

A year in review

2015—2016

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Members of RVH's Cardiac Renal team

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MY CARE

RVH's four strategic directions will inform everything we do and focus our energy, action and resources over the next five years, moving us closer to achieving our vision.

Vision

Make each life better. Together.

Mission

Exceptional care is our passion. People are our inspiration. Safety is our promise.

VALUES

Work Together Respect All Think Big Own it Care

STRATEGIC DIRECTIONS

Focus on *MY CARE*

RVH will be unwavering in its commitment to put patients and families first through its MY CARE philosophy, involving them in all aspects of their care and providing the most positive patient experience. Every encounter. No exceptions.

- Ensure patients and families are informed and engaged in planning and decision-making, recognizing their diversity and unique needs.
- Smooth transitions for quality, timely care in the right setting.

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.

- Exceed all safety measures.
- In partnership, implement the regional clinical plan, including approved specialized regional services: advanced cardiac care, child and youth mental health, kidney care.
- Ensure patients have access to timely, high quality care in the Emergency department.

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.

- Engage and support our staff, physicians, volunteers and students in achieving their best through a healthy respectful workplace.
- Maintain a strong commitment to learning and personal development that supports innovation and creativity.
- Pursue and support respectful, effective partnerships while engaging our diverse stakeholders.

Accelerate Teaching and Research

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

- Develop RVH's research centre, serving the needs of the region's population.
- Build on our unique strengths, expertise and partnerships to provide the highest standards in teaching and training.

FOUNDATIONAL SUCCESS FACTORS

Performance & Quality

Technology

Communication

A message from Janice

CEO's Message



Janice Skot, President and CEO

By the numbers 2015-2016

Annual budget - \$317 million
 Patient visits (total) - 450,000
 Individuals treated - 125,000
 Laboratory tests - 4.7 million
 Emergency visits - 84,000
 Surgeries - 13,400
 Imaging procedures - 180,000
 Babies born - 2,000
 Patient meals per year - 352,000

TEAM RVH

Staff - 2,500
 Physicians - 385
 Volunteers - 850

Every year RVH compiles a list of accomplishments to share with our Board of Directors, elected officials our community and, of course, TEAM RVH. That list is never small and last year was no different. And after reviewing this 2015-16 Annual Highlights document, *A Year in Review*, you'll see how RVH is growing and improving to provide North Simcoe Muskoka residents with the best care possible.

Last year RVH was awarded Exemplary Standing from Accreditation Canada – a level of distinction reserved for organizations that go above and beyond the requirements of Accreditation Canada and demonstrate excellence in quality improvement. Exemplary Standing is something achieved by only 20 per cent of healthcare organizations across the country. It's something we can be very proud of.

There were many other accomplishments, including;

- the green light for an advanced cardiac program
- the opening of a youth Urgent Consult Clinic
- opened an in-centre dialysis clinic
- introduced 24/7 visiting hours
- the Award of Excellence from Accreditation Canada for Stroke Distinction
- opened a hybrid operating suite
- the refresh of our **MY CARE** strategic plan
- recognition for achieving 10 years as a Best Practice Spotlight Organization from the Registered Nurses' Association of Ontario
- further development of our research plan

I know this document doesn't capture *all* the successes that occur in our health centre, but it does give you a sense of just how many great things we achieved, thanks to the skill, commitment and hard work of Team RVH.

We pursued all these achievements with our patients and families in mind, as we strive to ensure they are at the centre of all we do. Every patient. Every time.

Respectfully;

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

Focus on *MY CARE*



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Highlights

Engaging patients and their families

Family Presence Policy

Following significant engagement, RVH introduced 24/7 visiting hours, enabling loved ones to visit when it was most convenient for them and the patient.

Patient Family Advisory Council (PFAC)

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.

