Niki MacNeill
MD, FRCPC

Self-proclaimed lover of rollercoasters, RVH Pathologist, Dr. Niki MacNeill, is never one to shy away from an exciting adventure or new challenge.

Dr. MacNeill loves that Pathology is never routine. “You never know what you are going to find. Every time I look at a sample, I never know if I am going to be looking at some rare tumour or disease that I was not expecting to see.”

She credits the role of her mentor and friend, Dr. Russell Price for encouraging her to consider RVH. In September 2011, she joined RVH’s Department of Pathology.

This month Dr. MacNeill takes on two new and exciting roles as she will assume the role of the OMA Lab Medicine Section Chair and become RVH’s new RVH Chief of Laboratory Medicine.

Doctor’s Day—May 7 celebration

On May 7 RVH honoured its physicians for being everyday heroes with a full day of activities in the Auditorium. Special thanks to Georgian BMW/Mini and Barrie Area Physician Recruitment who sponsored the day.

Nurses gathered this week at many activities to honour their profession. Audrey Lewis (left), RN in the Intensive Care Unit (ICU), and Yvonne Moloney, RN also of the ICU, stopped by for coffee supplied by the Georgian College School of Health and Wellness—Nursing department. Team RVH sends a special thank you to the 1,100 nurses who have chosen to work at this health centre. You are on the frontlines of care and deliver safe, quality care with compassion and excellence everyday. THANK YOU!
Big changes to Lab flow
Arbour MacLachlan, Medical Laboratory Technologist

The Laboratory is dedicated to continuous improvement and staff are always looking for ways to streamline processes. Late last fall the Laboratory Flow Optimization Project (LFOP) was born. A collaboration of laboratory, nursing and the Project Management Office.

There were three major items on which LFOP focused:
- New ordering priorities
- New scheduled collection rounds for phlebotomy staff
- Improvements to Laboratory test ordering processes

One of the key areas on which this project focused was the number of samples with the “stat” priority. Stat priority indicates a life threatening situation. However, since there were only two options - Stat or Routine - many samples fall as Stat priority. The LFOP team worked together to create two new priority options resulting in five in total - Stat, Urgent, Timed, Discharge and Routine. Each one of these priorities have different indications for both nursing, phlebotomy and lab staff.

Midwives celebrate 20 years at RVH

Midwives have been a part of the birthing experience at RVH now for 20 years and that’s something to celebrate.

Once considered an alternative practice, midwifery is now just one more healthcare option when making a birth plan.

Kerstin Helén is one of 12 local midwives who have privileges at RVH.

During her career she has helped deliver more than 1,000 babies and counts it an honour to share that special moment with the women in her care.

“Birth is such a powerful experience and it can be so overwhelming and scary,” says Helén. “It’s so important to have someone you know and trust with you there during that moment. It is a huge privilege.”

Midwives take care of low-risk pregnancies, providing pre- and post-natal care.

“The team at Barrie Midwives has been valuable members in the department of Obstetrics since they joined RVH. They have always shown great dedication and commitment to their patients,” says Dr. Vincent Wu, Chief of Obstetrics, RVH.

“They provide pregnant women experiencing a normal pregnancy, an important choice for their obstetrical care, birth setting and newborn care. On this special occasion, I would like to recognize their contributions and collaborations within our department over the last 20 years.”

Communication excellence recognized

RVH has been recognized for communication excellence by the national Healthcare Public Relations Association (HCPRA) for two recent initiatives.

The Bug Busters campaign was awarded first place for best multi-media production in the Canada-wide competition. Our ongoing campaign reinforced RVH’s safety commitment and advocates for a comprehensive approach to infection prevention and control through a video parody of the movie Ghostbusters, a newly recorded song, a series of comic strips, ongoing Bug Buster awards for hand hygiene champions and supporting promotional materials, such as posters, screen savers, social media posts, memos, newsletter articles and press release. Congratulations, particularly, to the creative duo of Donna Danyluk and Denise Philpott, who led the initiative for our team. Watch the Bug Busters video on our YouTube channel (RVHBarrieON) and the Strategic Plan video on the RVH website.

RVH was also awarded second place honours for last year’s MY CARE strategic plan launch in the Strategic Communications category. The communication plan included an exciting launch celebration, MY CARE book, video, posters, magnets, wall decals, banners, plaques, posters, a dedicated website, blogs, and a robust “embed and sustain” phase which included the Value of the Month and Values in Action initiative. The MY CARE communication plan was a year-long, multi-faceted strategy that involved the entire communications team. In the past decade, HCPRA has recognized RVH with seven awards for its communications efforts.
Hand Hygiene Champions: April 2014

Intensive Care Unit
- Nancy Free—Nursing
- Melanie Hillier—Nursing
- Danielle Fournell—Physiotherapist
- Mary Robertson—Nursing
- Carolyn Budnark—Nursing
- Sherry Hubbert—Nursing

Obstetrics and Child & Youth
- Mary Webb—Social Worker
- Michelle Hicks—Nursing

Surgery 1
- Leanne O’Neil—Nursing
- Natasha Chelli—Nursing

Rehabilitation
- Terri-lynn Harrison—Nursing
- Anna Sheppard—Nursing

Action Planning Success Story: IPAC

Although the Employee Experience Survey took place last fall, the action plans developed based on your responses are well underway to implementation, with some teams already checking some items off the list. The IPAC team is a prime example of this, having recently implemented monthly lunch breaks for the entire team.

