May 2014

General Happenings

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Greetings! With the renewal of spring finally here, Brockville General Hospital is also facing revitalization. KM&T is working alongside staff to introduce the Lean Methodology, the welcoming of Mental Health to Charles Street, and the recent restructuring of the Leadership Team, there is a lot of activity in the halls of BGH! Over the coming months the Marketing & Communications office will be showcasing these stories and their progression.

As my inaugural newsletter, I thought I’d share my story.

My history with BGH extends back to my birth. Through the years, I’ve seen many of the services of the staff in action. Most recently, I heard my firstborn’s heartbeat for the first time. This is a memory I will cherish forever! Through close family members, I’ve witnessed the superb care of the Palliative Care team during the 1998 Ice Storm. Mental Health services have also impacted an extended family-member, which I’m so grateful to have in our community. I’m very proud and excited to be a part of a team which has the opportunity to create such lasting impressions.

I live in the Spencerville-area with my husband, Chris and son, William. I love to cook and often do so with food my husband grows in our vegetable gardens. We have recently started a fruit orchard too. Perhaps we could include a healthy recipe column in an upcoming newsletter, if there is any interest. I’d love to swap recipes with fellow foodies of BGH! Send me your thoughts!

In my new role, you will likely see me running through the hospital corridors. Please stop me an introduce yourself! I might be meeting Cheryl Marshall to discuss the work of our Volunteer Association or chatting with a donor in Joan Simon’s office (Brockville & District Hospital Foundation). I’m blown away by the efforts of these women and the work their dedicated teams provide our hospital!

A personal goal in my new role is to shine the light on our stars: YOU. No matter your title, we all have the capability to shine in the eyes of our patients and colleagues. It’s my hope that by simply holding up the mirror to our daily actions we can reflect the impact we each make. Join me in recognizing the excellence we have, through our BGH HAPPINESS FILES, on Page 7.

Interested in submitting an article or idea?
Call me at extension 1504 or email mciab@bgh-on.ca.

Next deadline is May 25th!

Please follow us on twitter @BrockvilleGen
Medical Laboratory Week is being celebrated at BGH April 28-May 2. When seeking out a staff member to showcase, several hands eagerly pointed towards Sue Schaub. As the key quality specialist, she ensures all 6,000+ points of the Ontario Lab Accreditation are met annually. Other responsibilities of this busy role include managing the Lab Information System (LIS) and Point of Care Testing (POCT). Sue also works closely on the maintenance and management of QuadraMed, the key system used by medical staff at BGH.

It’s easy to forget lab technicians are part of the bigger hospital picture. Without the results of their meticulous testing processes, physicians and nurses wouldn’t have the data required to make key decisions. Luckily BGH engages a core lab (chemistry, hematology and transfusion) for regular analysis, but also houses pathology, and microbiology.

An BGH employee of over 15 years, Sue started her love of lab work 20 years earlier in the private sector and worked her way up to her current position. From working in the lab to her present administrative duties, Sue humbly shared her passion for helping others. “Lab techs are unsung heroes. They may not be ‘people people’, but each tech recognizes that every test performed represents a patient – a person.”

Did you know?

Statistics report approximately 75% - 80% of patient care management decisions are based on laboratory results. Timely, accurate results from all lab testing including a tissue diagnosis of cancer and other diseases and infections is very important for patient care management.

Ever wonder why it seems to take a while for your results to come in?

Sue points out that for each test requisitioned by a physician, there are numerous checks for each test to confirm accuracy by the lab.

JOIN THE FUN!

A Photo contest, and information board, displayed in front of the cafeteria - to be drawn Friday afternoon. 1st prize spring basket, 2nd prize a $25 gift card to Tim Horton’s and 3rd prize a $25 gift card to Petro Canada.

Annual Open House—staff are encouraged to come for a tour of the lab Friday May 2nd between 2-4pm for a tour of the lab and some treats. If staff cannot make this time and want a tour - come to the lab or call ext 1305 and we will find a time to do it.
Monday, May 5 @ 11-1pm

Outside the cafeteria join us for coffee and cake to learn more about the services provided.

Tuesday, May 6 @ 1pm

Join our Monthly Team Party at Garden St. on the 5th Floor. In honour of our special week and Mother’s Day, join the Children’s Choir from St. Francis Xavier school.
St. Lawrence College Pre-Service Firefighter Education & Training students have raised $2,500 for Palliative Care at Brockville General Hospital in March and April.

Pre-Service Firefighter students Stephen Baird and Kyle Villeneuve spearheaded the fundraising, which was mostly done through the program’s annual formal event. They renamed the event the Fire Formal Fundraiser, with all proceeds going towards Palliative Care, and earned the support of their fellow Pre-Service Firefighter classmates and their College and local communities.

