National Nursing Week
May 7 -13, 2012
Meet the winners of our Nursing Heroes Contest inside!

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BRIDGEPOINT HEALTH
We never forget why you became a nurse

You became a nurse to care for people; to support patients; and their families. When you are able to spend more time focused on patient care – and less time on non-nursing tasks - patients receive better care.

That’s not just a feeling, that’s a fact.

ARAMARK Healthcare works with industry leaders on groundbreaking research that identifies a connection between your sense of fulfillment as a nurse, patient satisfaction, and the efficiency of patient food, facility and clinical technology services.

ARAMARK Healthcare helps to create a healing, comforting environment for patients. After all, the best care can only be delivered in the best environment.

IT’S ALL CONNECTED.

On behalf of my entire family I would like to submit Ms. Ruth Humphries name from the Brant Community Health Care Centre, Brantford, Ontario to the 7th Annual Nursing Hero Awards.

Ruth is a RPN on B7 at the Brantford General Hospital.

In November of last year, our mother was admitted to the BGH with a broken leg. After her admission and several tests we learned that our mother had end stage cancer. This was a complete shock to the family as we were unaware that her lack of strength, tiredness and many falls at home were due to cancer that had traveled to her liver.

Ruth was one of the many nurses who was assigned to our mother’s care for 10 weeks before our mother was transferred to our local hospice. As the shock of end stage cancer and the realization of impending death sank in, Ruth was outstanding in guiding us and providing the family with support, but most of all caring for our mother.

With a casted leg and the progression of the cancer our mother became weaker and weaker. However, she still wanted to have baths and particularly wanted to get her hair washed. When Ruth was assigned to our mother’s care she ensured a nice bath and a very nice hair scrub/wash. Our mother was particular about her personal care and Ruth took the time to provide this care. This made our mother so comfortable, relaxed and happy. She loved Ruth’s attention and Ruth’s ability to have great supportive and comforting conversations during her care time.

Ruth called me at home once to ask about the vitamins our mother had been taking. Although it seemed pointless to have her take them at that time, our mom had told Ruth she should be taking them so Ruth ensured I brought them in for our mother and ensured they were added to her medications.

Of particular note for us as family members was the navigation through the health care system during this very difficult time. Should we complete more tests, should we provide any kind of treatment, where should our mother go to end of life….

A care plan was developed with the hospitalist assigned to our mother. However during the time of the hospitalization, the hospitalist suffered her own medical emergency and other hospitalists were assigned. Add to that Christmas holidays…...care and care plans got very confusing with each new doctor and several relief nurses.

Ruth advocated for us on several occasions to ensure that the care plan as discussed and agreed to was followed and that the team on the floor remained consistent. Several times different doctors would discuss different plans. This was very upsetting to our mom who was getting more confused as the days went on and to the family who just felt at a complete loss when different doctors would suggest different plans.

Ruth was fantastic in facilitating conversations with the medical team on our behalf and working to ensure all nurses where providing a consistent message to our mother and our family. Ruth provided many big hugs as the days became more stressful and confusing for us all. When the decision was made to move our mother to the local hospice Ruth was there to help with the emotional preparations. We cannot imagine what the 10 week hospitalization, much less our entire experience with such a short time to accept and prepare for our mother’s death would have been like without Ruth Humphries care and support.

My sister adds – “Ruth is a nurse that provides excellent medical care but on top of that she adds the extra by providing personal care with a human touch. My mother was in hospital with a broken foot and stage 4 liver cancer when she met Ruth. She absolutely adored Ruth’s cheery smile and quick wit. Ruth knew she had been in bed for more than two weeks and also knew what makes a patient feel good. It was as simple as a shower and good shampoo. She also knew how to make a small joke that would result in a huge smile and chuckle to make her day as she did not have much to look forward to.

Ruth is a great example of a caring compassionate individual that takes her nursing career to a higher level to make her patients feel valued and most of all cared for.

On behalf of my entire family, please accept this nomination for Ruth Humphries as a Nursing Hero!

Nominated by Sherry Kerr and family
This is our 7th year running our Nursing Heroes Contest, and it’s definitely one of my favorite issues of the year. I am inspired every single year by the stories of heroism from the front lines of healthcare. I have been thinking a lot about what a nursing hero really is. I have decided it means something different to everyone. For a new nurse, it’s the nurse who answers questions and assists without belittling or getting frustrated. For a patient, it’s the nurse who listens and provides comfort, anticipating their needs and quelling their anxieties. For a patient’s family member, it’s the nurse who provides information and explains things in a timely manner.