“The IPAC team is so dedicated to what they do it often consumes their day, as well as many lunch breaks,” says Deb Paton, Manager, IPAC. “We decided in our action planning meeting to make some time for the team to sit down, enjoy some work/life balance and get to know more about what is going on in each other’s lives outside of work. Taking time out of our schedules to learn about and appreciate our colleagues demonstrates that we care and respect each other and it will help us to work together better in the future.”

To date, 65 departments have submitted plans including 234 items. Of these items eight (3.41%) items are 100% complete, including IPAC’s work-life balance item featured here. Don’t be afraid to get involved in helping make your action plans happen. They are meant to improve your day-to-day work life.

Smiling ear to ear on McHappy Day

Thanks to the success of this year’s McHappy Day, RVH’s future Child and Youth Mental Health program will receive $20,000. The timing of McHappy Day and this donation to RVH coincided with National Mental Health Week (May 5—11). Thank you McDonald’s! It certainly was a McHappy Day. Arlette Utton, Chair RVH Foundation and Dr. Stuart Murdoch joined owner Jason O’Neill at the Dunlop Street location.

Inpatient Unit Results: April 2014

- Surgery 1—100%
- Surgery 3—98.4%
- ICU—97.9%
- Respiratory—97.9%
- Rehabilitation—96.5%
- Cardiac & Renal—95.7%
- Obstetrics and Child & Youth—95.7%
- Geriatrics—94.4%
- Cancer & Palliative—89.7%
Walk in My Shoes

Joy Collins has accepted the role of interim Manager for the Child & Youth Outpatient Services. Joy brings years of successful leadership experience which has included prior interim managerial positions throughout RVH. Joy is currently a Hospital Service Leader (HSL) and has extensive experience in pandemic planning. Joy will assume this role on a part-time basis.

Michelle Mac Innis has accepted the new Team Lead role in Decision Support. Michelle will assume the responsibilities of day to day management and accountability for the financial planning and performance portfolio within the decision support team. Prior to joining RVH in the summer of 2013, Michelle acquired years of experience in private sector accounting. She has also honed in-depth RVH operations knowledge from her work as a consultant on the team she will now lead.

Eva Knowler will be transitioning from Health Records to the Privacy Office as Privacy Coordinator where she will be leading an initiative to reevaluate existing privacy practices and make recommendations for enhancement. She will also be responsible for investigating privacy breaches, responding to questions and providing privacy education. The Privacy Office now reports in to the Quality and Risk Management portfolio as of May 1.

WALK, RUN, CYCLE: BE PART OF TEAM RVH

There’s still time to register to be part of TEAM RVH at events around the region that will benefit patient care.

Rotary Fun Run - May 28
- South Shore Centre - arrive at 6:00 p.m.
- Registration is $30; includes a TEAM RVH t-shirt
- 10k and 5k run; 5k walk and kid’s races too ($10)
- Help us retain our title for the most participants
- Register in Foundation office– main lobby or online at http://raceroster.com/events/2014/1283/roary-club-of-barring-fun-run-2014

Barrie Half Marathon - June 21 (5K, 10K, half marathon)

Centurion Ride for Health - June 21 and 22
- Horseshoe Valley Resort
- http://www.centurioncycling.com/

12 Ladies in a Tent

Food Drive now on!

Janice Skot, RVH President and CEO will be camping out overnight on Barrie’s waterfront to raise awareness and supplies for the Barrie Food Bank.

Show your support for the event and fill the shelves of the Food Bank. Drop off your non-perishable items to Corporate Communications, room 2103 (Atrium entrance) or Human Resources or bring with you to the May 29 Town Hall. We have committed to collecting 600 lbs of food.

Great events are planned all weekend June 13 and 14 with a Zombie versus Survivor Dash on Friday and a Boot Camp Challenge on Saturday. Anyone interested on being on the Boot Camp Challenge team should contact Iris Laycock at extension 42224.

Joy Collins has accepted the role of Interim Manager for the Child & Youth Outpatient Services. Joy brings years of successful leadership experience which has included prior interim managerial positions throughout RVH. Joy is currently a Hospital Service Leader (HSL) and has extensive experience in pandemic planning. Joy will assume this role on a part-time basis.

Changes to Organizational Development/Effectiveness

Joanna Dunlop is now the Manager, Organizational Effectiveness. In this role, she is responsible for the implementation of the Balanced Scorecard, as well as coordinating leadership excellence tactics and overseeing our partnership with The Studer Group. In addition to supporting our ‘Value People’ strategic direction, Joanna is responsible for recognition, engagement and wellness initiatives. Moira Walsh, Employee Engagement Consultant, and Iris Laycock, Health & Wellness Coordinator, also fall under this portfolio.

Eva Knowler will be transitioning from Health Records to the Privacy Office as Privacy Coordinator where she will be leading an initiative to reevaluate existing privacy practices and make recommendations for enhancement. She will also be responsible for investigating privacy breaches, responding to questions and providing privacy education. The Privacy Office now reports in to the Quality and Risk Management portfolio as of May 1.

Save the date

RVH Town Hall
Thursday, May 29
Auditorium
9:30 a.m., Noon, and 2:30 p.m.