

A year in review

April 1, 2014 — March 31, 2015

201 Georgian Drive | Barrie ON | L4M 6M2 |
www.rvh.on.ca



The Laboratory Services team shows its support for RVH's #MyPartForHeart campaign

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A message from Janice

CEO's Message



Janice Skot, President and CEO

By the numbers 2014-2015

Annual budget - \$316 million
 Equipment purchases - \$8.5 million
 Patient visits (total) - 435,000
 Individuals treated - 122,000
 Laboratory tests - 4.3 million
 Emergency visits - 84,000
 Surgeries - 13,000
 Imaging tests - 176,000
 Cancer centre visits - 90,000
 Babies born - 2,100
 Patient meals per year - 352,000

TEAM RVH

Staff - 2,500
 Physicians - 380
 Volunteers - 850

I always look forward to an opportunity to share the many accomplishments of Royal Victoria Regional Health Centre, its staff, physicians and volunteers. We have a lot to be proud of.

In 2014-2015, RVH expanded services, improved the patient and family experience, and celebrated TEAM RVH – our staff, physicians and volunteers.

We added comprehensive women's cancer services to the roster of high quality care we offer. In fact, RVH has been designated a gynecologic Centre of Excellence, only one of eight in the province. This means patients from throughout Central and Northern Ontario now have access to a full range of services, including surgery, radiation and chemotherapy – all at RVH.

RVH formed its first Patient and Family Advisory Council (PFAC) to provide direct input into policies, programs and practices affecting the patient experience. We also balanced our budget for the fourth consecutive year and continued renovations to the existing building.

We enhanced patient safety, continued to build on strong relationships with community partners and raised funds to support future priorities. We are determined to provide this region with advanced cardiac care, comprehensive child and youth mental health services, develop our teaching and research programs, and continue bringing leading-edge technology to the health centre.

Thank you for giving RVH the opportunity to share these highlights as we continue to plan for the healthcare you and your family need today and tomorrow.

Respectfully,

Janice M. Skot, MHSc, CHE
RVH president and CEO

Focus on *MY CARE*



RVH will be unwavering in its commitment to put patients and families first through our **MY CARE** philosophy, ensuring they are partners in their care and providing the most positive patient experience. Every encounter. No exceptions.

We will:

- With patients and families as partners, develop and implement our **MY CARE** philosophy where patients are at the centre of all we do and are informed and engaged in planning and decision-making.
- Enable smooth transitions for quality, timely care in the right setting.
- Support early planning for appropriate and compassionate end-of-life care.
- Ensure integrated, continuity of care for patients with chronic disease.
- Improve access, education and engagement of patients and families through technology.

Highlights

Engaging patients and their families

Patient and Family Advisory Council

To ensure the voice of patients and families is reflected in RVH policies, programs and practice, the health centre established its Patient and Family Advisory Council in 2014. With eight external members, along with RVH staff and physicians, the council provides direct input into many elements of the patient experience. In its first year, members of the council participated in the selection of a new Chief Financial Officer, reviewed the new Patient & Family Guide, provided input into the new website, reviewed policies and participated on committees to improve efficiency, accessibility and patient safety.

Patient & Family Guide

RVH's inpatients, who spend two or more nights in the health centre, now receive a Patient & Family Guide providing them with one comprehensive resource for important information.

To read about other ways RVH engages its patients and communities, review the annual Engagement Plan and Tracker on our website or by [clicking here](#).

Focus on *MY CARE*

Website

After months of consultation and development, RVH launched its new website in January 2015. The new site features easy navigation, highly intuitive search features and a bright, fresh look consistent with RVH's visual identity. The new website is user-friendly and improves the patient experience by enabling site visitors to find information quickly and easily.

Patient food

Patient Food Services (PFS) introduced a new food service management software to better serve patients their meals and more effectively assist in the management of the department. The new software allows PFS to effectively plan home-cooked menus based on patient feedback.

