At The Scarborough Hospital, our nurses are the heart of our organization. Day in, day out, they provide healthcare to our community that truly exhibits our hospital’s values—Integrity, Compassion, Accountability, Respect and Excellence. As we celebrate National Nursing Week, we thank our nurses for their commitment and dedication. We thank them for being integral members of our inter-disciplinary team. And we thank them for helping The Scarborough Hospital fulfill its mission to provide an outstanding care experience that meets the unique needs of each and every patient.

To find out how you can become a part of our nursing team, visit our website at www.tsh.to.
To the Nurses at Revera...There is no better time than National Nursing Week to say thank you for the care, compassion, and excellence you offer, every day.

Revera’s Nurses work in an atmosphere of sincere appreciation, with Canada’s largest provider of home health care, retirement and long term care communities. We maintain a supportive environment that acknowledges the importance of the work they do. Clients appreciate the superior care, and management appreciates it too. We demonstrate our gratitude regularly, with exciting professional opportunities, competitive compensation and an unrivalled exposure to some of the sector’s finest talent.

If you have a commitment to excellence, the possibilities are endless at Revera.
When you hear the word hero what comes to mind? A supernatural being who can fly and rescue people like Superman? A fireman who runs into a burning building? A soldier who fights for their country?

The Canadian Oxford dictionary defines a hero as a person distinguished by courage, noble deeds or outstanding achievements. To celebrate National Nursing Week, we have filled the following pages with stories of heroes.

You might ask, isn’t every nurse a hero given that choosing to become a nurse is, in itself, a noble deed?

I would argue that choosing to become a nurse is a noble deed, but that in order to be a hero, you need to make that choice everyday. Being a nurse is not an easy job. Too often the high levels of stress burn out our nurses and they leave the profession or become angry and disenchanted with a system riddled with inefficiencies. As soon as people find out that I work for Hospital News they immediately begin talking about their last experience at a hospital. Sometimes these stories are negative (long waits etc.), and sometimes they are positive. But one thing I have found is that even when the person is recounting their terrible experience, the redeeming aspect of that experience is usually a nurse.

One nurse whose expertise or kind gesture made everything negative fade into the background. That is the power you have. Of all the employees in the hospital; to a patient, you are the most important.

I marvel at the vast array of skills required to be a nurse. It’s remarkable really. I would even go as far as saying that there are few professions that require the wide spectrum of skill sets that nursing does.

This is our sixth year honouring nursing heroes and I am still amazed by the stories we receive. It’s inspiring, even to those of us who aren’t nurses. That is my purpose here. It is my hope that these stories of heroism (even in the smallest of gestures) inspire another to do the same.

That is my purpose here. It is my hope that nursing does. Nursing Week, we have filled the following pages with stories of heroes.

I am proud to do what you do, and then you have on so many lives and it makes you feel proud to do what you do, and then you strive to do it even better.

Too often nursing can be a thankless job. Even I am guilty of it. Fortunately I have this venue in which to make amends. Just over a year ago I spent four nights at Rouge Valley Health’s Centenary site. Fortunately, it was a happy occasion with the birth of our little girl, but a nerve-wracking time nonetheless. As first time parents we had no idea what to expect or what to do with the baby once she arrived.

The first nurse I would like to salute is Patti DeGast. She had a wonderful bedside manner, and it was clear that her clinical skills were top notch as well. After having a difficult day and night in early labour (no sleep) Patti came in to start her next shift only to see that I was still waiting for baby. I was so glad to see her. Instantly I felt a little less anxious. I was exhausted and worried sick about the baby. She asked me some questions, reassured me and within minutes she came back with another nurse, Christine Kurt (who had taught our prenatal course).

Patti and Christine were like the A-team to me in those moments. sufficed it to say, they were my advocates that morning I know. They brought me great comfort and recognized my needs before I knew them myself. Within the hour I was in the OR (with Patti) having a C-Section. Patti took care of me in the recovery room and I couldn’t have had a better experience. She was with us during the most precious moments with our little girl and I am glad it was her. I will remember her forever. Thank you, Patti for advocating for me and providing top-notch care.

Christine Kurt (Chris) is another hero in my eyes. This is a nurse who understands the impact she can have and chooses to be a nurse everyday.

She taught me so much in the first days. She was patient, perceptive and amazing. She had an uncanny ability to know what I needed before I even knew I needed it. Thank you Chris for being so committed to your patients.

Finally there was Marla Slawter, our night nurse. I can’t say enough about Marla. She was the calming force for us. When I thought our daughter was looking a little yellow, she immediately took her for tests (while reassuring us she didn’t think it was jaundice). When I was freaking out because the baby was shivering, she reassured me and checked her blood sugar etc. I was a nervous wreck and Marla, in her calm and confident way brought me back to Earth. Thank you Marla for keeping me sane and making me laugh at myself when I really needed a laugh.

Three nurses, who, with small gestures and expertise became heroes to me and will be remembered always.

That is the power you have.

Thank you to every nurse who chooses to be a nurse everyday.

Hospital News salutes you.

Kristie Jones
Editor
Hospital News
Happy Nursing Week to all registered nurses and nursing students in Ontario!

For your dedication to your patients, clients, students and communities,
For your commitment to clinical excellence and client-centred care,
For all you do each and every day to help Ontarians lead healthier lives,

RNAO thanks and salutes you.

David McNeil
President

Doris Grinspun
Executive Director

You give your best 24/7. RNAO members are protected 24/7. RNAO knows a nurse is a nurse 24-hours-a-day, whether at the workplace, at home or at play. That’s why professional liability protection (PLP) – provided to RNAO members through the Canadian Nurses Protective Society – covers you 24-hours-a-day, at no additional cost. Membership in RNAO satisfies the College of Nurses of Ontario’s proposed requirement for PLP. And this is just one of the many benefits your membership will provide. Check out other benefits, and discover RNAO’s many accomplishments, at www.RNAO.org or call 1-800-268-7199. Join RNAO and make your voice count!

Thank you
for delivering on our Promise of a Healthy Niagara

Nurses involved in ‘visioning’ new Health-care Complex at Niagara Health

When the design process for a new health complex and cancer centre began in 2007 at Niagara Health System, nurses were part of the team involved in visioning to link the opportunity of a high-tech building with high quality care to support the patients’ healing journey.

Eight guiding principles for the design process came as a result of the visioning session, along with many more recommendations on implementation, followed by two years of user group sessions involving front-line staff. Now, with the hospital opening to provide patient care in the spring of 2013, staff can really begin to see their contributions taking shape.

“It came as no surprise that the highest priority identified by staff was to improve the patient and family experience, followed by a focus on a healthy work environment,” says Gloria Kain, Chief Planning and Development Officer.

“Well designed care environments support practitioners to deliver safe and effective care while at the same time contribute positively to the patient’s healing journey,” says Sue Matthews, Interim President and CEO. “Our new hospital includes many patient-centred design principles such as 80 per cent private rooms, easy wayfinding, interiors that suggest openness, beauty and calm, larger rooms to accommodate patient ambulation, as well as incorporating many green design features.”

Where staff requested an improvement of the patient/family experience, the architects designed brighter spaces that foster a healing environment, spaces designed for accessibility that help patients feel more in control, and features that promote healthy lifestyle choices.

Where staff requested a focus on a healthy work environment, spaces were designed to promote staff and patient safety, with features designed to reduce anxiety and strain, thus contributing to staff satisfaction.

Additional improvements include the focus on infection prevention and control and features to support ongoing learning, teaching and education.
Barb Nowacki is being recognized as our first place Nursing Hero for her extraordinary efforts in helping her patients and colleagues quit smoking.

Barb Nowacki RN, Hamilton Health Sciences

I am nominating Ms. Barb Nowacki for the 6th Annual Nursing Award as a colleague at the Hamilton Health Sciences. She is a Vascular Nurse Clinician/Tobacco Treatment Specialist at Hamilton General Hospital. I cannot think of a more deserving person for this recognition.

As a nurse in the cardiovascular unit, she is all too familiar with the consequences smoking can have on the heart. Recognizing that one of the biggest issues facing many of her patients was smoking, and that quitting could save many of their lives, Barb took action. She works tirelessly in the hospital setting helping patients deal with tobacco addiction in order to prevent smoking associated consequences such as vascular disease, cancer, lung disease, etc.

Her outreach strategies go above and beyond what is normally expected as she provides continued unfailing support for the individuals she sees. At times her true dedication to her cause meant she voluntarily would work long hours in order to be available when people needed her most. She educated herself both formally and informally by taking courses at the Mayo Clinic, CAMH at University of Toronto, and through other tobacco treatment venues. She actively advocated for those with mental health disorders often co-existing with addiction to tobacco. Barb became an expert at counseling and discovered her natural talent to therapeutically connect with those who expressed not being able to quit without help.

In January 2010 she started asking Hamilton Health Sciences to go smoke free. She believed that the only way to deliver excellent care to patients was to have the employees of Hamilton Health Sciences (who are caregivers in some capacity) to be supported while they paved the way for patients by overcoming their own serious addiction to tobacco. She had the insight to know that by supporting them an even greater benefit would be seen as their improved health would result in a decrease in absenteeism due to illness potentially contributed by smoking. As a result of her persistence and discussions with the administrators of the hospital, she was asked to be the clinical lead for the essence. The number one risk factor for smoking is addiction in order to prevent smoking associated consequences such as vascular disease, cancer, lung disease, etc.

