RVH expertly handles suspect Ebola case

Dr. Jim Shaver, Chief of Staff and Chair, Medical Advisory Committee, fields questions from the media in response to a query Ebola case at RVH on April 4. The low-risk patient was transported by ambulance to RVH, straight to the decontamination area and into a negative pressure isolation room—at no point coming in contact with any other patients or staff other than the Ebola response team. All safety protocols were precisely followed, as we were well prepared and trained for possible Ebola cases. The patient was transferred to Sunnybrook Health Sciences Centre for further testing, which came back negative. RVH’s response was “textbook” and thoroughness was truly impressive further demonstrating that safety really is RVH’s promise. (Mark Wanzel photo)

Celebrating our volunteers

Volunteer Appreciation Week—April 12 to 18—is a perfect opportunity for us to recognize and thank RVH’s 850 dedicated volunteers for everything they do at RVH and for our patients. The Blue Brigade’s Special Projects Group (shown left), tasked with jobs for different departments throughout RVH, gathered to enjoy the daily coffee and cake in the Volunteer Resources Centre this week. Between the members of this group alone, there is 219 years of volunteer service!

Back row: Ruth Bulpit, Karen Raven, Elisabeth Lepage and Randy Harradine
Front row: Marilyn Kornyk and Joyce Arnott (Team Leader)
Absent: Biddy Matthews
Action Planning Success Stories

Congratulations to Endoscopy/Cystology (above) and the Medical Device Reprocessing (MDRD) teams for successfully completing their action plans. The Endo/Cysto team’s goal was to purchase a pediatric colonoscope and have it always available and ready on the tray if they should need it. Plan complete! The MDRD team decided they needed to increase the frequency of huddles so they did just that. Huddles are now held twice a day with a supervisor and focus on priority items for the OR, staffing levels and practice updates.

It’s time again to see what the survey says

RVH’s fourth employee and professional staff experience survey will begin on May 4, 2015. This is your opportunity to share your opinion and also to be part of the action planning teams after the survey to implement meaningful change to your departments.

As a reminder, the survey will be emailed and mailed to you. The survey—whether you complete it online or by mail—is completely confidential. It is administered by NRCC, an independent survey company. They will once again be making draws for prizes from completed surveys. This year’s prizes include—in addition to preferred parking—FitBits, physical activity trackers designed to help you become more active, eat a more well-rounded diet, and sleep better.

In the coming weeks, your managers will be huddling with you to revisit your action plan items from the last survey and how they made a positive impact for your department. It’s also a great opportunity to start thinking about action items you may want to consider for this year’s survey.

This year’s survey may look a little shorter, it is. Dr. Graham Lowe, an survey expert, conducted a validation study and identified a number of items that were redundant. As a result, 10 questions have been deleted from the survey without any reduction in topics covered.

Keep your eyes open for the survey and please participate—it is only when we hear from the majority of people that positive change can occur.

Vic’s Picks—In honour of Volunteer Appreciation Week we asked...

“Why do you volunteer?”

Suzanne Butler, Volunteer Porter, 2 years

“I think it is important to give back to your community and volunteering at RVH is a very rewarding experience. The staff and fellow volunteers are wonderful to work with.”

Marc Vaillancourt, Volunteer Porter, 2 years

“It’s great fun. I’m retired and I have the time. It’s also great exercise. I wear a pedometer and on any given shift I log 4 to 5 kms.”

Phyllis Dirracolo, Café Royale, 12 years

“I want to give back to my community. I enjoy people and so the minute I retired, I came to RVH and signed up to volunteer.”

Lynne Ravelle, Cancer Centre Liaison, 9 years

“Being here is very rewarding. My dad was very sick and they cared for him so well at the old hospital on Ross Street that I just wanted to give back.”

Betty Fyshe, Cancer Centre Liaison, 15 years

“What’s not to love about volunteering. We don’t know what these patients are going through, our job is to show compassion and offer comfort. That is so rewarding.”
RVH welcomes Lieutenant Governor

The Lieutenant Governor of Ontario, Elizabeth Dowdeswell, made a stop at RVH during a recent visit to the Barrie area. After being greeted by members of the Auxiliary and a very cute four-year-old Easton (Senior Administrative Assistant Carrie Smith’s daughter), Her Honour toured the cancer centre, Cardiac Care Unit, and even paused for a quick coffee at Café Royale before departing.

RVH tops in stroke care

RVH has been awarded Stroke Distinction, receiving the Award of Excellence from Accreditation Canada. It distinguishes us as one of only 10 hospitals in Canada to receive this designation, demonstrating national stroke leadership. For stroke patients, it means they can be confident they will be receiving the best and timeliest access to care from the team at RVH.