Engagement / Communication

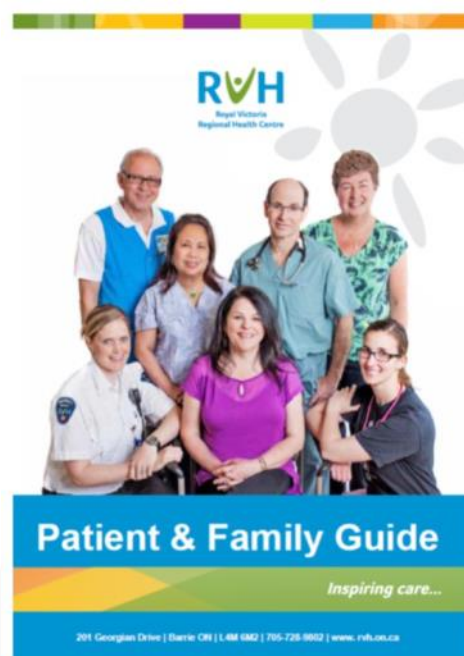
RVH has a robust communication and engagement strategy to ensure all stakeholders, including patients, families, partners, elected officials and the communities it serves are all well informed about the RVH happenings and latest health news. In 2014, RVH was featured in almost 300 news stories and partnered with local media to secure \$650,000 in cost-free media (publications, public service announcements, television features and advertising).

TVO's *The Agenda*

TVO's *The Agenda On the Road* with Steve Paikin filmed two episodes at RVH sharing the health centre's success story throughout Ontario.



Patient and Family Advisory Council



Patient & Family Guide

Focus on *MY CARE*

Improving the patient experience

Clinical tactics

RVH continues to use clinical tactics including leader and purposeful rounding on patients, patient bedside surveys, bedside shift transfers, in-room whiteboards, post care calls and standardized introductions to improve the patient experience and engage patients and their families in their care.

Art@RVH

RVH's Art@RVH program provides an enhanced environment for patients, staff, and the public through the addition of contemporary art throughout RVH's interior and exterior. In 2014/15 five rotating shows were displayed in the gallery, including the work of the late local artist John Gould, a well-known Canadian illustrator who received stroke rehabilitation services at RVH.

Facility improvements

Renovation updates

Even though RVH's \$450 million expansion project opened in 2012, renovations to clinical areas continue:

- The Integrated Stroke and Rehabilitation Inpatient Unit is now located on 3NB
- The Geriatric Inpatient Unit was relocated to 3SA
- Surgery 3 Inpatient Unit is now located on 4SB
- Surgery 2 Inpatient Unit is now located on 4NC
- A new, 300-space staff parking lot opened at the end of Gallie Court opening up more space for patients and visitors
- Renovated physician lounge re-opened on Level 2 near the Atrium entrance
- Renovations completed in the Pharmacy

Energy efficiency

Building & Facilities Operations completed numerous lighting projects, changing inefficient lighting systems to LED systems. The energy efficiencies gained are expected to save 17 per cent on RVH's energy bill. RVH also received recognition from the Ontario Hospital Association for being a "green" hospital.



Art@RVH



Surgery 2 Inpatient Unit opens

Drive Clinical Excellence



RVH will provide the safest, highest quality care, developing specialized clinical services that take advantage of RVH's expertise and technology so people throughout Simcoe Muskoka can receive the best care close to home.

We will:

- Exceed all safety measures.
- Implement regional plans for advanced cardiac, child and youth inpatient mental health and gynecologic cancer services.
- In partnership, establish a new regional clinical strategic plan.
- Collaborate in developing an ambulatory care strategy to contribute to a quality and sustainable health system.

Highlights

Achieving excellence

RVH achieves Exemplary Standing

RVH was awarded Exemplary Standing from Accreditation Canada – a level of distinction reserved for organizations that go beyond the requirements of Accreditation Canada and demonstrate excellence in quality improvement. Surveyors from Accreditation Canada were at RVH in February and assessed more than 2,600 standards. Exemplary Standing is something achieved by only 20 per cent of health care organizations across the country.

Lab accreditation

Ontario Lab Accreditation (OLA) was in October 2014. There were over 505 accreditation requirements assessed during the three-day review. The Lab received an impressive score of 95 per cent.