Her outreach strategies go above and beyond what is normally expected as she provides continued unfailing support for the individuals she sees. At times her true dedication to her cause meant she voluntarily would work long hours in order to be available when people needed her most. She educated herself both formally and informally by taking courses at the Mayo Clinic, CAMH at University of Toronto, and through other tobacco treatment venues. She actively advocated for those with mental health disorders often co-existing with addiction to tobacco. Barb became an expert at counseling and discovered her natural talent to therapeutically connect with those who expressed not being able to quit without help.

In January 2010 she started asking Hamilton Health Sciences to go smoke free. She believed that the only way to deliver excellent care to patients was to have the employees of Hamilton Health Sciences (who are caregivers in some capacity) to be supported while they paved the way for patients by overcoming their own serious addiction to tobacco. She had the insight to know that by supporting them an even greater benefit would be seen as their improved health would result in a decrease in absenteeism due to illness potentially contributed by smoking. As a result of her persistence and discussions with the administrators of the hospital, she was asked to be the clinical lead for the cultural change of a smoke free facility.

Barb Nowacki to help the employees by providing the institutional support and tools necessary to overcome tobacco addiction. This is an excellent example of nurse leadership and commitment and dedication whose reach exceeds all expectations.

Linda Kraemer, an ICU nurse at Hamilton General Hospital and a smoker for over 35 years (more than a pack a day) made the commitment to quit upon hearing that HHS was going smoke free. She started her quitting journey by contacting Barb. “Working with Barb gave me the extra support I needed to convince myself that I can do this – quit smoking for good,” explains Linda. Since beginning to see Barb in December, Linda has been smoke free for over four months and brings her colleagues who want to quit to see Barb as well.

Another colleague Dr. Sonia Anand shares her experience with Barb. “Barb began working with me in 2001 as a vascular nurse clinician. Our patient population was made up of many patients with peripheral arterial disease. The number one risk factor for this is smoking. We had no options to help them quit smoking. Some of my colleagues used to refuse to see these patients if they did not quit. Barb has such a great way with patients, when they come to my clinic they are more interested in talking with her than me! Barb pursued certification to become a tobacco treatment specialist, and subsequently we opened a specialized clinic where we accept referrals to help HHS patients stop smoking. Barb has pioneered the development of this clinic, and then as you know was working with HHS to help make the entire hospital smoke free. I cannot think of anyone better than Barb Nowacki to receive the nursing hero award, as she is truly committed to helping people solve their problems.”

I admire her tenacity to deal with tobacco addiction at an institutional level. As a senior scientist at the Hamilton Health Sciences I understand the detrimental effects of tobacco smoking at a scientific level. However, we needed a champion - “Barb Nowacki” to translate this information and change the culture at the Hamilton Health Sciences. I consider Barb Nowacki as a hero.

She is saving lives by helping people quit smoking, by providing invaluable support and helping her colleagues and patients overcome their addiction to nicotine.

**Nominated by Dr. Garvint Singh, Senior Scientist, Juranzki Cancer Centre at Hamilton Health Sciences and Professor of Pathology and Molecular Medicine, McMaster University.**
Congratulations to all nurses during Nursing Week

Ashcon recognizes nurses face many challenges during their busy day. We offer solutions to some of your needs. The award winning AccuVein AV300 is a revolutionary tool for locating veins for medical procedures. It is non-contact and portable, weighing only 10 ounces.

It is as simple to use as pointing the device at an area of the skin and clicking to see the peripheral veins beneath. The system includes a rechargeable battery which is already installed, a charging cradle which keeps your AV300 charged and ready to use, as well as a universal power supply and multinational adapters.

A special congratulations goes to Mount Sinai, Princess Margaret, Rouge Valley Health Centre-Centenary site, Rouge Valley Health Centre-Ajax site, and University Hospital of Northern BC on recently getting the AccuVein AV300.

Introducing the Award Winning AccuVein AV300

The first portable, non-contact Vein Illumination device

- Weighs only 10 ounces
- Fits in the palm of your hand
- “Point and Click” technology
- Wide range of hands free access/options available

2011 New Product Innovation of The Year
A Best New Products for Pediatrics
Contemporary Pediatrics, December 2011
A Top 10 Technology for Healthcare Professionals
Medical Device Developments Magazine, December 2011

Ashcon International Inc.
3170 Ridgeway Drive Unit #21,
Mississauga, Ontario L5L 5R4
T:905-569-2300  F:905-569-2301
www.ashconmed.com
Email: medsales@ashcoint.com

We also carry a full line of IV poles, medical supplies, medical educational products etc.

OUR NURSES STAND OUT!

YOUR CONTRIBUTIONS TO OUR TEAM ARE AMAZING.

WE THANK YOU. Each Nurse is a valued member of our outstanding family of professionals committed to patient and family driven care. Caring, dedicated and professional, each Nurse makes an amazing contribution to our team in providing a wide range of acute care, ambulatory and long term care services— with open arms and a compassionate heart.

OUR COMMUNITY THANKS YOU. On behalf of the diverse community of 400,000 people we serve, we want you to know that we recognize and appreciate the important role you play as a Nurse in enriching the lives of our patients, our community and our region.

To find out more about our outstanding Nursing team, visit us online.

www.nych.on.ca
O ur nursing hero is Shirley Bell. I say ‘our’ nursing hero because when learning of this contest everyone wanted to be involved in nominating her. I have provided examples of Shirley’s heroic contributions from some of us who are fortunate enough to work with Shirley.

Shirley Bell displays excellence in nursing education and leadership through her mentorship and preceptoring. Her natural gift for teaching extends beyond her day to day commitment to the staff in General Internal Medicine.

This was clear one early morning when she was heading to the elevators and she casually invited the interim Clinical Leader Manager to an orientation session she was leading for the new nursing students at St. Michael’s. She simply said, ‘come to the upper Marketeria at 9 am’.

Upon arrival the manager stopped in her tracks. There was Shirley standing at the front of the room with approximately 100 nursing students listening intently to every word she was saying. This was their first day at St. Michael’s and it was obvious that Shirley was proud and honored to share her knowledge and experience with them. She was articulate, caring and exemplified what nursing is. She takes pride in being involved in this orientation session as she feels it is important due to the number of RN’s who come to 14CC.

Shirley’s contribution to the development of RN’s is described by a clinical instructor, “Shirley has facilitated a wonderful experience for my students and me. Shirley is always ready and willing to assist with learning experiences. An example of this was when I requested if the students could participate in a mock code purple. Without hesitation Shirley provided and set-up the equipment for us to practice our skills. The students felt this was very beneficial and enhanced their experiences. Another opportunity that Shirley assisted with was an observation day in the step-up unit for each student. Shirley also enquires periodically about how our experience is going which I greatly appreciate. I feel that the communication has been wonderful. Also, the most important aspect of this clinical experience has been the learning environment. The 14CC nurses have embraced the students and are happy to have students. This truly is an excellent example of how nurses should treat each other. I feel that Shirley has a huge impact in promoting this professional caring environment.”

Other comments received include, “Nursing students sing her praise noting that she is involved, really cares about them and always advocates on their behalf as well supports their learning’ and ‘she provides an informative new grad orientation which helps to ease the transition from student nurse to RN’.

It is because of Shirley Bell that GIM was able to implement the 5 Best Practice Guidelines. Her involvement in the RNAO’s best practice guidelines (BPG) demonstrate her commitment to excellence in nursing education, advancement and leadership. She has been the core in this lofty endeavor and through her endless commitment and enthusiasm it has been a success.

Shirley has ensured that all staff on the floor are informed of the nursing initiatives and their importance. Since she has assumed the role of nursing educator on GIM, inter-professional collaboration has improved drastically and patient outcomes are more easily achieved. These testaments from her colleagues make it clear that Shirley has tremendous passion to increase the standards and improve patient outcomes. She seeks to continually make improvements to care delivery and she does not limit her focus only to nursing practice; instead she over extends herself in ensuring that the inter-professional staff and medical teams are maintaining practices in an environment that is geared towards patient safety and optimal outcomes.

Walking the Ward

A Century of Nursing in Hamilton

An exhibition exploring the history and development of the nursing profession and training programs in Hamilton from 1890 to present.

April 29 to July 9, 2011
Opening Reception: April 29, 2011 7:00 pm
Workers Arts and Heritage Centre
51 Stuart Street, Hamilton, Ontario
(905) 522-3003
www.walcmuseum.ca

If there is anyone that is committed to life long learning and professional development of all staff it is Shirley Bell. She has been an RN for the GIM program for over 20 years and a colleague shares, “She is not only 100% dedicated to nursing but 100% dedicated to supporting us on the floor. Shirley is the type of Clinical Educator and RN that always goes above and beyond. She demonstrates her commitment to excellence in nursing education and leadership in more ways than can be listed to give justice.”

Another colleague has only praise as well, “Shirley is an excellent mentor – she is extremely approachable, and is always willing to assist anyone who asks her for assistance. She makes the time to ensure nurses feel comfortable in their practice, and have acquired the knowledge they need in order to be competent in providing quality patient care.”

Shirley is always the first one to arrive on the floor and the last one to leave even though this is simply because she is so dedicated to our floor and to improve nursing and assist nurses on the floor. This endless dedication is what makes her our hero.

Nominated by: Carola Valentin, RN, MN Clinical Leader Manager, Interim General Internal Medicine, St. Michael’s Hospital.

Shirley Bell
RN, St. Michael’s Hospital
Shirley Bell has been selected our second place Nursing Hero because of her commitment to the professional development of every nurse on her floor.

Walking the Ward

A Century of Nursing in Hamilton

An exhibition exploring the history and development of the nursing profession and training programs in Hamilton from 1890 to present.