Work over the past year included participation in the first ALC Planning Day session, providing feedback to the Quality, Safety, & Risk Management incident reporting review process, a new Environmental Services/Housekeeping Information Card, seniors' strategy, Medical Assistance in Dying, wayfinding and a variety of patient communication/education products.



Patient Family Advisory Council

Focus on *MY CARE*

Improving the patient experience

Strategic plan refresh

To ensure we continue delivering on our **MY CARE** strategy, a refresh of the plan was initiated to refine the strategic directions. More than 1,500 people were consulted through weekly staff huddles, surveys for staff, physicians, volunteers, patients and their families, as well as one to one consultation with external stakeholders. As a result of this broad input, a revised and refreshed plan was approved by the Board of Directors in May 2016.

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 families in their care.

Art@RVH

RVH's Art@RVH program partnered with Innisdale Secondary School for a multidisciplinary art exhibit entitled "From the Ground Up." The exhibit featured art, sculpture, music and dance and was an acknowledgement of the patient journey from diagnosis through healing.

IT Tech Pod

ITS service desk staff opened a walk-up service desk kiosk, the "RVH Tech Pod" to enhance the service provided to RVH staff, physicians, patients and visitors regarding personal or hospital computing.



Innisdale Secondary School partnered with RVH for a multidisciplinary art exhibit entitled "From the Ground Up"

Focus on *MY CARE*

Communication / Engagement

RVH has a robust communication and engagement strategy to ensure all stakeholders, including patients, families, partners, elected officials and the region are well-informed about RVH happenings and the latest health news. In 2015, RVH was featured in almost 234 news stories and partnered with local media to secure \$800,000 in cost-free media (publications, public service announcements, television features and advertising).

RVH continues to make stakeholder engagement a high priority. In the 2015-16 fiscal year, 42 programs or departments participated in broad consultation with community partners, patients and their families.

Facility improvements

Two negative pressure rooms were added to the Intensive Care Unit (ICU) for the safety of patients requiring isolation.

RVH opened a hybrid operating suite, made possible by a \$2.6 million donation from the Joyce Foundation. The new hybrid operating room means doctors have the flexibility to move from minimally invasive procedures to more complicated surgeries without having to move patients to another department. The surgery is faster, safer and less risky, using lower radiation doses and enabling faster recovery times for patients.

In February, construction was completed on the installation of a revolving door at the Atrium entrance. The door provides efficiencies in heating and cooling, and also allows for 24 hour access to the building for families and visitors.

As part of its expansion, RVH installed a new electronic display along Georgian Drive to share information, notices and upcoming events with staff, patients and visitors.

Patient Food Services rounding

Staff in Patient Food Services (PFS) began rounding on patients to find out how they are enjoying their meals. Typically two to five staff from PFS round on 15 patients every week. Speaking with patients about their food preferences enables the team to improve the experience while the patient is still here. It also helps eliminate food waste.



Ribbon-cutting ceremony in RVH's new hybrid operating suite



Patient Food Services rounding

Drive Clinical Excellence



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Highlights

Achieving excellence

RVH awarded Exemplary Standing

RVH was awarded Exemplary Standing from Accreditation Canada – a level of distinction reserved for organizations that go above and beyond the requirements of Accreditation Canada and demonstrate excellence in quality improvement. Exemplary Standing is something achieved by only 20 per cent of healthcare organizations across the country.

Central East Stroke Network

RVH was awarded Stroke Distinction, receiving the Award of Excellence from Accreditation Canada. It distinguishes RVH as one of only 10 hospitals in Canada to receive this designation, demonstrating national stroke leadership.

RVH was identified as a top performer provincially for two stroke performance indicators – efficiency in rehab care and proportion of patients discharged to long-term care.

RVH was recognized at the Canadian Stroke Congress in Toronto by Accreditation Canada for achieving Stroke Distinction for Acute and Rehabilitation Services.