Stroke distinction

RVH was awarded Stroke Distinction, receiving the Award of Excellence from Accreditation Canada. RVH is one of only 10 hospitals in Canada to receive this designation and this honour demonstrates RVH's national stroke leadership.

Drive Clinical Excellence

Stroke door-to-needle program

RVH reduced the median door-to-needle time for delivering the clot-busting drug t-PA from 84 minutes to 65 minutes, ensuring stroke patients have quicker access to care.

Quality Improvement Plan

RVH submitted its plan for 2015-2016 to Health Quality Ontario. It includes seven indicators – reduce ED wait times, improve organizational financial health, reduce alternate level of care (ALC) days, reduce unnecessary hospital re-admissions, improve patient satisfaction, reduce hospital acquired infection rates and increase proportion of patients receiving medication reconciliation upon admission. RVH measures these indicators on a quarterly basis and is held accountable for improving performance.

Optimizing technology

I-STAT

I-STAT was introduced in the Emergency department (ED) and Intensive Care Unit (ICU). I-STAT is a point of care test for Troponin-I - one of several indicators of a heart attack. By performing this test at the patient's bedside, results are available within 10 minutes.

Capital equipment purchases

The Capital Equipment Committee approved more than \$3 million in new equipment ensuring physicians and staff have the latest equipment to deliver care. Some of the equipment includes two OMNI beds for the Neonatal Intensive Care Unit (NICU), an AV system for patient simulator, 20 stretchers and 20 beds, 10 panda resuscitation infant warmers, CO2 Laser and a Holmium Laser.

Safety is our promise

Hand hygiene comparative signage

To further demonstrate RVH's focus on safety, and in keeping with a commitment to transparency, RVH now publicly posts a comparison of quarterly departmental hand hygiene compliance rates for inpatient units and outpatient areas. The signs are prominently located in the Main, Atrium and Emergency entrances, and in the Food Court, as well as near the busiest time clocks.



Hand hygiene comparative signage

Drive Clinical Excellence

Call Bell project

RVH implemented a new call bell system on all inpatient units. To improve patient safety and call bell responsiveness, the new system equips nursing staff with a hand-held wireless device that rings when a call bell is pushed. Staff receive the call and respond directly to the patient or they can call the patient on their bedside entertainment unit to assess the urgency of their needs.

Influenza campaign

During the 2014-15 flu season, RVH launched its "I'm doing it for..." campaign featuring members of TEAM RVH. Immunization rates improved this year, with staff increasing by five per cent, physicians by 12 per cent and volunteers by 13 per cent.

Surge planning

The health centre developed both Surge and Surge Ebola Plans to ensure preparedness in the event of these situations. The Surge Plan was put into effect throughout the winter of 2015 due to widespread influenza activity in the community and high-volume, high-acuity patients coming to the Emergency department.

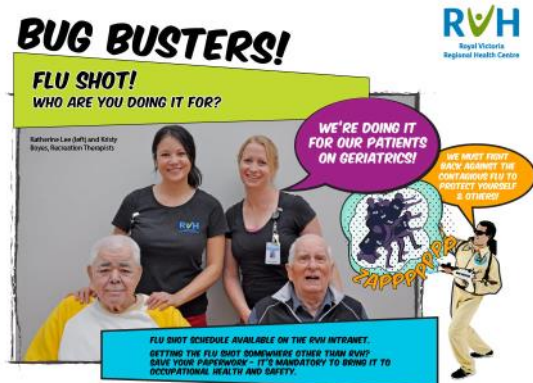
Emergency preparedness

Mock evacuation and mock disaster

RVH conducted a mock evacuation exercise in October to test its emergency preparedness and response. In partnership with our emergency service partners, RVH evacuated over 125 mock patients to an off-site location at Georgian College. RVH Security Services also conducted a mock chemical/biological/radiological/nuclear disaster with emergency service providers in the community.

Ebola preparedness

To ensure staff and patient safety, RVH implemented screening protocols in the Emergency department, posted signage at main entrances and increased personal protective equipment training due to the worldwide Ebola outbreak. More than 300 staff and physicians received training. Comprehensive internal and external response and communications plans were also developed to ensure readiness.