A nursing hero is all of these things. Sometimes all of these heroes are combined into one. In my opinion, you are a hero when you make a positive difference in someone’s life, and an overwhelming majority of nurses do that everyday. For that we thank you.

Like every year, I wish we could award a prize to every nominee as it’s extremely difficult to select three winners. After much thought and consideration we selected this year’s winners – and each is a hero in a different way.

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Sponsored by ARAMARK Healthcare

All Nurses are Heroes

Thank you

Hospital News salutes the nominees in our 7th annual Nursing Heroes Contest!

TO THE WINNERS OF OUR 2012 NURSING HERO AWARDS

Joni Mountford
Lakeridge Health
$1,000 Cash Prize

Jane Mark
RN Emergency Department - Peterborough Regional Health Centre
$500 Cash Prize

Comfort Obeng-Nantie
William Osler Health System
$300 Cash Prize

This supplement should remind us all how much a small gesture can mean. Though our healthcare system is often criticized for lengthy wait times, our nurses are top-notch. Canadian nurses are heroes. From taking a student under your wing, to ensuring a patient’s furnace gets fixed so he can go home, to helping a patient’s wife find accommodation she can afford to be close to her husband who is in chemotherapy, we appreciate all that you do. You may not realize it, but that five minute conversation you just had with your patient made you a hero in his eyes.

Every single nurse that was nominated touched a life and made a difference. Hospital News is proud to honour them in our Nursing Week Supplement. We would also like to thank our sponsor Aramark for providing this year’s cash prizes. If you see your name on the list of nominees and want to read the full nomination I received on your behalf, send me an email and I will be happy to forward it along. I can be reached at editor@hospitalnews.com.

After seven years, I can say that I am no longer surprised by the stories of professionalism and compassion we receive. But I am humbled and inspired. As you read through these pages I hope you are inspired and reminded of how much of a difference you really make. Congratulations to our winners and nominees!

Kristie Jones
Editor
Hospital News

Congratulations to our winners and nominees!

Hospital News salutes you!

Kristie Jones
Editor
Hospital News

www.hospitalnews.com

SALUTE TO OUR HEROES >> NATIONAL NURSING WEEK 2012

HOSPITAL NEWS, May 2012

III
Lisa Jans
Three Links Manor, Kelowna BC

Lisa Jans was the first person that came to my mind when I read about this contest. She truly is a nurse that I and her team admire. She is kind, respectful, professional and a joy to be around and work with. I know it is going to be a good day when I get to work alongside of her. She very respectfully answers all your questions and is willing to help regardless of how busy she is. Lisa encourages and helps others to care in the same manner that she does without even knowing she is doing so. Lisa leads by example with her caring and wonderful attitude. She has a smile that lights up a room. In 15yrs of nursing, no one has ever inspired me like she does with the recognition that she so thoughtfully provides. She not only nurtures her fellow workers but she lovingly nurtures her residents too. They always feel safe in her care.

Nominated by Rhonda Bardwell
LPN

Lisa Jans is the best!! To see her interact with the residents is a work of art. She is always so pleasant and nothing is too much trouble for her. Quite often she may be in the midst of giving medication to someone, the phone rings, there are bells going, family members waiting at the desk to speak to her, and she takes everything in her stride and handles it well.

When a new resident comes to our facility, she will go and sit with them – especially if they are agitated, hold their hand, make them something to drink and reassure them. Nearly 100 per cent of the time this works and they calm down.

She is a perfect role model in our facility, a great person to work with, and anyone needing orientation, should be orientated with her.

Residents have this to say: “Lisa is always pleasant, happy, and interested in spreading good cheer. She is definitely in the right profession, and is the ideal nurse. She is one in a million, and would go the last mile for her patients.” “The minute I know Lisa is on duty, I feel like a special person. She is in the right profession, as nothing is too much trouble for her, and she is so very, very patient. There are too many things to mention just how wonderful Lisa is.”

Nominated by Bev Carpenter

We would like to nominate Lisa Jans, LPN for the Nursing Hero contest. Lisa is an exceptional team leader, a great listener, is confident and caring, and makes informed decisions. You know that you are going to have a great day when you’re working with Lisa. She starts the shift by greeting us with her warm, friendly smile, and says, “We are going to have a good day; we will work together and get it done.” She is true to her word. She not only gets her job and responsibilities done, but she pitches in where needed to help us with our jobs. When staff need a shift change she is more than willing to look at her schedule and swap shifts.

She is very conscientious of our residents, their families and relaying important information to the team. The residents are so grateful to know that Lisa is their nurse for the day. She speaks to them with a calm friendly voice that is genuinely interested in what they have to say. She is very respectful of their needs and does everything she can to find solutions to their problems. When assisting residents in their daily struggles she sits down beside them, holds their hand to comfort them, gets them a nice cup of tea, creates opportunities for them to enjoy the gardens, sunshine, fresh air, or make a phone call to one of their family members.

