. Beat the eggs then add them to mixture. Whisk well. Then add melted butter followed by buttermilk. Whip well before pouring into unbaked pie shell. Bake in convection oven for 45 minutes at about 350 degrees. Shake the pie a little to make sure it's not undercooked. The pie should have a custard-like consistency throughout. Refrigerate after cooling. The pie remains fresh-tasting for about a week.



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

Wishing everyone a happy and safe Labour Day Weekend