Influenza campaign



Mock evacuation

Drive Clinical Excellence

Improving policies and processes to enhance patient care

Falls policy revised

In early 2014, RVH re-evaluated its falls prevention policy and procedure to ensure the policy addressed all audiences at risk of falls in the health centre. The policy revision included more frequent risk assessments, individualized care plans, wristband marking, easily visible falls risk indicator stickers on patient charts, decreasing the age for falls risk to 65 and a strategy to assess outpatients for their falls risk.

OTN discharges

RVH is bridging the distance by using video cameras to connect patients with healthcare providers. Ontario Telemedicine Network's (OTN) Guest Link allows a nurse on an inpatient unit to video conference, from the patient's bedside, with the nurse awaiting the patient's arrival in the Discharge Lounge. Guest Link promotes safety by making patients aware of their needs and what is still outstanding in their care. It also involves patients and families in decision making and care related to their discharge.

OTN suite

RVH continues to use video technology to improve patient care. In the last year, Ontario Telemedicine Network (OTN) appointments with oncologists saved cancer patients over 400,000 km of travel and hundreds of thousands of hours on the road. To support this growth, the OTN team moved into a new dedicated space within RVH's Simcoe Muskoka Regional Cancer Centre with two OTN suites and a brand new workspace.

Working with community partners

Orillia Soldiers' Memorial Hospital

The Simcoe Muskoka Regional Cancer Program's Satellite Chemotherapy Clinic at Orillia Soldiers' Memorial Hospital opened in November. As part of the cancer program, the satellite clinic provides care closer to home for patients who live in Muskoka and other northern areas of the region. RVH had temporarily provided chemotherapy to Orillia residents.



OTN discharges



OTN suite in the Simcoe Muskoka Regional Cancer Centre

Drive Clinical Excellence

Muskoka Algonquin Healthcare

Staff at Muskoka Algonquin Healthcare now have access to the Simcoe Muskoka Regional Cancer Program's oncology information system and all data being reported to Cancer Care Ontario electronically. This improves information sharing and patient safety between the cancer program and the satellite clinic.

Bringing care closer to home

24/7 cardiac coverage and team expansion

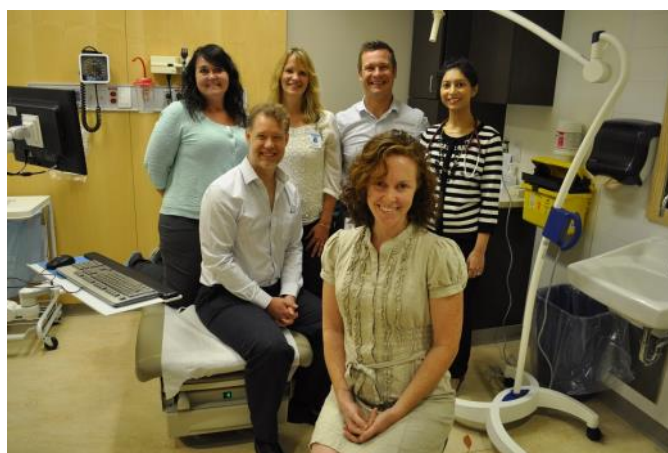
In preparation for opening an Advanced Cardiac Centre at RVH, the health centre expanded its specialized cardiac services to include 24/7 cardiology physician on-call coverage. In addition, RVH's Urgent Cardiology Clinic provides specialized care to patients that come to Emergency, the Surgical Pre-Admission clinic or the Barrie Vascular Clinic with signs of a heart issue. The cardiac team at RVH has grown in the past year to now include seven cardiologists, including specialists. RVH is working closely with Southlake Regional Health Centre to ensure the two organizations are well-positioned to develop an integrated program at two sites—Newmarket and Barrie.

#MyPartforHeart

RVH launched an online campaign to show the widespread community and regional support for an Advanced Cardiac program at RVH. The 'My Part for Heart' campaign asked residents across the region to add their name to the list of supporters. The campaign also garnered support on RVH's social media channels including Twitter and Facebook.