April 29 to July 9, 2011
Opening Reception: April 29, 2011 7:00 pm
Workers Arts and Heritage Centre
51 Stuart Street, Hamilton, Ontario
(905) 522-3003
www.walcmuseum.ca

If there is anyone that is committed to life long learning and professional development of all staff it is Shirley Bell. She has been an RN for the GIM program for over 20 years and a colleague shares, “She is not only 100% dedicated to nursing but 100% dedicated to supporting us on the floor. Shirley is the type of Clinical Educator and RN that always goes above and beyond. She demonstrates her commitment to excellence in nursing education and leadership in more ways than can be listed to give justice.”

Another colleague has only praise as well, “Shirley is an excellent mentor – she is extremely approachable, and is always willing to assist anyone who asks her for assistance. She makes the time to ensure nurses feel comfortable in their practice, and have acquired the knowledge they need in order to be competent in providing quality patient care.”

Shirley is always the first one to arrive on the floor and the last one to leave even though this is simply because she is so dedicated to our floor and to improve nursing and assist nurses on the floor. This endless dedication is what makes her our hero.

Nominated by: Carola Valentin, RN, MN Clinical Leader Manager, Interim General Internal Medicine, St. Michael’s Hospital.

Shirley Bell has been selected second place Nursing Hero because of her commitment to the professional development of every nurse on her floor.

Walking the Ward

A Century of Nursing in Hamilton

An exhibition exploring the history and development of the nursing profession and training programs in Hamilton from 1890 to present.

April 29 to July 9, 2011
Opening Reception: April 29, 2011 7:00 pm
Workers Arts and Heritage Centre
51 Stuart Street, Hamilton, Ontario
(905) 522-3003
www.walcmuseum.ca
Thank you to our nursing professionals

At The Scarborough Hospital, our nurses are the heart of our organization. Day in, day out, they provide healthcare to our community that truly exhibits our hospital’s values—Integrity, Compassion, Accountability, Respect and Excellence.

As we celebrate National Nursing Week, we thank our nurses for their commitment and dedication. We thank them for being integral members of our inter-disciplinary team. And we thank them for helping The Scarborough Hospital fulfill its mission to provide an outstanding care experience that meets the unique needs of each and every patient.

To find out how you can become a part of our nursing team, visit our website at www.tsh.to

750,000 patients seek our care every year.

We’d like to say Thank You to each and every one of our nurses for the exceptional care they provide to our patients.

At Trillium Health Centre our nurses are a valued and trusted resource in providing quality, patient-centered care. They continuously and positively impact the lives of the people who seek our care.

These outstanding nurses play a key role in generating amazing results for our patients, their families and our community. Your compassion and dedication is inspirational. Thank you.

trilliumhealthcentre.org
As a child I had always been fascinated by the Cherry Ames nursing books. I was known as someone to go to for first aid. When it came time to decide what to do with my life, it was an easy decision. I wasn’t going to be a teacher, in a classroom with 30 children, nor could I see myself in an office being a secretary. I became a nurse. And this Friday evening I was reminded what nursing has come to mean to me.

Robert Chau, is a staff nurse in the Post Anaesthetic Care Unit at The Scarborough Hospital, Birchmount site. He has been in nursing long enough to have seen it all. And yet he greets each day as a new adventure to which he can have a positive impact.

Every day he greets you with a smile (recently I completed an American employment survey and they asked me about how the person comes to work each day), a handshake, or a hug. He always asks “how you are” and waits for an answer. He is sincere and thoughtful. He is upbeat, positive in manner and genuine. One new-comer to the Birchmount noted, “Robert greets you as a member of the team, rather than a stranger invading his space.”

As a staff nurse he works well with the entire team. His serenity makes him a go-to person when there are problems. It doesn’t hurt that he is often available to do for everyone whatever needs to happen for staffing. He always steps up when the need is there. Students are lucky when they do their final rotation in nursing school and have him as a preceptor. I only hope that they are wise enough to learn as much as they can from this elegant teacher.

In the Science of Nursing – he is awesome: a critical thinker who knows what is going to happen to the patient next. He anticipates it, has an understanding of what it means to the patient and knows what nursing strategies to implement.

In the Art of Nursing he has a gentle touch, that soothes fractious children, and a tone of voice that causes patient’s to turn their head in his direction. As a manager when there is a question about patient care in PACU at the Birchmount, I hope that Robert is the nurse. Because the documentation CLEARLY demonstrates the journey the patient has taken as they have recovered from their surgery and anesthetic. And that journey has been made safe and comfortable by the presence of Robert.

I could write about his clinical skills, and his judgement. I have seen those skills in other people, but it is only half the equation. What makes Robert heads about the rest is how he applies that knowledge. I don’t think I have ever heard him raise his voice. Even with contentious shouting patients, he is calm, yet in control, patient yet firm, no nonsense and caring.

This past week his Father died after a short illness with Lung cancer. At the funeral home Robert told me about his father’s last weeks. I heard the voice of a loving caring son who is also a nurse. Then I heard him say that he would honour his father best by being the man his father had been, one who contributed to his family and society as a whole. Robert does that every day as person and as a nurse.

“Robert greets you as a member of the team, rather than a stranger invading his space.”

Nominated by Sharon Gabriel, RN, MN, CPN(C) Patient Care Manager OR Booking, PreAdmission, Same Day Surgery & PACU, The Scarborough Hospital.
I would like to nominate nurse Ellen Tubigan of Credit Valley Hospital. Ellen took care of my three year-old Justin in September 2010 and again during his fourth admission, seven months later. She is our nursing hero because of her compassionate spirit, positive attitude and because she nurses from the heart. She makes a hospital admission feel like a retreat, albeit a forced one.

Ellen always had a smile on her face and it was obvious she was happy to be at work. She greeted us warmly as she remembered Justin from his previous admission. She remembered his condition and even what room he was in. Her warmth made me feel that she saw Justin not just as a patient, but as an energetic little boy. As such, she made efforts not only to take care of his medical needs by checking on his IV and giving him his medication, she made an effort to ensure that he was well overall.

It is an extraordinary nurse who comes before you call and it was only after I woke up from an uninterrupted night of sleep that I realized that she must have taken extra care at night to move silently and before the machine started to beep. Ellen responded with record speed to the call button even to help me with mundane and menial tasks such as helping me to change Justin’s clothes. She checked on him periodically to make sure he was entertained. Even if she was the charge nurse, she offered to play with Justin at the nursing station when I needed to leave him for a moment during which time she made Justin a “Ken the eagle” balloon with an examining glove and attached it to his IV pole. This magically turned that “ball and chain” into a happy faced companion.

There are people who are competent in their jobs but few who put their heart and soul into it. Ellen seemed to never take a break. She worked tirelessly, always running around and busy but she never seemed rushed. Even after her shift was over, she would come by to say goodbye and with her coat on and bag in hand, and stayed to answer questions about aspects of Justin’s care that I didn’t remember to ask the doctor earlier in the day. She was cheerful and gentle with Justin, and she put him at ease and he cried because he didn’t want to go home after he was discharged. Ellen was not only competent in her role as a nurse taking care of a patient, she was an extraordinary hero, taking holistic care of a sick boy and his exhausted mother and, at the end of the day, thanked me for my role in my son’s care, which I took for granted but she did not. Justin and I would like to nominate who always has work to do- have learned to slow down, play and bond during these times of illness and stress due to the extraordinary care provided by Ellen and her colleagues in the pediatric unit at the Credit Valley Hospital (CVH). It is because Justin is recovering so well that I am able to sit and write this note, for as soon as I get home, there will be dishes and laundry to do, meals to make, and I will lose the time to write this note of thanks that I always meant to write. Thank you to Ellen and the pediatric nurses and CVH!

Nominated by: Cecilia Kim

Nurse Ellen Tubigan of Credit Valley Hospital with Justin, was nominated by Justin’s mother for providing extraordinary care.

I am submitting this on behalf of the nurses who work in the Palliative Care unit at Markham Stouffville Hospital. As nurses who work in palliative care, we understand it is not our job to make everything better but rather it is to assist our patients and their families at one of the most difficult times in their lives.

Each patient that comes into the department touches us in a different way. Perhaps it is because we see something of ourselves in them or can relate to them because of our own experiences.

Recently, one family in particular touched many of the staff in our department. The story is a difficult one and, because of our commitment to respecting the family’s privacy, some of the details of their story have been changed but I hope this letter will show you about how some kindness on behalf of our staff made a huge difference to one family.

Earlier this year, a young gentleman from our local community was diagnosed with a terminal illness and given a very sad prognosis. The diagnosis of a terminal illness is difficult news for anyone to hear but in his case, the patient had two young children – both under the age of three. His situation was made even more difficult by the fact that he couldn’t work due to his illness.

The family was struggling with this devastating news while having to worry about their day-to-day financial situation.

The patient was admitted to the hospital for pain and symptom management and also to allow his family to have a much needed break.

It was a clear priority for the family that the patient return home and, once his pain was better controlled, a discharge plan was put into action.

This was all regular course of business for staff. But what happened next was not. The team of nurses came together and recognized the very difficult circumstances that this family was living in and realized there was a way to help.

Nurse Tina Kumpenden led the charge to send this family home with a “going away” present from the unit. And the team stepped up in a big way. There are too many nurses to acknowledge individually, but right across the unit each person played a role and made a contribution.

Within a matter of days, the nurses had collected donations of clothes, toys, movies, food and money to present to the patient and his family on the day of discharge.

On the morning of discharge, the family was presented with this gift in hopes of helping them have an improved quality of life. The patient’s wife burst into tears of happiness and thankfulness. The children were excited and happy to have toys to play with. When their young son was told that his dad was going home, the little boy started crying and told his mom he didn’t want to go home, this is home.