Drive Clinical Excellence

Ontario Employer Designate

In February 2016, RVH achieved the Ontario Employer designation from the Provincial Partnership Council - for a fourth year in a row - for ongoing contributions and dedication in support of the high school cooperative education program.

Quality Improvement Plan

RVH submitted its 2016-2017 plan to Health Quality Ontario which includes six indicators – Reduce ED wait times for admitted patients, improve patient satisfaction, Reduce ALC days, reduce unnecessary hospital readmissions, maintain our low hospital-acquired C. difficile rates, and increase number of patients receiving medication reconciliation upon admission and discharge. RVH measures these indicators on a quarterly basis and is held accountable for improving performance.

Bringing care closer to home

Cardiovascular & Renal program

In July 2015, Ontario Premier Kathleen Wynne visited RVH to announce approval for an Advanced Cardiac program at RVH. Health Minister Eric Hoskins visit RVH in May 2016 to announce capital funding for the cardiac centre, which will be under construction by Fall 2016.

RVH and the YMCA launched the Healthy Hearts program providing community-based cardiac rehabilitation. After patients complete RVH's 12-week intensive rehabilitation program and are stable they can finish their rehab at the YMCA in Innisfil or Barrie. Plans are underway to make the program available regionally.

The Ontario Renal Network (ORN), Orillia Soldiers' Memorial Hospital (OSMH) and RVH worked together to open an in-hospital dialysis clinic at RVH. This clinic means kidney patients who require hospitalization from the Barrie and Alliston area, or those that require closer monitoring of their care, can get their dialysis at RVH instead of being transported to Orillia.

Improving policies and processes to enhance patient care

ICU

RVH's ICU is now involving families - and patients, when able - in daily interprofessional rounds to improve the patient and family experience as part of their ongoing commitment to enhance the patient and family experience.



Ontario Premier Kathleen Wynne gives green light for Advanced Cardiac Centre

Drive Clinical Excellence

Medicine program

RVH has added Patient Care Assistants (PCA) to the Specialized Seniors' Care, Integrated Stroke & Rehabilitation and Medicine Inpatient units to assist with daily patient care duties, freeing up more time for nurses to provide medical care.

Surgery program

The Surgery program launched an electronic patient tracking system. This system is displayed on a large wall-mounted TV at the surgical admissions area. This allows families to track the surgical progress of their loved ones from their own phone or home computer.

In February an electronic Operating Room (OR) check-in process was launched. This initiative provides electronic check-in for patients and eliminates a paper process.

Cancer program

The cancer program has received Accreditation Leading Practice Recognition for both the PROMPT Diagnostic Program and Nurse-Led Oral Chemotherapy Clinic.

The Gynecology Oncology program recruited a second permanent Gynecological Oncologist, Dr. Allison Ball.

A cancer program screening and prevention magazine was released to targeted areas across the region where there are lower than average screening rates. The magazine provides education on the importance of cancer screening.

The cancer program has developed its second Regional Cancer Plan 2016-2019. This is a mandatory requirement for Cancer Care Ontario. The document guides RVH to broaden its work within the region encompassing all stages of the cancer continuum and to advance its person-centred approach.



Surgery Program launches electronic patient tracking system

Drive Clinical Excellence

Imaging Services

In June 2015 RVH was one of eight beta sites selected to go live with the new Wait Time Information System (WTIS) requirements set out by Cancer Care Ontario. The Wait Time Information System reports wait time information to the public through the Ministry of Health and Long-Term Care website. This allows patients to manage their own care and the public can measure progress on reducing wait times.

A new (replacement) CT scanner was installed in March. Not only does it have advanced imaging capabilities, it also uses significantly less radiation making it safer for all. It is one of the fastest CT machines in the marketplace.

In fiscal year 2014/2015 Imaging Services was approved to acquire three new digital mobile X-ray units through the capital equipment process. Mobile X-ray units allow technologists to acquire X-ray images “at the bedside”, such as in ICU or the NICU.