Women's cancer services

In September, RVH began full services for gynecologic cancer patients now providing surgery, chemotherapy and radiation. Providing women's cancer services is one of the health centre's top clinical priorities and RVH will continue to expand these services. To read more about women's cancer services at RVH, [click here](#).



Full services for gynecologic cancer patients

Drive Clinical Excellence

Fundraising for RVH

Auxiliary pledge

In 2014-2015 the RVH Auxiliary completed a \$1.5 million pledge to RVH's Cardiac Care Unit and also pledged to raise another \$2 million to bring advanced cardiac care, and child and youth mental health services to RVH.

Auxiliary raffle

The RVH Auxiliary introduced the 50/50 TEAM RVH lottery. The first session gave away \$32,680.50 to 13 staff members resulting in a net profit of \$30,487.22 for the RVH Auxiliary which is directed back to patient care.

Radio for Cardiology pledge

Immediately after completing its second \$500,000 pledge to RVH, Larche Communications Inc. – parent company of radio stations KICX 106 and 104.1 The Dock - announced a pledge of \$500,000 called Radio for Cardiology. The latest pledge will help equip a cardiac catheterization lab in a future Advanced Cardiac Centre at RVH. To donate to Radio for Cardiology [click here](#) or visit the RVH Foundation website at foundation.rvh.on.ca to learn more.

Foundation highlights

Hearts & Minds Staff Campaign

- In preparation for the public launch of the \$25 million Hearts & Minds campaign, RVH began fundraising for its next clinical priorities with the launch of a TEAM RVH campaign in the fall of 2014. As of year-end, staff and physicians pledged more than \$150,000 to the campaign.

Rotary Fun Run

- A record 340 team members participated, helping RVH win the Corporate Challenge for most participants.



RVH Auxiliary 50/50 Lottery draw

Drive Clinical Excellence

Foundation highlights continued

Barrie Waterfront Half-Marathon

- More than 1,300 runners participated raising \$18,000 to support the cardiac program at RVH.

Crystal Classic

- More than 200 golfers participated in RVH's 27th annual Crystal Classic Golf Tournament in June, raising over \$125,000, bringing the overall total to more than \$2.3 million since the tournament began.

Hockey Night in Barrie VII

- Hosted by Patrick Brown, current leader of the Ontario Progressive Conservatives, the event raised \$251,000 for the cancer centre and child and youth mental health.

Radio for Radiation Radiothon

- The annual Radio for Radiation Radiothon, presented by KICX 106 and 104.1 The Dock was again incredibly successful helping Larche Communications complete their \$500,000 pledge to support a CT Simulator Suite in the Simcoe Muskoka Regional Cancer Centre at RVH.

MASH Bash

- The 27th annual MASH Bash at Snow Valley raised more than \$20,000.

Third party events

- More than \$359,000 was raised through third party community fundraising events in 2014, ranging from birthday parties and lemonade stands, to large events like golf tournaments and hockey games. RVH received 6,500 gifts from nearly 4,000 generous donors in 2014.

Kempenfelt Rotary Club Battle of the Bands

- The Battle of the Bands, featuring many RVH physicians and family members in February at the MacLaren Art Centre raised \$7,200 for RVH.

Royal Victoria Society – Donor recognition event

- Almost 300 loyal supporters attended an event in the fourth floor shelled space in October for a demonstration of cardiac catheterization and displays explaining every priority being addressed through the Hearts & Minds campaign. The highlight of the evening was the presentation of the "David Blenkarn I Believe Spirit Award" to Rayner McCullough, a former RVH Board Chair and passionate supporter.



Team RVH at Rotary Fun Run



M*A*S*H Bash

Value People



RVH will foster and invest in a supportive environment, igniting new levels of passion, pride and performance in our skilled and dedicated TEAM RVH. We will make RVH the best place to work, practice, volunteer and learn.

We will:

- Recognize and support our staff, physicians, volunteers and students in achieving their best while sustaining a culture of respect and trust.
- Be a healthy workplace to increase engagement and promote work/life balance.
- Be an organization with a strong commitment to learning and personal development that supports innovation and creativity.

