Dr. Peter Dauphinee, Clinical Director of RVH’s surgery program and Shawn Virtue, Program Director, Surgical Services have reason to celebrate now that the 10th operating room is open.

RVH surgical team celebrates as 10th Operating Room opens

Royal Victoria Regional Health Centre’s (RVH) surgical team is celebrating once again with the official opening of the 10th operating room (OR). As part of RVH’s $450 million expansion project, two brand new operating rooms were built and existing suites renovated, bringing the total to 10 rooms and increasing surgical volumes by up to 200 additional cases per month.

Four of RVH’s operating rooms now feature the very latest technology. These advanced suites are digitally integrated so patient information is right at the surgeons’ fingertips and patient images can be accessed during surgery or transmitted from the operating room to other specialists for real-time consultation. Called ‘Smart’ ORs, they also permit 3D image-guided surgery, which helps surgeons plan every point of the procedure and verify the success of the surgery.

“We opened our first ‘Smart’ OR earlier in the fall and our entire surgical team agrees these suites truly are the gold standard,” says Dr. Peter Dauphinee, Clinical Director of RVH’s surgery program. “All of our surgeons are already highly skilled and these ORs ensure they have the most advanced technology at their fingertips which allows us to deliver on our promise of high-quality patient care.”

“Last year we performed almost 12,000 surgeries in our main operating rooms”, says Shawn Virtue, Program Director, Surgical Services, RVH.

“The improved technology and expanded space means surgical patients from across Simcoe Muskoka should have great peace of mind coming to RVH, knowing they are in the hands of highly-skilled healthcare professionals who have the best technology available to perform high quality, safe procedures.”

The next stage of renovation in the project is a refresh on the existing surgical inpatient care units which will continue through the first half of the year.

“The opening of the 10th OR is another great milestone for RVH,” says Janice Skot, RVH President and CEO. “It truly is one of the very final pieces of the Phase 1 Expansion project – a $450 million redevelopment that doubled the size of the health centre and added programs and services not found elsewhere in the region.”

Congratulations to everyone involved. The expanded capacity and state-of-the-art technology are yet another way we can Make each life better. Together.
Introducing the ‘moles’ of RVH

Kyle Malkoske is a behind-the-scenes man.
In fact, his whole department is rarely seen or heard.
Malkoske is head of RVH’s Physics team comprised of four physicists, two physics associates, two electronic technicians, one IT staff and one administrative assistant for a total of 10 people.

Yet, rarely are these staff members seen. That’s why Malkoske sometimes refers to his team as ‘moles’—you see the results of their work, but rarely the team itself.

Working in the lower level of the Simcoe Muskoka Regional Cancer Centre, and often in low traffic areas, it is easy to forget they are even there.

But that’s not the case if you are a cancer patient needing life-saving radiation therapy.

In fact, even before the cancer centre opened, the physics team had already arrived and was working.

Their mission was to safely receive, install and test the linear accelerators (LINAC) used for the delivery of radiation therapy.

When the centre opened, and people from Simcoe Muskoka finally had radiation therapy close to home, the physics team ensured they received the highest quality and safest delivery of radiation—not only by installing and maintaining the linear accelerators, but by being active members of the patient’s treatment team.

Malkoske sums it up by saying, “the oncologists determine the location of the cancer and the dose of radiation required and we figure out how to get it there. We create the systems the patients move through and ensure the process is effective and safe.”

And that process is never static. “This is an exciting career because we are using science to make a difference in the lives of people. We are always finding new ways to use science and technology to improve the quality of our patient care,” says Malkoske.

Quality Improvement Plan update

As you know, all Ontario hospitals are measured extensively on their performance and are required to develop an annual Quality Improvement Plan or QIP.

We’ve been working very hard on our QIP priority 1 indicators over the past year.

Our most recent results show remarkable progress toward meeting our goals.

Using the familiar stoplight indicators of green, yellow or red, our five priority 1 quality indicators are all green, including our commitment to:

- Improve hand hygiene compliance
- Reduce the incidence of C. difficile
- Reduce unnecessary time spent in acute care—measured by our ALC rates
- Improve patient satisfaction—measured through a patient survey which asks “would you recommend RVH”
- Reduce the time admitted patients wait in our Emergency department for an inpatient bed

We are on or ahead of target for all indicators. This is a huge accomplishment!

Team RVH—congratulations!
Value of the Month: CARE

The Value of the Month for January is CARE.

"I inspire hope and trust, while treating everyone with compassion, patience and empathy. I have passion for our work and the difference we make in the lives of our patients. This means: I help make our workplace safe for everyone; I practice proper hand hygiene; I ensure that people are given the assistance they need to get to their destination; I address the needs of others."

In September 2013, we launched the Value of the Month campaign to showcase our values.