For the patients that come through the doors of our Palliative Care unit, many do consider it their final home and our nurses know that it is their privilege to support families in their last days and that sometimes, by going above and beyond, you can change a life – one family at a time.

I would like to nominate nurse Tina Kumpenden for a Nursing Hero award. I believe that Tina, along with her colleagues, was a hero to this family.

Nominated by Jule Sullivan, Director, Medicine, Markham Stouffville Hospital.
Tatiana Fogel is an extremely dedicated NICU nurse who cares for her patients and their families with the utmost respect and compassion. I work in an area (Neonatal ICU) replete with warm and caring staff, but Tatiana’s efforts are impressively and consistently above and beyond the call of duty. She connects very well with parents of our vulnerable patients, imparting empathy and support when they need it most. She spends a great deal of time talking with parents about their baby, giving reassurance, lending a friendly ear, and giving advice on growth and development for the future. When time is available she reads to the babies and makes sure to setup their “bedspace” areas with fun pictures and toys. She even insists on occasionally buying (on her own) plush toys and books for some of our long-term babies so that the parents have something to read and play with their babies while in the NICU and thereafter. The love and support that she displays towards the babies and parents in our NICU is both remarkable, and infectious!

Recently we had a baby girl in our NICU for many weeks, with several complex issues: she had a severe jaw problem and needed frequent oral suctioning to breathe properly. She was eventually discharged with a “portable” suction device, an oxygen saturation monitor, a G-tube and a feeding pump for nutrition. In order to take her to appointments, her mother needed a second person in the back of the car to suction if her secretions became a problem, and to help carry all the equipment. The family already has another five young children at home, and could not find more help with travel. The family was struggling to make appointments, keep her up-to-date with vaccines, and seen promptly when ill. Thankfully help was imminent, from Tatiana! She started coordinating appointments with the family, and on her days off meeting them at their home and helping with all aspects of the travel to and from the doctors and hospitals.

I saw the little girl recently at an appointment here at our hospital, and once again Tatiana was kind enough to come on her day off and help the family. I remarked on how well the girl is growing and doing, and the mother’s response was that this was thanks in large part to Tatiana’s help. She called Tatiana her “angel”, and said she could not have gotten this far without her! Many parents have told me that thanks to nurses like Tatiana, they feel comfortable knowing their babies are left in the hands of NICU nurses who are like second mothers to them. I can think of no one more deserving of a Nursing Hero Award than Tatiana – her efforts should be applauded and showcased!

Nominated by: Dr. David Gryn, MD, FRCPC, FAAP Neonatologist/Pediatric Hospitalist Woman and Child Program, York Central Hospital

Our 2,700 nurses are providing compassionate and innovative care at critical moments in the lives of patients and families at Sunnybrook. They play a central role in ensuring the safety of patients and are conducting research to improve the patient and family experience. They are mentoring students to become the professionals of tomorrow and they are educating entire communities about leading healthy lifestyles. The contributions of nursing at Sunnybrook are improving the lives of people across Canada and around the globe.

Our nurses are vital members of our interprofessional teams and they are achieving the hospital’s vision to invent the future of health care. We are proud of our Nurses contributions and the knowledge they bring to the work they do each day to make Sunnybrook a special place for so many people.

Thank you!
Put progress into your practice

Go to cna-aiic.ca to learn more about the upcoming webinars in the 2011 CNA Webinar Series: Progress in Practice. Each webinar contains useful information that will help you in your daily practice.

REGISTER FOR THE NEXT WEBINAR NOW

IT’S FREE!

cna-aiic.ca
When Louise Glaude heard about an expectant mother who had just been told there was something terribly wrong with the baby she was expecting, the nurse clinician immediately took the heartbroken family under her constant care. For several weeks, Jennifer Crespi and her family endured a blow after blow. The child was afflicted with Down Syndrome. He would almost certainly be stillborn.

While most pregnancies end with a healthy newborn infant, for some, like Jennifer Crespi and her family, the outcome is tragic. Every few days, as the family went back to the Hospital for an ultrasound, it was Louise who stood by the family and on April 8, 2003 it was Louise who held Jennifer’s hand to tell her the baby who would be named Jack was something terribly wrong with the baby — who would be named Nathaniel — had died. The baby was born the next morning. Losing a child is difficult for any family. When the baby is lost during the perinatal period, it takes a special nurse to support the family. As an expert nurse, Louise has championed the Perinatal Bereavement Program at Mount Sinai Hospital. She has supported, developed and taught other nurses and health-care providers the caring and special skills needed to help other families through similar losses.

Louise Glaude was honoured recently by the Crespi family as part of Mount Sinai Hospital’s Grateful Hearts Program. Undoubtedly, there are many more families who could share stories of Louise’s compassion, dedication and heroism, because she has touched the lives of so many mothers and fathers, often when they are in their darkest hours. Louise joined Mount Sinai after graduation, almost 33 years ago, and — save for a two year leave to study in Scotland for her midwifery certification — has always worked in our Frances Bloomberg Centre for Women’s and Infants’ Health, which has grown and flourished under Louise’s watchful eye.

Louise works in the High Risk Perinatal Program. She was one of the nurse pioneers in the Special Pregnancy Program, a program for women who have medical disorders or experience difficulties while pregnant. She has delivered or assisted in the delivery of thousands of babies here at the hospital; the number is so high it’s difficult to pin down.

She is also a sonographer, which means she is able to provide “total care” to her patients. While Louise makes patients her top priority, she never forgets that she also acts as a leader for young nurses embarking on their careers. As a clinical educator, she is loved by nursing students and new staff alike. She brings her love for maternal newborn nursing to each eager student with creativity, kindness and the knowledge of a true professional.

For the past three years, she has co-ordinated the Perinatal Nurse Internship Program. Louise has overcome the integration of 48 new graduates nurses into the program, and has mentored these nurses as they work in antenatal, mother and baby, labour and delivery and NICU. This program is highly sought after by new grads. Since its inception, the program has had a 96% retention rate. Louise’s passion for maternal care and her ability to pass on that love and care to others is truly unique. Nurses want to learn from Louise because they share the same values, dedication and commitment to maternal-newborn nursing.

Louise is a nurse in every sense of the word, because she not only cares for women and their families, but she mentors and supports a whole new generation of nurses.

The Crespi family now have two healthy children. Both pregnancies had complications, but a world-class team of doctors, support staff and nurses like Louise rallied together once again to care for the Crespi family at Mount Sinai.

Jennifer Crespi recently wrote a note to Mount Sinai to show her appreciation. “On the worst day of my life, Louise Glaude was there for me. And on the best day of my life, she was at my side,” said Jennifer. “She knew how difficult our journey had been, and she was with us every step of the way.” At Mount Sinai, we know Louise Glaude is a true nursing hero and we hope you do too.

Nominated by: Mary-Agnes Beduz, Director, Nursing Education and Development Mount Sinai Hospital

NurseONE- keeping you current, credible, competent and connected!

NurseONE.ca is a product of the Canadian Nurses Association. It serves the needs of nurses as knowledge workers, in all domains of practice, by empowering them with the best online resources to care for their clients, pursue lifelong learning, and connect with other nurses. NurseONE assists nurses of Canada (registered nurses, licensed/registered practical nurses and registered psychiatric nurses) and students to remain current; credible; competent and connected.

Nurses require immediate, reliable access to current, authoritative, evidence-based information resources. The content within NurseONE is designed to provide a world of knowledge resources to the point of need 24/7 regardless of geographical location. This access enhances nurses’ decision-making and optimizes health outcomes.

Need to look up facts in an electronic journal or textbook? Check a drug monograph? Consult a health information database? Search for an evidence-based practice guideline? No worries – NurseONE will get you there with a few simple clicks!

Access relevant professional development tools instantly: NurseONE promotes lifelong learning, regardless of your experience level or career stage. Check out our practice environments toolkit for ideas on how to improve your work situation. Sharpen your decision-making skills with our e-learning modules for the CNA Code of Ethics.

NurseONE is richly populated with tools designed by CNA and its partners to help you as a nursing professional. With NurseONE, you have instant access to a wealth of knowledge that shapes our profession and marks its continuous evolution.

The cutting edge is just a few clicks away...

Free CNA webinars to support nurses in their practice

The CNA Webinar Series: Progress in Practice was designed to support nurses in their practice by sharing best practices and promoting resources and knowledge. There is no cost to participate in the webinars. Just sign up, attend and learn!

The webinars promote high standards of nursing practice and engage nurses on current nursing trends and issues. Take the opportunity to see how nurses and CNA’s resources can support your practice.

Upcoming webinars include:

» Understand and manage intra-professional aggression. Intra-professional (or nurse/nurse) aggression is said to be more disturbing to the victim than any other type of aggression. This webinar will describe factors contributing to intra-professional aggression and will explore strategies to deal with it. Webinar dates are May 17, 2011, 12:00-12:45 p.m. EDT (English) and May 18, 2011, 12:00-12:45 p.m. EDT (French).

» Explore ethics mentoring: opportunities for giving and growing. Today’s health-care demands challenge nurses to strive for ethical excellence. Explore what it means to be an ethics mentor, and learn about tools and resources that can help strengthen your mentoring skills. Webinar date is June 7, 2011, 12:00-1:00 p.m. EDT (English).

CNA benefits greatly from hosting the webinars. Through the participants’ feedback, CNA learns firsthand what nurses are interested in and what their concerns are. This information informs the topics of future webinars, as well as resource and policy development.

If you aren’t able to participate in the live webinar, go to www.cna-aiic.ca to view and listen to the recorded sessions.
Celebrate Nursing Week 2011

On behalf of everyone at RPNAO, we’d like to take this opportunity to wish all our nursing colleagues throughout Canada a very happy Nursing Week.