Highlights

Celebrating our staff

Values in Action

The Values in Action or VIA program, launched in June 2014, provides an opportunity for RVH health professionals to recognize each other by sending e-cards through the RVH intranet, as well as post-cards. As part of VIA, patients and families can also recognize or thank members of their care team through the RVH website, postcards and dropboxes and through the bedside entertainment system. To send a note of thanks to RVH [click here](#) or visit www.rvh.on.ca

Valuing TEAM RVH

TEAM RVH Appreciation Days honoured RVH's more than 3,000 staff, physicians and volunteers.

RVH celebrated its 850 members of the 'Blue Brigade' during National Volunteer Appreciation Week in April.

To coincide with Florence Nightingale's birthday, RVH celebrated National Nursing Week with a special thank you from TEAM RVH to the more than 1,100 nurses who choose to work at RVH.

RVH hosted Doctors' Day events to thank its exceptional physicians for their inspiring care. Over 200 active and retired physicians joined in the celebration.

Value People

RVH Film Festival and “The Vickies”

RVH’s second annual film festival featured staff, physician and volunteer videos demonstrating how ‘Exceptional care is our passion’. Seven videos prompted more than 3,000 views on YouTube and nearly 500 votes for the People’s Choice category. At the The Vickies gala the winners were announced:

- Most Creative – *Exceptional mental health care* by Outpatient Mental Health
- People’s Choice – *What does exceptional care mean to RVH Administrative Assistants?* by the Administrative Assistants Community of Practice (AACoP)
- **MY CARE** – *The small things that mean so much* by the Transformation team

To watch all the film festival submissions, [click here](#) or visit the RVHBarrieON YouTube channel.

Service Awards

TEAM RVH includes many skilled, veteran caregivers and the RVH Service Awards celebrate staff and physicians for their years of service. In 2014-2015, 346 staff and 53 physicians reached service milestones including three staff for 40 years of service, seven staff for 35 years, 14 staff with 30 years and 36 staff with 25 years of service.

Annual Quarter Century dinner

At October’s annual Quarter Century dinner, RVH hosted 375 guests and welcomed 38 staff and three physicians into the Quarter Century Club. There are now 604 members in the Quarter Century Club – 536 staff and 68 physicians.

Mission Possible

Mission Possible, a made-at-RVH, values-based staff engagement activity, was launched in October. It is a mandatory yearly activity for each department designed to help staff think of ways they can live the RVH values of Work Together, Respect All, Think Big, Own It and Care despite the reality of work roadblocks and personal challenges. In addition, all new members of TEAM RVH participate in the activity at orientation.



Service Awards—35 year recipients



The Vickies Award ceremony



Value People

Giving back to our community

Food drives

For the past nine years, RVH has held a food drive for the Salvation Army coordinated by our Environmental Services team during the holiday season. More than 11,000 pounds of food has been collected over the years.

Initiated by members of the Clinical Informatics department, many staff give to the Georgian College Food Bank to support students in need of food and personal items. The team was recognized by Georgian at their end-of-year reception for their contributions.

United Way campaign

The annual RVH Employee Campaign for the United Way of Greater Simcoe County raised nearly \$25,000.

Twelve Ladies in a Tent

The 12 Ladies in a Tent event raises awareness and food for the Barrie Food Bank. Last year, the food and funds raised provided food to more than 32,000 people. TEAM RVH stepped up to the challenge and raised more than 600 pounds of food.

Staff health and wellness

Wellness Centre

To support wellness, RVH made improvements and enhancements to the onsite wellness centre providing more equipment, fitness classes, nutrition and weight management classes, and stress relief programs. The health centre also held a *New Year – New You* campaign to provide education on cancer prevention and healthier lifestyle choices.

Mental health first aid training

RVH has implemented a Mental Health First Aid Program (MHFA) for leaders within the health centre. The program teaches how to provide assistance to a person developing a mental health problem or experiencing a mental health crisis.



Mission Possible



Twelve Ladies in a Tent event

Value People

Education and training

Ministry of Labour health & safety training compliance

One-hundred per cent of RVH staff completed the Ministry of Labour mandatory health and safety training, ensuring a continued focus on employee safety.