“We wanted to give back to the community, particularly to a cause that is meaningful to the Pre-Service Firefighter program and to the students from other programs on the Brockville campus, many of whom are studying health sciences. We received a lot of support from students in all programs on campus, as well as from local businesses in the Brockville community, who donated to our fundraising efforts,” said Kyle.

St. Lawrence College’s Pre-Service Firefighter students each complete an 8-hour shift in Brockville General Hospital’s Emergency Room, working at a first response level of care alongside nursing staff as a supplement to the students’ training in emergency patient care.

“Every Firefighter student gains valuable experience in emergency patient care at Brockville General Hospital and many other students complete placements there, so giving back to Palliative Care felt like a good way to honour the relationship between the College’s students and the hospital while also giving back to members of the community,” said Stephen.
Friday April 11th was an exciting day in the learning lab. Windswept Productions was brought in by the Stroke Network of Southeastern Ontario to direct and produce a movie that will be utilized as a learning tool about Dysphagia here at BGH.

Dysphagia is the term used to describe when a patient has difficulty in swallowing and it can affect up to 50% of stroke survivors.

The actors were our very own nurses and PSWs as well as a stroke survivor who brilliantly demonstrated the use of the STAND tool, which is the swallowing assessment tool that is used here at Brockville General to assess swallowing difficulties. This was the culmination of the efforts of many staff and we eagerly anticipate the end result.
Jessica Gerritsen, Organizational Learning & Development

Sitting down with Jessica today, it’s easy to understand why she’s so good in her role. She has a passion for helping others, and in this role it has a snowball effect. Through engaging and supporting staff, “Organizational Development helps those (staff), who help others (patients).”

“I love teaching—especially working with adults. I really enjoy pulling from an individual’s experience to build and personalize their education. It’s about making it fun!”

Jessica began her career with BGH in August 2004 in Switchboard, moving to Central Registration and as a unit clerk in Medical/Surgical and Maternal/Child. Having an understanding of various departments has helped her in her current role.

Organizational Development provides opportunities to staff at all levels. Whether geared towards safety, relationship building, wellness, legislation, performance, risk or policies, this department.

See our Education Opportunities Page (left) which showcases upcoming sessions available to staff.

Jessica has a long-term vision of someday consulting, sharing the knowledge learned here at BGH with other organizations whom may not have the resources to engage and empower their staff. Jessica can often be spotted chatting with colleagues and engaging them in development ideas within the BGH corridors.

If you’re interested in more information, please visit Jessica in the Learning Lab, located on 2nd floor.
BGH Snapshots

April 2nd—An Evening To Care

April 16th—CPR Class

April 17th—ACU Blanket Warmer

April 10th—Volunteer Tea

April 4th—Taking a Tour

April 23rd—Welcoming KM&T—Our Lean Team
April 24th—Attending the Medical Hall of Fame

April 22nd—”Heart and Sol” Teaser

April 11th—Dysphagia Video Shoot

April 2nd—An Evening To Care

April 23rd—New BGH Banner

275 Teddy Bears Donated to BGH
April 4th we were very excited to host MP Steve Clark to the Brockville General Hospital. Steve came to tour the new 3rd floor mental health facilities, as well as our on-site laundry facilities.

Above: Steve gets a tour of BGH Laundry with Tony Weeks and Todd Schonewille.

Top Right: Linda Peever give Steve a tour of the new 3rd Floor with James Sweeney and Tony Weeks

Bottom Right: Steve gets to look a little closer at the new patient rooms

Bottom: Steve gets a warm greeting upon his arrival to the 3rd floor.
Save the Date – May 14th, 6pm at CJs

BGH Nurses Week Dinner – Murder Mystery Night

Tickets $25 for meal and evening events

Get your tickets from NPC reps!

Make a poster to showcase what great things your unit is doing for patient care.

Display your poster at the dinner for a chance to win a prize for your unit!
Mid April kick started the opportunity search process for our Lean Team, KM&T. Managing Consultant Denise Eighteen and colleagues, Janine Roberts, Marko Jurisic and Aaron Newhook joined forces with our Quality and Risk team Cathy Cassidy Gifford and Kristi Carter to organize and kick off the opportunity search workshops.

Denise was introduced to the Lean Methodology during her 20 years’ experience working with Toyota Motor Manufacturing in Cambridge and Woodstock Ontario. Through her experiences she knows lean process tools and techniques, combined with the clinical expertise of the BGH staff, will support the identification and elimination of waste in patient flow. Efficient patient flows will enable BGH to continually improve and sustain the level of patient care provided by its competent staff.

Our team’s future vision of BGH include...

**Janine**... “Your patients will walk in and feel and experience the difference. They will experience the best clinical care, the most efficient services, all provided by professional and caring staff”.