This past year, RPNAO undertook an ambitious research project aimed at shining a spotlight on the experiences and opinions of practical nurses. One of the many questions we asked RPNs was why they chose nursing as their profession in the first place. The top answer, from an overwhelming percentage of respondents, was a desire to make a positive difference in peoples’ lives. While this is something many of us might have already assumed, it was great to see such compelling, statistical evidence.

When it came time to craft our theme for Nursing Week 2011, we didn’t have to look any further than our freshly-collected research. In the end, we opted for: “Making a positive difference in the lives of others. Every day. Ontario’s RPNs.”

While written with Ontario’s 30,000 RPNs in mind, this tagline could apply just as easily to the many thousands of RNs, LPNs and NPs throughout the country. Not to mention the rest of our colleagues throughout the entire health care system.

At a time when Canada’s health care landscape is under significant strain, scrutiny and funding pressure, we thought it might be refreshing to take a step back and revisit the simplicity, elegance and optimism around this reason that so many of us give for pursuing a career in nursing: To make a positive difference in the lives of others.

Happy Nursing Week to all our colleagues!

Connect with RPNAO:
www.rpnao.org 1-877-602-4664

Twitter Facebook
Making a positive impact in the lives of others.

Every day. Ontario’s RPNs.

Denise West, RPN, works with the Huron Perth Healthcare Alliance in Stratford, Ontario. Denise was the recipient of RPNAO’s 2010 Award of Excellence.
**SPECIALTY NURSING AT BCIT**

The British Columbia Institute of Technology's Specialty Nursing program celebrates its graduates and all nurses this National Nursing Week. Thank you for making a difference with your career.

Unique in Canada, our flexible part-time, distance education programs prepare RNs and accredited nursing students to work in a range of high-skill, high-reward nursing specialties including:

- Critical Care
- Emergency
- High Acuity
- Neonatal
- Nephrology
- Occupational Health
- Pediatric and Pediatric Critical Care
- Perinatal
- Perioperative

At BCIT, previous experience is recognized and valued. Prior career experience and academic learning can count as transfer credit through our Prior Learning and Recognition (PLAR) process allowing certificate completion in as few as 18 months.

For RNs with college diplomas, BCIT offers the chance to earn both an Advanced Specialty Certificate as well as a Bachelor of Science Nursing (BSN) degree. Degree studies teach wider knowledge of systemic health care practices and foster creative leadership and professional growth.

“Now that I have completed the [BCIT] program, I can honestly say that it is the best nursing program that I have ever attended,” says graduate, Jason Nesbitt, BSN. “Not many people can say that after attending (and graduating from) three undergraduate nursing programs. [The] modified PBL program has led me to pursue graduate studies and today, I am more than halfway through my MA.”

The BCIT Specialty Nursing Department celebrates its graduates and all nurses this National Nursing Week. Thank you for making a difference with your career.

Learn more about our program today at bcit.ca/specialtynursing

---

**MAKE A DIFFERENCE WITH**

**SALUTE TO OUR HEROES >> NATIONAL NURSING WEEK 2011**

**Toronto East General Hospital**

(TEGH) is committed to a workplace culture that provides opportunities for personal and professional growth, emphasizes wellness and ensures professionals can use their skills and abilities to their fullest potential.

This has resulted in an environment where continuing education and opportunities for professional and leadership growth are strongly encouraged and where unique programs have been fostered, such as the Late Career Nursing Initiative. This provides an opportunity for nurses 55 and older to use their expertise in unique ways away from the bedside.

The ‘post discharge phone call program’ won last year’s OHA patient safety award, demonstrating the tremendous contribution our late career nurses make to keeping our patients safe.

This environment of encouraging people greatly benefits our staff and, in turn, ensures that we can offer the best possible patient care. We are proud that others have recognized these efforts. In 2010, TEGH:

- became the first hospital to make the ‘Best Workplaces in Canada’ list from the Great Place to Work Institute
- was one of four hospitals to receive the PLATINUM level Quality Healthcare Workplace Award from the Ontario Hospital Association and Ministry of Health and Long-Term Care, and
- received the National Quality Institute’s highest level of recognition for quality and healthy workplace, the Order of Excellence.

We would like to thank our nurses for their important contributions to these successes and for the essential role they play each and every day in providing excellent and compassionate patient care at Toronto East General Hospital.

**Learn more at:**

bcit.ca/specialtynursing
To mark Canada’s National Nursing Week May 9-15, the Workers Arts and Heritage Centre is launching a new exhibition – Walking the Ward: A Century of Nursing in Hamilton. Open April 29, the show is guest curated by three Master of Museum Studies students from the University of Toronto: Berrit Larsen, Megan O’Connor and Lindsay Bontoft. The focus is on Hamilton, a community already widely known for its excellence in health care, and the development of the nursing profession from 1890 to the present day.

The curators, who share a personal interest in medical history, approached the Workers Arts and Heritage Centre, located in Hamilton, with a proposal to curate their recently acquired nursing collection. Hamilton has a long and wide-ranging history of nursing programs and professional nursing groups. “Through this exhibition we aim to heighten the recognition of nurses, their work, and their contribution to the well-being of their communities and also to bring awareness of the integral role Hamilton has had in the progression of nursing to a professional discipline,” notes Lindsay Bontoft.

Walking the Ward attempts to illustrate that nursing is a dynamic profession that continues to evolve. Starting with the recognized need for trained nurses within Canadian society by the end of the nineteenth century, the exhibition traces the establishment of nursing training schools in hospitals, such as the Hamilton General Hospital and St. Joseph’s Hospital. The subsequent transition of nursing training programs to institutions of higher learning, such as McMaster University and Mohawk College, is discussed in the exhibition. It includes the establishment of unions and nursing associations in Hamilton such as the Victorian Order of Nurses.

The exhibition features oral history interviews from former nurses who trained and worked in Hamilton. They offer an intimate glimpse into their lives as nurses—their training and working conditions. “The oral history interviews are an amazing addition to the exhibition,” continues Berrit Larsen. “It is fascinating to hear such compelling stories from former nurses about how their training, school and work has shaped their lives. We believe these interviews will resonate strongly with the public.”

In addition to the interviews, Walking the Ward includes a selection of nursing uniforms, manuals, textbooks and medical equipment that nurses prepared on trays for doctors. Visitors will be able to explore a century of nursing in Hamilton. The exhibition also features unique artifacts, including a quilt made from the nursing uniforms of the 1946 graduating class of the Hamilton General Hospital Nursing School.

“We hope to shed light on the lives of nurses,” adds Megan O’Connor. “This exhibit will not only attempt to engage with the health care workers in the area, but with the hundreds of thousands of people who use the Hamilton region health care system.”

In partnering with WAHC, Walking the Ward was conceived and produced as part of the students’ Exhibition Project class. As the curators, students are involved in all aspects of exhibition planning and development: they select objects, identify themes, write labels, and publicize their exhibits. Museum staff and program faculty provide support and guidance throughout the process.

“In Berrit, Lindsay and Megan, Workers Arts and Heritage Centre has three dynamic co-curators. Their hard work and persistence has yielded an insightful look at a field that we have never featured before,” Dr. Elizabeth McLauchan, Executive Director notes enthusiastically. “Walking the Ward promises to be a highlight of our program year.”

Walking the Ward: A Century of Nursing in Hamilton runs from April 29, 2011 to July 9, 2011 at the Workers Arts and Heritage Centre, 51 Stuart Street, Hamilton, Ontario. The Workers Arts and Heritage Centre, situated in the 1860s Custom House, a National Historic Site in Hamilton’s north end, is open Tuesday to Saturday, 10am to 4pm. WAHC provides an array of exhibitions and programs that showcase the history and evolution of Canadian workers and the value their stories bring to the quality of life we enjoy today.

Thank You TEGH Nurses
Your excellence in care contributes to our award winning hospital

- Best Place to Work
  - First hospital to make the 2010 ‘Best Workplaces in Canada’ list from the Great Place to Work Institute.

- Excellence in Patient Safety
  - Post Discharge Phone Call program, which began as a late career nursing initiative, won the 2010 Ontario Hospital Association Patient Safety Award.

- Quality and Healthy Workplace
  - One of only four hospitals to receive the 2010 PLATINUM level Quality Healthcare Workplace Award from the Ontario Hospital Association and Ministry of Health and Long-Term Care.

- Interprofessional Collaboration
  - TEGH Nurses are valued members of our progressive team-based model of patient care.