RVH Learning Academy

RVH encourages learning and personal development that fosters innovation and creativity. In 2014, the health centre introduced the RVH Learning Academy, providing a variety of training sessions and professional development opportunities.

Education Trust Funds

To support and encourage ongoing learning and education that improves patient safety and quality of care, RVH provided more than \$225,000 in education grants, benefiting almost 500 employees. The funds are provided by generous donors who believe strongly in ongoing education.



Education Trust Fund recipients



RVH Learning Academy

Accelerate Teaching and Research



RVH will advance learning and seek out research opportunities that support organizational performance and enhance patient care.

We will:

- Create a comprehensive vision for teaching and research that strengthens our new clinical strategic plan.
- Pursue purposeful partnerships to advance our teaching and research mission.
- Build on our unique strengths and expertise to provide the highest standards in teaching and training for future generations.

Highlights

Enhanced learning to improve patient care

EXTRA program

Four leaders were selected to participate in the Canadian Foundation for Healthcare Improvement's 14-month EXTRA program to study and implement initiatives that will enhance patient outcomes and improve quality of care and cost effectiveness, with a particular focus on geriatric patient care.

Family Medicine Teaching Unit (FMTU)

The Family Medicine Teaching Unit welcomed nine new residents and graduated another 10 doctors in July, bringing the total number of graduates to 37 family medicine residents, with many of them staying in the area to set up their own practice.

Simulation training program

In December RVH hosted its first simulation training course for external physicians. The course focused on emergency medicine resuscitation and was attended by emergency medicine physicians from Collingwood General & Marine Hospital. RVH has two life-like robotic simulators, ensuring clinicians can practice and train how to handle emergency situations.

Accelerate Teaching and Research

RVH promotes ongoing research

IGNITE Research Day

RVH hosted its first annual Research Conference in October. The conference highlighted nine outstanding oral presentations and 10 poster presentations.

RVH Research Office established

One of RVH's strategic priorities is to accelerate teaching and research. To support this, RVH established a research office to execute and oversee the RVH Research Plan.



IGNITE Research Day



Simulation training program



Family Medicine Teaching Unit

Foundational Success Factors



Performance & Quality

RVH approves fifth consecutive balanced budget

The RVH Board of Directors approved the health centre's 2015-2016 operating plan, enabling RVH to achieve its fifth consecutive balanced budget while expanding safe, quality healthcare for the region.

New procurement policy

A new procurement policy was introduced to ensure RVH receives the best value for its money with suppliers and complies with provincial legislation. Through this initiative, RVH found numerous resource efficiencies, financial savings and was able to reduce risk to the organization.

Technology

IntelliSpace ECG (iECG) Project

The Intellispace ECG project moved the organization from a paper-based ECG system to an electronic format, meaning ECGs are ordered, captured, interpreted, resulted and billed electronically. The system's remote access feature enables physicians to review ECGs from any location with internet access, improving patient safety, quality of care through more immediate diagnosis and response. To read more about how the iECG project enhances patient care, [click here](#).

MEDITECH upgrade

Together with our regional partner hospitals, RVH upgraded the MEDITECH medical documentation software. The upgrade ensures we are using the latest technology available to track our patients' records, and ensure their safety and privacy while at RVH.



iECG Project

Awards and Recognition



IPAC Leadership Award

RVH was recognized with a silver national leadership award as one of the top two health or education organizations in Canada based on its submission about the **MY CARE** strategy by the Institute of Public Administration of Canada (IPAC).



OHA Quality Healthcare Workplace Award

RVH was recognized with a Gold Quality Workplace Award from the Ontario Hospital Association (OHA) for its continued focus on fostering a healthy and safe workplace that promotes work/life balance. This is the sixth consecutive year RVH has been recognized with this award.



Auxiliary Service Awards

Long-time volunteer Helen Thompson was presented with the Award of Distinction—the highest award the RVH Auxiliary has established to acknowledge and recognize the significant contributions of a volunteer who is an Auxiliary Life Member.