We've celebrated many of your coworkers for living the values of Work Together, Respect All, Think Big and Own It. So many of you recognized your colleagues as Value Champions and told us great stories of how they demonstrate that value every day. You can read all the great stories on the RVH Intranet at http://rvh-intraweb/home/my-care/value-of-the-month.

Why not take a moment to celebrate a colleague who demonstrates CARE by emailing their story to rvhc corporatecommunications@rvh.on.ca. We want to recognize as many staff, physicians and volunteers as possible, featuring their stories on screensavers, in the Royal Review and on the RVH Intranet.

Living and demonstrating our values, every day, is key to the success of our MY CARE plan that puts patients and their families at the centre of everything we do. It is a plan rooted in the belief that every patient will have the best possible experience in our health centre.

We look forward to your nominations and stories about how you and your teams live our values.

Safety Learning System passes the test

Just two days after going live, the Safety Learning System was put to the test.

"It was December 3, a very icy day, and one of our staff members slipped and fell outside on her way into work. Once she got to a computer she immediately reported it using the Safety Learning System. Her manager was notified instantly, along with Facilities, and because it was a staff incident Occupational Health and Safety," says Patti Snider, Quality and Risk Coordinator. "As a result, Facilities responded quickly to ensure the parking lot and sidewalks were properly salted for patients, staff, and visitors."

The staff member fell around 6 a.m. and in less than an hour Bill VanLeusen, a Supervisor with Facilities, was able to ensure extra salt was placed on the icy area to prevent other staff or visitors from falling as well.

"The moment the staff member hit 'submit' on the Safety Learning System, Bill received an email. This is a great example of making safety a top priority," says Snider.

The previous system of filling out a paper incident report meant that VanLeusen might not have received notification of the incident in enough time to take preventative action.

"It is nice to be able to take care of people in a timely fashion so others are kept safe. Taking safety seriously is something we do," says VanLeusen.

"The test of the system certainly proved its success."
Have you ever dreamed of winning an Oscar? Who would you acknowledge in your acceptance speech? Here is your chance to live the dream and thank all the ‘little people’ who helped get you to where you are today! Just start by filming a short video about how you, your team or department live our vision—Make each life better. Together.

Submit the video to Corporate Communications (contact Jennifer Moore ext. 41618 or moorej@rvh.on.ca for details) by January 31 and wait for the accolades to pour in. Videos will be posted to our YouTube channel—RVHBARRIEON—and voting/judging will open February 10 and end February 21. You can vote in the People’s Choice category by ‘Liking’ the video on YouTube or Facebook (TeamRVH), or by re-tweeting (@TeamRVH).

Who will bring home the hardware? Join us at The Vickies—RVH’s version of the Oscars—to find out. The red carpet event will take place on Thursday, March 6 at noon in the Auditorium. See you at the movies!

Stuart Goldman joins RVH as the new Director of the Mental Health and Addictions Program with more than 20 years experience. Stuart comes to RVH from North York General Hospital where he was responsible for the strategic and operational leadership of inpatient ambulatory and community programming within their Mental Health program. Stuart has played a critical role in the implementation of successful initiatives focused on assertive community treatment, youth addictions, primary care, and geriatric mental health, as well as mental health and justice.

Dr. Buzz Onayemi, one of RVH’s anesthetists, recently completed his degree in theology at the University of Toronto and will be ordained later this month. Originally from Nigeria, Dr. Onayemi will continue with his medical practice at RVH, but will also be on staff at Celebration Church, Barrie. For Dr. Onayemi, care of the body and care of the soul are complementary and he will continue to practice both.

Did you know research shows that more than one third of cancers can be attributed to poor diet, unhealthy body weight, and physical inactivity? The good news is that half of all cancers in the next 20 years could be prevented if we all participated in cancer screening, quit smoking and led healthier lifestyles.

“New Year - New You” is a partnership with the cancer program and RVH’s Health and Wellness program. So far more than 300 members of Team RVH have registered for this six-week program focused on cancer prevention through healthy living,” says Melissa Mei, Prevention and Screening lead with the Simcoe Muskoka Regional Cancer Program.

Registration is open until January 24 and can be done by going to RVH Shared Folders - Your Health Matters and into the folder marked New Year – New You. Each week participants will receive a motivational email which will explain the theme of the week; the activity choices and webcast details for the Lunch and Learns for those who can’t attend or who work at offsite locations.

“RVH values its people – that’s YOU - and one way to show just how much is to help YOU on the road to health,” says Janice Skot, RVH President and CEO. “We know that if we keep our staff healthy - mentally and physically - they will be able to deliver the best, safest, quality care. We are a health centre and it is important that we embrace and promote the message of good health at home first – right here at RVH. I too have registered and look forward to embarking on this journey of health with you.”