“At RVH safe, high-quality care is our top priority and with safety as our promise, we put our patients and their families first, always,” says Treva McCumber, Vice President, Transitions, Diagnostics and Chief Nursing Executive. “To ensure we are delivering the safest and evidence-based best stroke care, we undertook the process of gaining Stroke Distinction through Accreditation Canada. Our results were outstanding. In fact, there is only one other hospital the province that has received the award of Distinction in both acute and rehab stroke services.”

Stroke Distinction recognizes health organizations that demonstrate clinical excellence and an outstanding commitment to leadership in stroke care. It offers rigorous and highly specialized standards of excellence, in-depth performance indicators and protocols, and an on-site visit by expert stroke surveyors with extensive practical experience in stroke services.

During their visit, the surveyors commented on how impressive RVH’s stroke program is, noting we met all indicators as well as ensuring continuous improvement in the timely response required to treat acute stroke patients through the ‘door-to-needle’ innovation project.

As part of the preparation for the survey, we opened an Integrated Stroke Unit to provide specialized care for patients recovering from stroke.

Approximately 276 patients receive stroke care annually at RVH and this recent designation sets the foundation to further expand the life-saving care we provide.
Foundation News

Rotary Fun Run 2015: TEAM RVH going for 4th consecutive Corporate Challenge WIN!

The RVH Foundation is thrilled to invite RVH staff, physicians, volunteers, friends and family members to join TEAM RVH at the 28th annual Rotary Fun Run or Walk on Wednesday, May 27.

This is an especially exciting year to participate as we officially launch Hearts & Minds to the public this May. The Rotary Fun Run/Walk will be our opportunity to say thank you to staff for their generous contributions and to celebrate the successes of the TEAM RVH Hearts & Minds staff campaign! Our friends at KICX 106 and 104.1 The Dock will be shuttling participating TEAM RVH members to the South Shore Community Centre in style (for anyone wanting to sit back and avoid the traffic!)

As in past years, there will be running and walking events. The registration fee is only $30 ($10 for kids). Everyone on TEAM RVH receives a FREE TEAM RVH t-shirt! Register online at http://teamrvh2015.kintera.org or visit the RVH Foundation office located in the RVH main entrance.

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. The units arrived on-site in March and will be rolled out for patient service this month. What are the advantages of these new units? A stronger X-ray generator for better quality images, digital wireless connectivity to upload images immediately to the network with no intermediary films or cassettes required, multiple detector sizes allowing for imaging of adults, children and babies in bassinets. The Imaging Services team - represented above by Doug Beardsall, Dr. Rob Mason, Bonnie Clement, Sarah McConnell-Taylor, Heather Gillis, Charity Luck, Dr. Mark Baerlocher and Dr. Scott Good—is very excited about this new equipment and the care it will provide our patients, allowing us to help make each life better, together.

Amanda Sturgeon is joining the Infection Prevention Control (IPAC) team as a Practitioner. Amanda has been at RVH since December 2012 in the role of EVS Educator, providing continuing education and ensuring our EVS policies are aligned with provincial and national best practices. Amanda has a B.A.Sc in environmental health and is a certified public health inspector. Amanda also has more than 17 years experience in infection control and outbreak management in acute care and public health settings.

Kelly McDonald and Gillian Baptiste will assume new interim roles within RVH’s Cardiovascular program. Kelly, who is currently the Administrative Assistant to the Cardiovascular and Renal, and Patient Flow programs will transition into the Program Team Lead to support Selma Mitchell, Operations Director of Cardiovascular & Renal Programs, Medical & Surgical Ambulatory Care until the beginning of August. Gillian Baptiste, who has recently worked as an Patient Services Clerk in the cancer centre will transition into Kelly’s role.

Amanda Sturgeon has joined the Gynaecologic Oncology team within the Simcoe Muskoka Regional Cancer Program (SMRCP). Dr. Jutzi completed her residency in Obstetrics and Gynaecology at Western University in 2012. In 2014, she completed her clinical Gynaecologic Oncology Fellowship at the University of British Columbia. Prior to arriving in Barrie, Dr. Jutzi worked as a Gynaecologic Oncologist with the British Columbia Cancer Agency. Dr. Jutzi is currently completing her Master’s in Public Health in Clinical Effectiveness from Harvard University. Dr. Jutzi’s academic focus on patient safety and quality, and her skills and experience in multiple clinical contexts will positively impact the care of women with gynaecologic cancer.

Dr. Keith Morley, pediatric dentist, has been selected to be the Registrar of the Royal College of Dentists of Canada effective this month. This organization is responsible for the specialty certification examinations of all dental specialists in Canada in an identical manner to the Royal College of Physicians of Canada. Dr. Morley’s position as Registrar entails interfacing with healthcare organizations nationally and in the USA both medically and dentally.