Mental Health and Addictions

RVH opened an Urgent Consult Clinic for Child and Adolescent Mental Health to provide rapid assessment for children and youth in mental health crisis. This is part of the interim strategy for managing the needs in our region as RVH transitions to building a comprehensive Child and Youth Mental Health program.

As of the end of March, more than 100 youth were assessed with 90 per cent having been seen in the 48 hour referral window. There has been one hospital admission and this service is connecting well with community providers.

Working with community partners

Emergency department and Police

The Emergency department (ED) and Police Partnership project was launched in April 2015 to improve ED access for mental health patients and decrease time that police officers remain in the ED. Since the launch, there has been a significant reduction in the amount of time police remain with the patient (average three hours to less than one hour), as well as an improvement in how quickly a patient is assessed by a physician.

Fundraising for RVH

Hearts & Minds campaign

On May 5 2015 approximately 300 guests joined in to celebrate the launch of the Hearts & Minds campaign which kicked off with \$12.5 million of the \$25 million already raised.

With a fundraising goal of \$250,000, the staff campaign saw more than \$200,000 pledged to Hearts & Minds.

The Physician Giving Campaign was launched in June, setting a fundraising goal of \$500,000 and to date, has secured nearly 25 per cent of the goal, with the average pledged gift at more than \$10,000.

Drive Clinical Excellence

Foundation highlights

Rotary Fun Run

Close to 300 members of Team RVH participated, helping RVH win the Corporate Challenge for most participants.

Barrie Waterfront Half Marathon

More than 1,200 runners participated in the fifth annual Honda Barrie Waterfront Half Marathon, raising \$44,500 for nine different charities. RVH's cardiac program was the recipient of \$10,000 from the event.

Hockey Night in Barrie VIII

Hosted by Patrick Brown, MPP Simcoe North and leader of the Ontario Progressive Conservatives, the eighth installment of the event scored big, grossing \$228,450 for RVH's Cancer Program and future Child and Youth Inpatient Mental Health Program.

Radio for Cardiology

The annual Radio for Cardiology Radiothon, presented by KICX 106 and 104.1 The Dock was again incredibly successful, raising approximately \$60,000 and bringing Larche Communications even closer to completing their \$500,000 pledge to support a cardiac catheterization lab in RVH's future Advanced Cardiac Care Program.

MASH Bash

The 28th annual MASH Bash at Snow Valley raised more than \$20,000 for the future Child and Youth Inpatient Mental Health Program at RVH.

Third-party fundraising events

More than \$612,000 was raised through third party community fundraising events in 2015, ranging from birthday parties and lemonade stands, to large events like golf tournaments and hockey games.

Battle of the Bands

The Battle of the Bands, featuring many RVH physicians and family members, raised \$6,370 for RVH in 2015.

Media for Young Minds

The Barrie Advance and Metroland Media launched the first annual Media for Young Minds in June 2015, raising \$62,000 to support the future Child and Youth Mental Health Program at RVH.

Donor Recognition event

Approximately 250 loyal supporters attended an event in the fourth floor shelled space in September for a children's mental health exhibition that included art displays, musical entertainment and a flash mob from a local youth dance company. During the event, the "David Blenkarn Spirit Award" was presented to Ross Higginson, Garry Greenside, Jim Sheardown and Brian Smith – owners of Barrie Welding and co-owners of Snow Valley Ski Resort and Western Mechanical. During the last three decades, this team of businessmen has given more than \$2 million to support RVH.



Rotary Fun Run



Hockey Night in Barrie VIII

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.

- Engage and support our staff, physicians, volunteers and students in achieving their best through a healthy respectful workplace.
- Maintain a strong commitment to learning and personal development that supports innovation and creativity.
- Pursue and support respectful, effective partnerships while engaging our diverse stakeholders.