**Marco**... “BGH will develop staff capability and culture as you become the highest quality lean health care organization – demonstrating success and pride in your services”.

**Denise**... “Together BGH and KMandT will develop a flagship lean hospital used as a showcase model with the capabilities to train other organizations.”

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**About KM&T**

“Customized solutions are designed to ensure engagement of management and staff at all levels, leading to a sustainable return on investment. Our aim is to work with our clients to break down barriers and enable the belief that everyone can make a difference whether on the shop floor or in the boardroom. We will support and encourage your people to learn and implement the tools and techniques that can transform your organisations performance. We guarantee that this support is always centred on creating value for your greatest asset – your people.”
Case Study Snapshot

KM&T had a jam-packed schedule ending the month of April. A total of 17 team workshops had been held with various teams at BGH. The Executive Administration Team kicked off the process April 23.

Thanks to the additional support of BGH staff, who have dedicated their value time and expertise, the workshops are a success. Not only are the teams sharing ideas for improvement, they are building team relationships and having fun.

The Lean Team’s next steps involve a “Go, Look, See” to analyze processes in action. They will meet with and talk to the experts, those of you who support the patient flows on a daily basis.

After the Go, Look, See process is complete and the data is summarized (scheduled for early May), follow up meetings and training will be scheduled. Stay tuned for updates or if you can’t wait, come and visit the Project Management Office in the old mail room (137) located on the 1st floor. They have an open door policy so feel free to drop in.

Follow BGH’s experiences with lean on twitter @BrockvilleGen #BGHLeanTeam
April 2nd student form St. Lawrence College worked in partnership with the Brockville and District Hospital Foundation to hold a fundraiser to support local palliative care service.

The evening showcased local artists and music by the SLC Music Theatre program, as well as a silent auction of services and items donated by local businesses.

“The evening was an entertaining way to care about something as important as Palliative care,” says Kelli McPherson. While the student’s goal was to raise $800.00, they surpassed their goal and raised over $2,163.75.

All proceeds raised by the event will go to support the Brockville and District Hospice Palliative Care Service based at Brockville General Hospital. The service provides assessments, counseling, pain and symptom management, as well as physical, emotional and spiritual support for patients and families dealing with life-limiting illness. Volunteers offer support to patients and families at home and in hospital. The service receives no government funding.

Featured in the picture above are: (l-r) event committee members Kelsey Moffitt and Cassidy Blackburn; Brockville and District Hospital Foundation Executive Director Joan Simon, and event committee members Kelly McPherson and Jennifer Nichols.
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<th>Date</th>
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<td>BBQ — Care and Share</td>
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<td>June 14</td>
<td>Bikes for Beats — Motorcycle show and vendors</td>
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<td>Golfing for Maternal Care</td>
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**HEART & SOL MEXICAN FIESTA**

*Friday June 20, 2014 - 7 p.m. to Midnight*

Brockville Yacht Club
Entertainment Provided by Healy & Orr
Food Stations until 9 p.m., Late Night Pizza, Games, Door Prizes & Cash Bar

Tickets Available at Brockville locations of Scotiabank $75.00 each

In Support of: Brockville Cardiovascular Program Brockville General Hospital
April 10th BGH Celebrated their volunteers during National Volunteer Week by hosting a Volunteer Tea.

Featuring live music by Leah Hamblett and husband Peter, the volunteers were treated to an afternoon to celebrate and show appreciation for their contributions to the hospital on a daily basis.

Leah Hamblett accepts a bouquet of flowers for her contributions as a volunteer with the Brockville General Hospital.
BGH Nursing Alumnae Donates to Palliative Care

The Alumnae Association of the BGH School of Nursing recently presented a cheque for $500 to the Brockville and District Hospital Foundation in support of local palliative care services.

“This is an annual donation in the memory of alumnae members we have lost over that year,” explains Association President Diane Besley.

Sherry Anderson went on to explain, “in Palliative care every penny counts and it is such a generous donation that they give in memory of their members that really helps our programs.”

Accepting the cheque is Shirley Coleman, Coordinator Brockville & District Hospice Palliative Care Service. (l-r) Diane Besley, President of the Nursing Alumnae, Russ Gaskin from the Brockville and District Hospital Foundation Board of Directors, Ruth Jones, head of Archives for the Nursing Alumnae, Sherry Anderson, Director Complex Care, Palliative Care & Rehab, and Patricia Young, head of membership for the Nursing Alumnae.
Hand Hygiene Day – May 5

CHECKLIST
FOR PATIENTS, FAMILIES, AND VISITORS

- Clean your hands before and after touching a patient.
- Patients have the right to ask healthcare workers to clean their hands before caring for them.
- Patients should clean their hands many times during the day, especially after using the washroom and before eating.
- Alcohol-based hand rub is usually better for cleaning your hands than soap and water.
- Staying in a single room will decrease your infection risk.
- Cover your cough, clean your hands and do not visit a sick person if you are feeling unwell.