- The Leader in Quality and Value
  - As Ontario’s leading community teaching hospital, we achieve the highest standard of patient care, teaching, innovation, community partnership and accountability. Above all, we care.
Hospital News salutes all nominees of the 2011 Nursing Hero Awards with excerpts from nomination letters

Nomination for Maxine Wilkins, RPN
Toronto East General Hospital

Some people enter the nursing profession with an earnest desire to help others relieve the suffering of others. In our particular circumstance we are fortunate to have such a nurse for my mother. Maxine Wilkins is the most knowledgeable, kind and caring nurse. My mother will be turning 100 years old very soon and looks so forward to Maxine coming on duty as she treats her with such kindness that you would think it was her own mother. Nothing is too much for her. She treats my mother very gently and with respect as if she has such patience with her as at 100 years of age my mother cannot move very quickly and is quite fragile. Maxine spends time talking with her, assisting her with her walking, helping with her daily personal care and not just doing her “nursing duties”. I have never met a more caring, kind and understanding nurse in all my days. Maxine is making my mother’s life as pleasant and fulfilling as possible. This is adding quality and not just quantity to her life for which I shall be forever grateful. Nominated by: Marilyn J. Wilson

Nomination for Lyne Déry RN, Maimonides Geriatric Centre

Lyne Déry is a true nursing hero. Her actions as a nurse and as a mentor for her colleagues emphasize the quality of care that all of our residents at Maimonides receive. She is extremely knowledgeable and treats every resident-related situation with equal importance. Even with a very busy schedule, she finds the time to volunteer at Maimonides as part of the dining experience program; a program designed to make mealtime a pleasant, safe and social experience for residents. Lyne runs two very important training programs here; one for end-of-life care and the other for pain management. She works with the nurses and the entire interdisciplinary team to help them better understand what symptoms are experienced at end-of-life and how to relieve residents at this stage from pain. Her approach to teaching is what set her apart from others in similar positions and has earned her the role of “big sister” amongst fellow nurses. What’s truly wonderful about Lyne is that she really listens to what other nurses have to say. She never minimizes their feelings or concerns. An incredible person who is always going to see both sides of every story gives her a unique sense of understanding and the ability to be consistently fair. Lyne is a real pleasure to be around and to work with and is a favorite among all the staff. Nominated by: Lucie Tremblay, Maimonides’ Director of Nursing and clinical services.

Nomination for Laura Milne, The Hospital for Sick Children

I would like to nominate Laura Milne, RN, 5C Neurosurgery, Maimonides Hospital. Laura is not your typical hero. She is the most unassuming and caring nurse. Laura is a hero because of the work she does behind the scenes. She is the only single child on the unit and their entire family receives the best possible care. What does this specifically mean? She checks in with families and nurses to determine their needs and priorities for the day. She is hands on, helping everyone with their daily tasks, making sure each child is comfortable. Laura is a leader, mentor and role model for all of her colleagues. She is the last nurse on the unit after every shift making sure everyone is finished their work and assisting where needed. She is a do-er, she prepares the unit for the oncoming shift and does as much extra work as she can. She is terrible for taking breaks, but you would never hear her complain. She will sit with families and listen to their concerns with empathy. She will attend family meetings so patients and families fully understand what is going on. She is truly a team player and one of the most valuable staff members here. Nominated by: Lauren Scott

Nominations for Cecilia San Juan RN, The Scarborough Hospital

She is someone that I choose to work with when she appears to work and I am on call. Rather than for a single situation, I would like to nominate her for the multitude of times she has kept our mothers and their families safe and feeling valued and respected. She always has a smile on her face, is reassuring and respectful to patients and is quick to laugh. I am an Obstetrician at Scarborough General and have been in practice for 18 years…and I feel privileged to work with Cecilia. Nominated by: Dr. Sharon O’Brien

Cecilia always performs the highest standard of medical care with high efficiency and great precision during stressful situations. Whenever she is here, “things are just under control”. Whenever there is an Obstetrical emergency, you will be glad she is on your side. Nominated by: Dr. Carol Peng

Nomination for Susan Nall RN, Hamilton Health Sciences

As summer my husband David had cut himself quite bad, had suffered severe blood loss, was in and out of consciousness and had a seizure from the shock. David had a wonderful nurse by the name of Susan Nall. She was so sweet and caring. While assessing my husband prior to the doctor, she was redressing his bandages and then she had a funny look on her face and said she would be right back. In less than a minute, lots of doctors came in, as it turns out Susan could not find any pulse in my husbands foot. The doctors confirmed this and within a matter of 5-10 minutes other physicians from vascular and plastics came in. Had Susan not have picked up on this things may not have gone as quickly as they did. I am not sure if his foot could have been saved if it went too much longer with out blood flow. Susan was exceptional in her care and is extremely competent in her job. I do believe she saved my husbands foot. Nominated by: Michele MacDonald

Nomination for Sookra Bhagw “Dolly” RN, The Scarborough Hospital

Dolly is ALWAYS in a positive mood. Whether it’s rain or shine, day or night she always has a smile on her face. Being new Dolly has always helped me and never once brushed off any of my questions or concerns. She always helps those who may be intolerant or have no patients for Dolly is always doing nice things on the unit and I don’t think she even realizes it. Dolly is always willing to talk with any patient’s family regarding the patient’s situation and clearly has the best interests in heart. One thing I notice she does that is very hard to come by these days is this hospital is that she answers the phone…with a smile on her face! Nominated by Nicole Ignagni

Nomination for Rosana Poon RN, West Park Health Care Centre

Rosana has been a registered nurse for many years and her asset as a nurse has provided her the leadership, skills and knowledge enabling her to advocate for a healthy working environment for us as nurses. She is highly organized and engages with staff to enable the best care possible for our patients. It is evident she is extremely passionate about what she does. She is very supportive and readily available to share her knowledge and facilitates staff if any questions arise or issues arise within the unit. Our team members in 2EA value and appreciate her leadership, experience, knowledge, passion and her dedication that she brings in her role as a manager. And when you need support or staff to change and gives us the autonomy to work as a team. Nominated by: Maria Iwanski

Nomination for Claire Gillet RN, The Scarborough Hospital

Claire is a very energetic, caring, compassionate and humorous person who is always going above and beyond the call of duty. Claire was hired in the Cardiac Testing department to perform pharmacologi- cal and treadmill stress tests. The patient preparations for the tests that Claire performs can be confusing and patients sometimes get off course during the test without the correct preparation and they would have to be rescheduled. This was costly in terms of wasted radiographer and Mammogram camera time and technologist time. It also occasionally created a longer waiting list. When Claire became aware of this, she started calling patients on her own time on evenings and weekends to make sure that all patients arrived on time and properly prepared for their test. This has significantly decreased the number of patients being resched- uled, resulting in improved efficiency, cost savings and decreased patient inconvenience. Nominated by the technologists and Secretary of the Nuclear Medicine and Cardiac Testing departments at The Scarborough Hospital

Nomination for Draga Uelimieouic, the Credit Valley Hospital

My mom recently had a stroke and spent more than a month in the Hospital, and her daytime nurse was Draga Uelimieouic ( COMPC, rehabilitation ). Dragia did a great job. My mom does not speak English and Draga worked to communi- cate with her, using body language to help her understand, encourage her all time. And when I had questions about my mom, she always answered my questions, always treated my mom with the best of care and tell me what is best for my mom. This was my first experience of having relatives stay in hospital, and Draga made it much easier for my mother, me, and my family. We all appreciated her qualified service and encouragement. Nominated by Kathy Han

Nomination for Lynn Santiago-Reyes, The West Park Hospital

My hero works on CP3. She has the warmest smile and the biggest heart. She is unforgiveable and make you feel com- fortable the moment you meet her. Lynn worked tirelessly as a preceptor...
for RN students. I had the privilege of being one of her students. Lynn goes above and beyond to help her students by providing opportunities for them to experience other areas of the hospital during their placement. Lynn fosters a positive work environment for her students because she remembers when she was a student herself. Lynn excels by networking to ensure adequate employment after their placement. Lynn, thank you for being a great mentor and an asset to the nursing profession.

Nominated by Jacqueline Grey

Nominated for
Ellie Wasserman,
Mount Sinai Hospital

A nurse unit administrator of the Orthopedic Oncology Unit and the Oncology Clinic, Ellie has built a reputation as a strong nursing leader and has developed a management style that fundamentally supports nurses. She is also considered a work-life balance and recognizes that demands a demanding profession can have on her staff so she manages in creative ways to create a positive work environment and promote stability in the professional and personal lives of her team. Her unwavering support of nursing education has promoted me to pursue my Masters in Nursing. Using her as a role model of nursing leadership, fellow nursing colleagues and I have been inspired and supported to pursue our nursing career goals. Working with Ellie is motivating, promotes professionalism and gives me the opportunity to become the best that they can be.

Nominated by Jaclyn Ricci

Nominated for
Margaret Beliveau,
St Joseph’s Health Care

Marilyn has been an integral part of the transition team preparing over 150 nurses and staff for our amalgamation with London Health Sciences Center scheduled for June of this year. The task has not been an easy one and she has worked endless long and exhausting hours to help make the transition smoother and easier for one and all. This as you can imagine is a very stressful, emotional and frightening time for SJHC employees and she has had to bear the burden of tremendous amounts of negativity and anxiety with respect to our relocation. On a daily basis she arrives with a big smile on her face, tries to carry the burdens and worries of one and all, always with words of encouragement and positivity. She has been a constant advocate, listens, and acts on behalf of our genuine concerns and fears. Margaret works long hours and gives 100% of her time and energy, always going above and beyond her call of duty! It is not uncommon to see her in the hospital hallways or in her office at the end of the day meeting with staff in the middle of the night, on holidays or even on her personal vacation time. Her commitment to SJHC is admirable and commendable. Bravo to an amazing oncology nurse, teacher, spiritual leader, team player, advocate and a friend to many!

Nominated by Pat McLean and Robin Williams

Nominated for Stephanie Fremmerlid,
Grand River Hospital

Stephanie exemplifies teamwork and has demonstrated the importance of supporting working relationships with coworkers. Stephanie was not only an excellent nurse she was. Unfortunately, Tracy was diagnosed with cancer and passed away in 2004. To this day I will never forget the impact her caring acts had on me.

Nominated by Marion Garkatt

Nominated for
Sue Calabrese,
York Central Hospital

Hospitalization for seniors and their families can be overwhelming. A knowledgeable, compassionate practitioner can be a beacon of hope and support. As the Clinical Nurse Educator for the Otolaryngology Outpatient Practice for senior’s health Sue was that beacon. Her passion and caring shone through. She is a teacher, a mentor, and most importantly a caregiver. Her compassion is exemplified by the long hours she spends with patients and their families, helping them to understand their illness and empower them to regain their health. She embodies the spirit of nursing. She is an advocate for the health of seniors and fights to dispel the misconceptions of aging. She is a visionary. She sees what others are not. She has always been done and introduces newly researched practices in order to support practices that best help the patient.