Celebrating our staff

Employee and Physician/Professional Staff Experience Survey

The fourth Employee and Professional Staff Engagement survey was conducted in May 2015. The employee response rate was 72 per cent and professional staff rate was 49 per cent. Overall engagement scores were 66 per cent (staff) and 71 per cent (professional staff). The next survey will take place in September 2016.

Power of Team video series

RVH launched a new video series called Power of Team, featuring one-on-one interviews with Janice Skot and members of TEAM RVH. Each video, developed to improve staff engagement, enhance team spirit and build trust in the organization, includes video footage of their department and colleagues.



RVH launches Power of Team video series

Value People

Valuing Team RVH

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

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

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

RVH celebrated its 850 member 'Blue Brigade' – one of the largest volunteer forces in the country - during National Volunteer Appreciation Week in April.

Annual Quarter Century Dinner

Forty-one staff and five physicians were inducted into the RVH Quarter Century Club, joining 577 staff and 73 physicians who are already members. At the event, four staff and two physicians were also recognized for reaching 40 and 45 years of services milestones.

RVH Film Festival and "The Vickies"

RVH's third annual Film Festival, themed 'People are our inspiration', received 12 entries from seven clinical and five non-clinical teams. The entries garnered 7,500 views on YouTube which is more views per video than ever. Awards were handed out in three categories:

- **MY CARE** – *(Boom de Yada) You Keep Us Inspired* by Interprofessional Services
- Most Creative – *James Bandwidth in the People are our Inspiration* by Information Technology Services
- People's Choice – *It Takes a Village* by the Cardiovascular program



Information Technology team at The Vickies



Team RVH Appreciation Days

Value People

Walk in My Shoes

Sixty-one staff members participated in the Walk in My Shoes program, shadowing a colleague in another department, and gaining a greater understanding and respect for the work of other team members.

RVH online

RVH continues to utilize social media to engage and inform TEAM RVH, as well as the public. At the end of 2015-2016, RVH had 700 Facebook Likes, 1337 followers on Twitter, 3032 LinkedIn followers, 228 YouTube subscribers and 178,131 video views.

Mission Possible

Since launching in the fall of 2014, 629 staff members have completed Mission Possible, a values-based engagement activity designed to help staff, physicians and volunteers embrace RVH's **MY CARE** philosophy by applying RVH's values to real-life scenarios. Mission Possible, was featured in an article in the January issue of the national healthcare newspaper *Hospital News*.

Values in Action

Values in Action – peer-to-peer and patient to peer recognition program - continued in 2015-2016 with 3,900 e-cards sent among peers since the program began in June 2014. RVH staff also received feedback from patients, including 324 submissions on the bedside entertainment system, 88 email messages via the website and more than 600 postcards.

Baby chimes

RVH introduced the sounding of baby chimes to celebrate the birth of new babies. When a baby is born, a lullaby chime plays over the paging system as a reminder to TEAM RVH of the many miracles happening in the health centre every day.

ePerformance tool

RVH's Human Resources team launched a new online tool in PeopleSoft, called ePerformance, to facilitate the annual performance evaluation process and development plans for employees online. One-hundred per cent of full and part-time staff evaluations were completed in 2015-2016 using this new tool.

Education Trust Funds

The Education Trust Fund, established in 1988, supports staff and physicians wishing to pursue further education. In 2015-2016, \$140,000 was awarded to 264 people and 13 teams.

Value People

Health and wellness

RVH was featured in the OHA's *Healthscape* newsletter highlighting the health centre's Health & Wellness programs, including stress relief, weight management, physical activity, nutrition and smoking cessation which are offered in the dedicated space of our Wellness Centre.

Giving back to the community

Community support

Every year TEAM RVH gives back to the community through food drives, participation in community events like the Rotary Fun Run, supporting Auxiliary businesses and participating in the Auxiliary's 50/50 draw. Staff have also demonstrated tremendous support of the Hearts & Minds staff campaign, having met the staff campaign goal of \$250,000.