Employer Champion Award

RVH's Volunteer Resources team was recognized for its commitment to providing experiential learning opportunities to high school students with the Provincial Partnership Council Employer Champion Award.



Pfizer Award of Excellence

Karin Poole, a clinical nurse educator with the Simcoe Muskoka Regional Cancer Program, received the Pfizer Award of Excellence in Nursing Clinical Practice.



HAAO Provincial Life Memberships

Wayne Hubbard, Margaret Tervit, Meril Cunningham, Hazel Baxter and Molly Couse—five long-time RVH Auxiliary members—were honoured with the Hospital Auxiliaries Association of Ontario's highest honour—the Provincial Life Membership Award.

Board of Directors' Awards of Excellence

The Board of Directors' Awards of Excellence honour and recognize staff, managers/directors, physicians, volunteers, and new in 2014, teams who have made outstanding contributions to RVH. The 2014 winners were:



Dr. Stephen Onlock
Physician Category

"Dr. Onlock's passion for continuous improvement has created an atmosphere of exceptional care, with inspired people in a safe environment."



Rachel Kean
Manager/Director Category

"The secret to Rachel's success as a great leader is attributed to her commitment to making each life better with excellence."



Stacey Carty
Staff Category

"Stacey is always cheerful and polite and never makes her patients, or colleagues, feel rushed or unimportant. She is a great example of what an ideal RVH team member should be."



Tom Scharf
Volunteer Category

"Tom is a gentle, compassionate caring man, he is extremely thoughtful and it shows in his desire to help. He is a gift to all he comes in contact with."



Wayne Hubbard
Volunteer Category

"Wayne always gives his full attention to even the smallest details of any task to which he committed his energy and attention to the betterment of everyone who comes to RVH."



Medical Device Reprocessing Department
Team Category

"We truly care and ensure the quality of each piece of medical instrumentation reprocessed in our department is done to the highest standard. Knowing that behind each item we prepare is a patient who deserves our attention to detail."

Awards and Recognition

De Souza designation

Christine Hipgrave, an RN in the Simcoe Muskoka Regional Cancer Program, received her De Souza designation – the latest standard in cancer care nursing excellence.

Safe Medication Practices Award

RVH received the Safe Medication Practices Award from the Canadian Society of Hospital Pharmacists. RVH was selected for this honour based on a submission about its fully automated intravenous system for chemotherapy preparation (RIVA).

Outstanding Service Award for Students

Volunteer Resources collaborated with the Auxiliary to extend the “Outstanding Service” award to students. Since its inception, six awards have been presented to student volunteers who have exceeded their volunteer commitment requirements and who have gone above and beyond in their contribution to RVH.

Studer Group Excellence in Patient Care

RVH received three awards from Studer Group® Canada for Excellence in Patient Care. RVH was honoured for its exemplary improvements in hand hygiene rates, its success with Alternative Level of Care (ALC) patients through the Home First philosophy and the reduction of hospital acquired C. difficile rates.

HCPRA Awards

RVH's Corporate Communications team won two national communication awards from the Health Care Public Relations Association for the **MY CARE** launch and Bug Busters video.

The Health Care Public Relations Association Awards honour outstanding strategic communications from across Canada.

MarCom Awards

Corporate Communications won two international MarCom Awards (platinum and gold) for *Vitalsigns*, RVH's annual report to the community and the **MY CARE** strategic plan video.

The MarCom Awards is an international competition recognizing outstanding achievements by communications professionals.

Family Medicine Teaching Unit (FMTU) physician awards

- Dr. Carl Clark - Regional Family Physician of the Year Award for Region 6 through the Ontario College of Family Physicians
- Dr. Anwar Parbtani - Excellence in Research Mentorship Award under the Research Program Awards category
- Dr. Rob Gabor - Professional Development Program Award in the category of New Leadership
- Dr. Nancy Trimble - Program Leadership in the Education Achievement Award category from the University of Toronto Department of Family and Community Medicine
- Dr. Peter Kizoff - FMTU 2014 Family Practice Teacher Award of Excellence
- Dr. Colin Ward - FMTU 2014 Teaching Excellence Award in Specialty Medicine