Nominated by Michelle Cleland

Nominated for
Gertrude (Trudy) O’Connor,
St. Thomas Elgin General Hospital

Trudy was filled with compassion and care for everyone. She made patients feel safe and comfortable. She was an exceptional nurse and her personality had a great impact on me. A patient had been admitted that had not been looked after for a long time and was suffering from dementia. Hygiene and odour were a problem. I worked as an internist in the (acquired immunodeficiency syndrome) keep-up department) where every one else ignored this problem. One day the second day, Trudy came to work. I would never forget the compassion she showed as she took him by the hand to the tub room. Trudy gave him a bath, shaved and hair wash when no one else would go near him. She helped him into clean clothes, washed his clothes and hung them to dry herself. She never complained or even mentioned it. I remember thinking what a great nurse she was. Fortunately, Tracy was diagnosed with cancer and passed away in 2004. To this day I will never forget the impact her caring acts had on me.

Nominated by Richard Cathlingham

Nominated for
Lynn goes above and beyond to help make the one and she has worked endless long hours and gives 100% of her time and energy, always going above and beyond her call of duty. They knew they had to make it happen. They decided they would like to take her out to lunch and gift shop and to the lobby to meet her other to the highest of standards. They also never lost sight of the small things that make a person feel human. They often painted her nails, did her hair and stayed late to talk with her, a daily visitor and friend to many of these nurses about this patient and they were torn. We met this individual and her family while caring for her sibling in our ICU. We immediately connected with this family – their optimism, dedication to each other and warmth towards our team. Years later, the virtual copy returned, not as a visitor, but as a patient suffering from the same hereditary degenerative disease. As a team, we were devastated. A mother, like many of us, was preparing to lose a second child. Without discussion, organization or advanced planning, the team contacted our ICU and treated the patient as they would own their child. It happened quietly and without fuss, as it was clearly understood by our team that this family needed us. When it turned out, we in turn needed them.

The nurses in our unit took pride in the care they provided and held each other to the highest of standards. They also never lost sight of the small things that make a person feel human. They often painted her nails, did her hair and stayed late to talk with her, a daily visitor and friend to many of the nurses.

Every holiday and occasion became a reason to celebrate – knowing that the care she would receive in her last Christmas. Birthdays meant cake and birthday presents from the team. And Christmas, they decided, would not be Christmas without a tree. Although she could no longer see, the team placed the tree in just such a way that she could see its flickering lights. They once wheeled the ICU nurses’ gift shop and to the lobby to meet the family with family became part of the nurses’ everyday routines. It is the simple things that made the difference. The team watched as a child who had grown slowly faded and when the family decided they would like to take her home for her last days, our nurses knew they had to make it happen. They researched possibilities, found a trial program that could train her mother to provide the specialized care she needed. She, along with other nurses, had even begun training the family and preparing them for their move to this facility – a difficult transition for a family that knew each nurse by name, their shifts and even their favourite foods.

Although she could no longer communicate, when the nurse told this patient she would be going home, she lit up. They held a party on her last day in our unit, knowing that it would be the last time they would see her, and wanting her send-off to be special. Many of our nurses also visited and attended her funeral following her passing. This experience brought our team even closer together and made each individual in the ICU nursing team push themselves to do better. Ask any one of these nurses about this patient and they will tear up, remembering the impact she had on their lives and how small acts can make all the difference to a patient – and a family.

Nominated by: Nancy Hood Coordinator of the Intensive Care Unit/Critical Care Unit, Markham Stouffville Hospital

Nominated for
Valerie Thomas,
Grand River Hospital

Val has been nursing for over 20 years. She is a very dedicated nurse to her patients but also to her profession and colleagues. I have worked with Valsa for more than 10 years and have never seen her lose her temper or speak ill of anyone, or even call in sick. She is always jovial. She never declines to lend a helping hand. I remember working a night shift many “moons” ago in the IPO unit, a night after Valsa has worked and a patient told me that he had seen an “angel last night”. That angel was Valsa Thomas.

Nominated by Wendy Holdes, Sandra Winter and Anna Mac-Doar

Nominated for
Jeanette Schoon,
Holland Bloorview Kids Rehabilitation Hospital

Jeanette delivers excellent care and always with compassion. One of her strongest qualities is her interaction with clients and families, and helping them to deal with unexpected life events. Janette’s proactive approach to reflective practice led to an initiative that has made a difference for our clients and families. Janette demonstrated innovation when she came to her manager to suggest a program called “Get tough, clean your stuff”. Her idea was that if nurses cleaned equipment between client uses, we could improve patient safety. She completed a literature review to see what best practice was. She then used the scientific evidence to develop a plan of action. Janette used her ability to educate and inspire nurses to clean their equipment, by developing signs, meeting with staff and leading by example.

Nominated by Beth D’Angelo. Cara Sedel the family on her最后
The Specialized Mental Health Program (SMH) is a new regional program at Grand River Hospital in Kitchener Ontario that opened on November 1st, 2011. On that date, more than 50 employees transferred from their organization to Grand River Hospital. We recognized that with this transfer there would be a unique set of challenges. That being said, Andrew Palmer, Program Director for SMH identified a small group of staff nurses from our Acute Services who were strong Mental Health nurses and possessed excellent leadership, clinical decision making and problem solving skills. Of this group of nurses that parachuted in for a short period of time was Cristina Ghinea.

On that date, more than 50 employees transferred from their organization to SMH. She came to us with all of her knowledge, skills, experience related to mental health nursing. In addition, she brought her knowledge of how the acute unit functioned and she worked to turn our newly renovate construction site into a functioning nursing unit along side a very dedicated group of people. Cristina’s dedication to the success of SMH did not stop there. With the opening of our new unit, she assumed an informal leadership role (team lead) where she worked alongside new staff to help orient them to the new unit and a new organization. In working in this role, she helped identify new staff with the qualities and attributes needed to undertake this role and mentored them into their new positions.

From the very beginning, it was evident to me that Cristina possesses strong leadership qualities. I have seen Cristina in the clinical setting and I am constantly impressed by her clinical judgment. She is able to make both clinical and “charge nurse” decisions under pressure while properly weighing the pros and cons. She is a patient advocate in patient care, she can stand back when necessary and mobilize staff into action when needed.

She has taken an active role both as the charge nurse and as a clinician in ensuring that all clients have a shared care plan conference. She is an active member of our referral intake team and helps identify patients who met our admission criteria. She communicates with outside agencies, other units within Grand River Hospital regarding patients being referred to our program.

Cristina is always looking at continuous improvement. She is constantly reviewing processes and looking for ways to make quality changes both for patients and staff alike. When Cristina questions something she looks to the literature for the most recent evidence and she uses this to guide her practice and that of her colleagues. She is not afraid to approach me and question my rationale behind some of my decisions. She does this from a place of learning and wanting to learn and understand. This is an attribute of Cristina that I truly respect.

Cristina’s interaction with patients and families, is from a place of deep caring. She is always willing to spend the time needed to develop a therapeutic relationship, or work to de-escalate a patient. She is always calm and engaged when working with family members when they are visibly upset or shaken.

Cristina is also extremely devoted to being a life long learner. In fact, despite being an integral part of our opening – and dedicated and devoted to the challenges of starting a new program she sat the Canadian Nurses Association exam for the Canadian Psychiatric and Mental Health Certificate.

It is evident that Cristina lives the mission, vision, values of Grand River Hospital and the Specialized Mental Health Program and I am honored to have her working as part of our team and to nominate her for the 2011 Nursing Leadership Award.

Joan Munro
RN, Grand River Hospital

Joan Munro, R.N., is an undisputed Nursing Hero. She has been the Resource Nurse on the Geriatric Assessment Unit and Neurobehavioral Unit at Grand River Hospital (Grand River Hospital) for the past nine years.

Joan is inspiring to patients and staff alike. We work with patients with various neurological conditions, who exhibit aggression, agitation, and resistance to personal care. Despite the potential risks, Joan is always the first person to respond in times of crises, such as Code Whites. She has tremendous compassion and respect for patients, as she understands that they are distressed and confused.

A short anecdote helps to illustrate Joan’s exemplary leadership in stressful situations. A number of staff members and I were working with a patient who had a brain injury and a long history of substance abuse. He was standing outside the hospital, refusing to come back onto the unit and raising his fists, even after extensive encouragement and redirection efforts. Joan arrived on the scene and - without even thinking - started singing to the patient and asking him to dance with her. Within a few seconds, the patient was singing and dancing down the long hallways back to our unit.

Joan is a dedicated leader for staff. Staff look to her to guide them in times of conflict. She somehow manages to remain compassionate to patients and families and their goals, while also being aware of system problems (eg. lack of hospital beds and ever-present pressure to discharge patients in a timely fashion).

As much as we hate to admit it, we work in a system that is filled with ageist beliefs and practices. Joan is a living antidote to these pervasive prejudices. She loves older adults – fully and completely. She talks openly about the pivotal role that her parents and grandparents played in her life. She laughs and smiles with patients every day on the job. She sees the value in all human life, no matter their functional or cognitive losses.

Although I am aware of several personal physical injuries that have occurred related to her work, Joan rarely talks about these incidents or expects sympathy from others. Joan Munro, R.N., is a true unsung hero, and I feel it is her time for her song to be sung - loud and clear.