Annual Food Drive

TEAM RVH collected 3,621 lbs. of food for the Salvation Army during the annual holiday food drive. Since 2006, a total of 16,543 lbs. has been collected for the Salvation Army's Bayside Mission.

Physician development & tools

Physician Leader Development Program

New to RVH this year, the Physician Leader Development Program identifies young physicians with future leadership potential. The program introduces physicians to leadership structure and opportunities at RVH, health care planning, and stimulates discussion and interest in formal leadership positions.

Physician Portal

In April, RVH launched a new Physician Portal (through the RVH website) to offer physician-specific information in one place, including a physician directory, access to on-call schedules, department minutes and meeting dates, upcoming events, online payment for parking, medical staff dues and electronic reapplication for physician privileges.

Chief Medical Information Officer

RVH Emergency physician Dr. George Karasmanis has been named Chief Medical Information Officer (CMIO), a pivotal role as RVH moves towards a fully electronic IT system.



Dr. George Karasmanis,
Chief Medical Information Officer

Accelerate Teaching and Research



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- Develop RVH's research centre, serving the needs of the region's population.
- Build on our unique strengths, expertise and partnerships to provide the highest standards in teaching and training.

Highlights

Enhanced learning to improve the patient care

Partnerships

In March, RVH hosted a successful site visit with Dr. Lynn Wilson, Vice-Dean of Partnerships from The University of Toronto to discuss our existing partnership and increasing collaboration between our organizations.

Family Medicine Teaching Unit

Nine new Family Medicine Teaching Unit residents began their two-year family medicine training at RVH in July. Since 2009, 34 family medicine residents have trained at RVH with 22 staying in the area to set up their own practices, provide temporary coverage for area physicians or work in the health centre's Emergency and Hospitalist departments.



FMTU residents

Accelerate Teaching and Research

Clinical Simulation Program

Clinical Simulation is quickly becoming the gold standard in medical education. RVH offers both adult and pediatric high-fidelity patient simulators which can be used in a variety of medical scenarios for both internal and external clinical teams. In 2015-2016, RVH's simulation program

- Hired a Simulation Specialist to help grow the Clinical Simulation Program
- Hosted a Simulation Lab Open House
- Held simulation training courses for RVH's FMTU students, as well as emergency medicine physicians from Collingwood General & Marine Hospital and Orillia Soldiers' Memorial Hospital

Research

The second annual IGNITE Research Conference was held in October showcasing research undertaken at RVH and within the community. The event provided an opportunity for researchers to network with one another, and was well-attended with 64 registrants, 29 of whom were part of the group presenting research outcomes.



Clinical Simulation Team



IGNITE Research Day

Foundational Success Factors



Performance & Quality

RVH approves balanced budget

In 2015-16 RVH achieved its sixth consecutive balanced budget. RVH's Board of Directors approved the health centre's 2016-2017 balanced operating plan.

Regional Decision Support

In keeping with RVH's commitment to collaboration and establishing partnerships as well as optimizing technology, RVH will once again provide decision support services to Barrie HealthLinks. RVH has also reached a tentative agreement with Stevenson Memorial Hospital (Alliston) to provide decision support services.

Technology

Web-based booking

RVH launched a new version of its web-based booking program which provides better connectivity between surgeon offices and RVH, including advanced reporting capabilities, and improved data quality and overall wait time performance.

Awards and Recognition



David Blenkarn Spirit Award

The RVH Foundation and Foundation Board of Directors gave the David Blenkarn Spirit Award to loyal RVH supporters, Ross Higginson, Garry Green-side, Jim Sheardown, and Brian Smith – owners of Barrie Welding and co-owners of Snow Valley Ski Resort and Western Mechanical.



OHA Quality Healthcare Workplace Award

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



Auxiliary Service Awards

Jean McGinley received the RVH Auxiliary's Award of Distinction – the highest honour the Auxiliary has established to acknowledge and recognize the significant contributions of a volunteer who is an Auxiliary Life Member.