SUSAN’S STORY

Susan was admitted to a large hospital for brain surgery. She was worried about picking up an infection and knew that they could be caused by healthcare workers not cleaning their hands between patients. So when she saw that her nurse was about to touch her without cleaning her hands, Susan stopped her and asked her to please do so. To her surprise, the nurse became annoyed, but did clean her hands.

After her surgery, she reminded another healthcare worker about the importance of cleaning his hands but was told that he “…hasn’t worried about cleaning his hands for many years and has never gotten sick.” She was too tired to point out that one of the main reasons healthcare workers should clean their hands is to protect patients, in addition to protecting themselves.

A week later, Susan’s surgical wound became infected.

WHAT ARE HEALTHCARE-ASSOCIATED INFECTIONS AND “SUPERBUGS”?

Healthcare-associated infections are infections that patients pick up in hospital while receiving care for another reason. Healthcare-associated infections can happen in any healthcare setting.

- These infections may happen because of a procedure, such as surgery, or an intravenous “IV” catheter that can weaken your body’s normal defenses against infection.
- These infections can be caused by many different types of bacteria, including some that normally live on your skin and others that can be picked up in the hospital, like “superbugs.”
- “Superbugs” are a collection of different germs such as:
  - Methicillin-resistant Staphylococcus aureus (MRSA)
  - Clostridium difficile (“C-difficile”)
  - These bacteria got the nickname “superbugs” because they are very resistant to antibiotics and can make people quite sick if they get infected with them.
  - “Superbugs” can also be picked up outside of hospitals.

Healthcare-associated infections are common: One out of every 10 patients admitted to hospital will get one.

Healthcare-associated infections can also be very serious: about 12,000 deaths in Canada are caused by these infections each year.

Many healthcare-associated infections can be prevented.

WHICH IS BETTER...
ALCOHOL-BASED HAND RUB OR SOAP AND WATER?

Alcohol-based hand rubs, also called “sanitizers,” are better at removing germs from your hands, they work faster and cause less skin irritation than soap and water washing. For these reasons it is recommended that you use alcohol-based hand rub to clean your hands. Soap and water is only needed if your hands are visibly dirty and especially after using the washroom.

If using alcohol-based hand rub, make sure you rub your hands for about 15-30 seconds until the alcohol is dry, making sure to cover all surfaces of your hands and between your fingers.

For information on how to clean your hands with soap and water, visit www.handhygiene.ca.

Other advice:

If you have a cough, make sure to cough into your sleeve or a tissue and then clean your hands to prevent passing on germs to others.

If you are sick with an infection, you should not visit someone who is sick, no matter where they are receiving their care, such as in a hospital, in their home etc.

Patients who stay in private rooms have a lower risk of getting infections than those who stay in multi-bedded rooms. If a patient can stay in a single room, this will offer better protection from infection.

Some patients or their visitors will clean the area around a hospitalized patient by wiping down the bed rails, IV pole, or bedside table with disinfectant (most hospitals have disinfectant wipes for use on the nursing unit). While it is not known how much additional protection this would provide on top of the hospital’s regular housekeeping program, it may help decrease the risk of infection.
May 2—Wear purple today in support of the “No One Asks For It” Campaign—Assault Response & Care Centre. Visit www.arc-c.ca for more info.

May 5—Hand Hygiene Day. Join the Brockville General Hospital in participating in Hand Hygiene Day. You can find more info at: www.handhygiene.ca. You can also get your kids interested by visiting: www.e-bug.eu

May 5—Foundation Event: Beauty and the Breast fundraising dinner at The Mill.

May 10—Garage Sale. The Brockville General Volunteer Association are holding a Garage Sale on, from 8-2 Ortho Clinic Area off Ormond Street. Hope to see everyone there.

May 12—BGH Board of Governors Meeting in the Library at CSS at 6pm.

May 13—STAFF FORUM @ 2:00 – 3:00 pm. Everyone welcome!

Upcoming Events— we need your help!
Heart and Stroke’s Big Bike Fundraiser is looking for a BGH Volunteer to coordinate 20+ people to ride on August 18, 2014. If you’re interested in helping, please contact Abby McIntyre at mciab@bgh-on.ca or call extension 1504.

FEATURE YOUR UPCOMING EVENTS!
Contact Rebecca Bax at baxre@bgh-on.ca by May 25th.
STAFF FORUM

Tuesday, May 13, 2014
@ 2:00– 3:00 pm
Charles Street Site Auditorium
Video-conferenced with the following sites:
Garden Street Site Boardroom
Front Avenue - 2nd Floor Boardroom
All Staff are encouraged to attend