Nominated by: Jim Perretta, PhD, CPsych (Registered Clinical Psychologist), Freeport Health Centre.
A tribute to Nursing Hero
Mary Elizabeth Campbell

Our nursing hero passed away only a few days ago. We didn’t have the chance to tell her that we would have nominated her for this award, but we did have the chance to tell her how much we loved her. Mary Campbell is, and will remain, the epitome of what nursing truly means. Mary worked for over 3 decades as a pediatric emergency nurse at the Children’s Hospital of Eastern Ontario in Ottawa, Ontario. Even as she lay on her hospital bed last week, knowing her days were limited, she said that she had not one single regret about her nursing career, so noble was her commitment to the caring of children and their families. The hardest moments for those of us who attended her wake and funeral were tough, her unfailing devotion to her husband and sons, her gracious manner with every single child and parent that walked through our doors, her ceaseless patience with anxious and often irritated families. Let’s not forget her delicious desserts and wonderful Cape Breton humour, too! Mary truly was the ‘gateway’ to our hospital working all her shifts in the last ten years as one of our Registered Nurses at triage. With over 55,000 emergency visits per year, Mary’s beautiful and smiling face was what the families first saw when they walked through the doors of emergency, often frightened and feeling lost. The instant that Mary took over their care, they knew that they were in the most confident, capable and competent nurse that they could possibly be. No matter how long the line up was at triage, Mary always brought every patient as they were the only one in the department – they all got their own ‘special’ time with her. But it didn’t end there…. the physicians also knew that when Mary was worried about a child, it was time to listen. Her instinct, added to her experience, put Mary in a class of nurse that the junior staff tried to emulate, and the senior staff admired and respected.

One nurse said “Everyone needs a mother’ and Mary was a mother to many of us, in different ways.” Another nurse talks about how she would ‘educate’ parents as they came to her triage desk – everyone got a snippet of information to put them at ease with their child’s illness and somehow in there, she taught them how to manage it on their own for next time! I can’t count the number of times that Mary would spend extra moments speaking softly, but firmly, to adolescents with suicidal thoughts – the process of healing those kids started with Mary – and I believe she, alone, will have made the difference in so many peoples’ lives. We will never forget our hero, our Mother Mary. I have included just one submission from one of her colleagues – I regret not being able to send everyone’s stories, but every word has been saved and will be honoured on her behalf.

When thinking about Mary, a plethora of adjectives immediately come to mind, among which are patience, wisdom, and genuine. I first met Mary when I was still a student just beginning my journey in nursing. Mary is someone who, whether or not she knows it, will forever impact my own career. She is someone to emulate. Mary has achieved a wonderful balance of care and compassion with critical judgment and clinical skill. She is someone who can pick a sick child out of a triage line from the moment they walk through the door and in her no-nonsense way will immediately advocate for that patient. She is compassionate in that she understands that parents may simply need a hand to hold, she is non-judgmental and will educate and ultimately empower families. She understands that apart from our CTAS guidelines, what is seemingly semi-urgent to us is still an emergency to that family and is sensitive to the fact that a family may simply need reassurance and that they may not have anywhere else to go. I truly believe that Mary is the ideal candidate for the nursing hero award as throughout her career not only has she had a shining impact on patients and their families but also on those colleagues, friends and aspiring professionals around her and she makes them strive to be better themselves.

Submission gathered by Mary’s colleague Dale Dalgleish RN, BHN, Nurse Educator, Emergency Children’s Hospital of Eastern Ontario.

D'Youville College Salutes our Ontario Nursing Graduates

You touch lives - You make a difference

- Merit-based scholarships worth up to $66,000 and 50% tuition waiver for R.N.s
- Faculty professors in the classroom, no teaching assistants
- Nursing education for over 60 years

DOCTORAL PROGRAM:
Health Policy/Health Education (EdD)

GRADUATE PROGRAMS:
Nursing Education
Nursing Management
Family Nurse Practitioner
Advanced Clinical Nursing
Community Health Nursing

UNDERGRADUATE PROGRAMS:
BSN (four-yr.)
BSN/MS (five-yr.)
RN to BSN (two-yr.)
RN to BSN/MS (three-yr.)
Nurse MS and Nurse Practitioner program

D’Youville College
Educating for Life
1.800.777.3921
www.dyc.edu
320 Porter Avenue • Buffalo, NY 14201
Reducing the Risks of Obstetric Malpractice
Tuesday, June 14, 2011

Get the latest information on the common legal risks and dilemmas faced by frontline obstetrical nurses and learn practical ways to reduce exposure. Topics include:

- The current standard of care in an obstetrical negligence suit
- The importance of charting and documentation in obstetric care
  - tips for drafting clear and accurate notes
  - late entries and corrections
  - the impact of new technology - electronic charting
- Oxytocin use in labour – common challenges and pitfalls
- The medical/legal pitfalls when caring for high risk patients
  - shoulder dystocia
  - preeclampsia and hypertension
  - obesity in pregnancy
  - managing diabetes
- The nurse as patient advocate
  - what are you required to advocate and how do you do it?

Registration Fee: $495 plus HST
Inquire about group discounts and financial aid. Webcast available.

Chair: Anna L. Marrison, Borden Ladner Gervais LLP

Legal Risk Management for Nurses
Wednesday, June 15, 2011
Optional Workshops – Thursday, June 16, 2011

Get practical advice on the key legal risks facing nurses on the frontline in 2011, including:

- The most recent medical malpractice cases involving nurses
- Effective risk management in reducing malpractice claims
- How does the College deal with professional misconduct?
- Consent and children – when is a minor capable of giving consent?
- What are the steps involved in dealing with patient complaints?
- What are the consequences of breaching patient confidentiality?
- Strategies to deal with abuse by patients and their families
- Police at the bedside – what are your obligations?
- Risk management case studies – common scenarios

Plus! Don’t miss the Optional Post-Conference Workshops:
- Medical Negligence and Charting – Best Practices for Getting it Right and Reducing Liability
- Mental Health 101: The Fundamentals That All Nurses Should Know

Chair: Mary Jane Dykeman, Dykeman Dewhirst O'Brien LLP

Registration Fee: Conference only: $495 plus HST; Conference plus 1 workshop: $720 plus HST; Conference plus 2 workshops: $895 plus HST. Inquire about group discounts and financial aid. Conference webcast available.

Special Pricing Package
Register for both Legal Risk Management for Nurses and Obstetric Malpractice and take advantage of the special pricing: Both Conferences: $849 plus HST; add one workshop: $225 plus HST; add both workshops: $400 plus HST.

To Register: www.osgoodepd.ca
Or Call: 416.597.9724 or 1.888.923.3394
Or E-mail: opd-registration@osgoode.yorku.ca

Osogoed Professional Development, 1 Dundas Street West, Suite 2600, Toronto

Priority Service Code 11-99HN
**HOSPITAL NEWS, May 2011**

**BRIDGEPOINT HEALTH’S NEW MODEL OF CARE**

**PUTS FULL SCOPE PRACTICE FRONT AND CENTRE**

Bridgepoint Health, a fully accredited, community teaching hospital, has a clear vision: to become Canada’s leader in preventing and managing complex chronic disease, the most important healthcare issue of the 21st century. This will be achieved through an ambitious strategic plan that emphasizes our Professional Care Delivery Model with a bold Nursing Strategy at its heart.

Jane Merkley, VP Programs, Services & Professional Affairs and Chief Nurse Executive at Bridgepoint Health, says “our exciting new strategy has RNs and RPNs working to their full scope of practice and as key partners within the inter-professional practice team. By 2013, nursing will be leading transformative health practices in complex chronic disease prevention and management.”

**The next generation of care providers**

Nurses at Bridgepoint Health have long since had the opportunity to make a significant impact on the daily lives of the Hospital’s highly specialized patient population. Now, they will have the chance to become Canada’s leaders in the field – the next generation of complex chronic disease care providers.

The Nursing Strategy is built on: supporting innovation in care delivery; emphasizing academic and clinical education; creating and applying new knowledge at the patient bedside; enabling inspired, proactive nursing leadership; and setting new standards of patient care and safety for people with complex chronic disease.

Within the new model of care, RNs and RPNs play an integral role in ensuring the best care and support for patients and their families, while shaping the future of the profession.

To learn more, visit bridgepointhealth.ca

**Humber River Regional Hospital:**

Committed to being a workplace of distinction - for our nurses and our entire team

Humber River Regional Hospital is developing a growing reputation for leadership in the delivery of high quality patient care. And with the construction of our new hospital scheduled to begin this year, the future is very exciting for our team.

A great hospital team needs a modern place in which to work, but Humber River is first and foremost about the people who make it great every day. Humber River’s corporate strategic plan commits it to being a workplace of distinction for everyone, including our terrific nursing team.

A past winner of the Canadian Nurses Association Employer Recognition Award for Innovation, Humber River has been cited by the CNA for “creating an exceptional working environment and that they promote a culture of professionalism and continuing competence that is imperative for excellence in patient care.”

The Award recognizes Humber River’s “innovative activities in support of certified nurses,” including financial support for CNA certification in nursing specialties and educational support both in-hospital and for attendance at external conferences.

And our Accreditation Canada survey report, received in January of 2011, resulted in a 97% compliance rating and citations for five leading practices! Overall, we met 1642 out of 1685 Accreditation Canada dimensions for quality and safety.

Humber River Regional Hospital is pleased to support its nursing team as they celebrate National Nursing Week.
Humber River Regional Hospital Celebrates

National Nursing Week

May 9 - 15, 2011

Your colleagues and friends at Humber River Regional Hospital extend our warmest and best wishes to all of you as you celebrate National Nursing Week.