Champion of Telemedicine Award

Dr. Bryn Pressnail of the Simcoe Muskoka Regional Cancer Program received an inaugural Champion of Telemedicine Award from the Ontario Telemedicine Network (OTN).



Trillium Gift of Life Award

RVH received a Hospital Achievement Award from the Trillium Gift of Life Network for its dedication to increasing organ and tissue donation in Ontario.



HAAO Provincial Life Memberships

Stan Brownlie, Lona McBoyle, Sheila Rothwell, Joyce Rotman and Trix Spaans – five long-time 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 2015-16 winners were:



Board of Directors' Award of Excellence
Dr. James Shaver

Physician Category
Nominated by your peers and awarded in recognition of your dedication and commitment to excellence.

"Dr. Shaver says he is inspired by his patients, but his compassion and grace inspires us."



Dr. James Shaver
Physician Category

"Dr. Shaver says he is inspired by his patients, but his compassion and grace inspires us."



Board of Directors' Award of Excellence
Selma Mitchell

Manager/Director Category
Nominated by your peers and awarded in recognition of your dedication and commitment to excellence.

"Selma brings enthusiasm and professionalism to everything she does at RVH and is always eager to share her knowledge with staff."



Selma Mitchell
Manager/Director Category

"Selma brings enthusiasm and professionalism to everything she does at RVH and is always eager to share her knowledge with staff."



Board of Directors' Award of Excellence
Claire Gianetto

Staff Category
Nominated by your peers and awarded in recognition of your dedication and commitment to excellence.

"Claire always shows respect and compassion for her clients and ensures they always have a voice in their treatment."



Claire Gianetto
Staff Category

"Claire always shows respect and compassion for her clients and ensures they have a voice in their treatment."



Board of Directors' Award of Excellence
Karen Carbone

Volunteer Category
Nominated by your peers and awarded in recognition of your dedication and commitment to excellence.

"Karen is such a dedicated and caring volunteer. We are so lucky to have her."



Karen Carbone
Volunteer Category

"Karen is such a dedicated and caring volunteer. We are so lucky to have her"



Dialysis

"This team works together and they don't only focus on the clinical aspect of patient care, but also on the social and psychological."

Dialysis
Team Category

"This team works together and they don't only focus on the clinical aspects of patient care, but also on the social and psychological."

Awards and Recognition

Ontario Association of Pathologists

Dr. Russell Price, Clinical Director of RVH's Lab, became the President of the Ontario Association of Pathologists for a two-year term.

HCPRA awards

RVH's Corporate Communications team received two first place national awards from the Health Care Public Relations Association (HCPRA) of Canada for Strategic Communications and Social Media.

Fire Starter Studer award

Janice Skot was honoured as a Fire Starter by the Studer Group (healthcare coaching and execution) for passionately promoting RVH's mission and values.

Family Medicine Teaching Unit awards

Drs. Anwar Parbtani, Brent Elsey and Kerstin Mossman were recognized by the Ontario College of Family Physicians (OCFP) with the Award of Excellence 2015, recognizing outstanding contributions to family medicine.

Dr. Andre Bédard and Dr. Stephen Onlock received the annual RVH Teaching Physician Awards for their unwavering dedication to the Family Medicine Teaching Unit (FMTU) program - our partnership with the University of Toronto providing family medicine residents with their final two years of training.

Volunteer Resources

RVH's Volunteer Resources team was recognized by the Ontario Secondary School Teachers' Federation for its ongoing support of the high school cooperative education program.

OHA Green Hospital Scorecard

RVH was awarded a Silver seal award from the Ontario Hospital Association for its efforts in energy and waste conservation. The 'Green Hospital Scorecard' measures a variety of factors including energy and water use, waste generation and recycling rates.



*Drs. Elsey, Mossman and Parbtani
recognized by OCFP*