When there is a pet in the house she will go out of her way to have that pet connect with those residents she knows will appreciate it. She knows how important music is to many of our residents and will put on their opera, country, or old time tunes for them to enjoy. She is a stickler to detail when it comes to the physical needs of our residents, their wound care, proper wheelchairs, and other means that help them to live with as much dignity and independence as they can. She is dedicated to ensuring that information is conveyed by excellent charting, sending email, and other means of communication. Lisa is kind, thoughtful and efficient, and is an outstanding role model for everyone around her. She is recently engaged to be married and we can’t imagine anyone more deserving of this recognition.

Nominated by Staff at Three Links Manor

Our nurses are integral to the success of the Brant Community Healthcare System. Their compassion, dedication and commitment impact our entire community and contribute to our Mission to deliver and measure the highest possible standard of healthcare in a compassionate, integrated and fiscally responsible manner.

Our nurses are part of Brant Community Healthcare System being awarded ‘Accredited with Exemplary Standing’ from Accreditation Canada and receiving the inaugural Registered Practical Nurses Association of Ontario ‘Top Employer Award.’

Brant Community Healthcare System is a fully accredited, national award winning 300-bed healthcare organization providing acute care at the Brantford General Hospital and urgent care nearby at the Willett in Paris, Ontario.

Safe, patient centred care...
Brant Community Healthcare System has achieved Ontario’s best Hospital Standardized Mortality Ratio two years in a row and consistently achieves very low infection rates.

Innovative...
Canada’s 1st custom total knee replacement surgeries are performed at Brant Community Healthcare System, also the home of Canada’s 1st fully automated hospital laboratory.

A great place to work...
Brant Community Healthcare System is a ‘Hamilton- Niagara Top Employer’ for three consecutive years, a ‘Quality Healthcare Workplace Award’ winner for two consecutive years and opening this fall… Refresh & Renew Wellness Centre. Take time to refresh your mind, body and spirit.

Big enough to make a difference, small enough to make it happen.
Joni has been a nurse for 40 years but seven years ago she trained as a Geriatric Resource Nurse for Lakeridge Health. She was asked to create an initiative to deal with the isolation, despair and loneliness that many elderly patients feel. So Joni put her heart and soul into finding a way to lessen what she calls a tragedy.

In an interview with a local publication called Focus on Scugog, she explained “We desperately need our elders, with their wisdom and their experiences. These proud people of our community in their latter years are silent and suffering, trying desperately to deal with all kinds of loss; loss of family and friends, loss of control over their bodies, loss of a sense of worth, loss of their dignity. We needed to find a way to restore their sense of value, life and beauty.”

Joni created a new program she calls “GIVE” (Geriatric Initiative of Volunteers for the Elderly). GIVE is a group of teen volunteers who create relationships and interact with geriatric patients. Joni’s original core group was six teenagers. She designed an orientation program that would increase their understanding of what it was like to be elderly. The kids really had no conception of what it is that these elderly patients were enduring on a daily basis; loss of hearing, eyesight, mobility, bladder loss, cognitive thinking, plus of course, loss of their dignity. She needed to find a way to restore their sense of value, life and beauty.

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Joni says her kids have learned to simply be with the patients, talking, writing a letter for them, playing cards, going for a walk, looking through pictures. The students realized in time, that many of the patients were much like “16-year olds with wrinkles,” but with endless life stories and experiences to share. They saw their sense of humour was still intact, but they also heard heartbreaking stories. They listened and empathized and slowly these students became a deep and important part of the patients’ daily lives.

The dynamic of the day is open and never the same. Sometimes all the teens will be in a ward with four patients and their families, others occasion a student could end up with one patient for many hours. Joni says the conversations between the kids, the patients and their families are awe inspiring. She says that deep emotions are often stirred and many times all involved have ended up crying. In one particular instance they were with a gentleman who had fought in the Second World War and had never before spoken of his experiences with his family. After speaking with several teenagers he began to talk about the horrible experiences he had never expressed to anyone. His family listened in amazement at his openness with the kids; they had over time opened something in him he finally wanted to share. The depth of emotion that day was something no one will ever forget.

Joni says her kids have learned to look at the elderly with a deep sense of value and they have had that value returned to them in spades. She says the elderly get enough of people looking away from them; engage them and they will return it tenfold. The teens job when they step into that hospital room is to find out what each patient requires and then over time they can develop deep skills of understanding. Joni has said “This program is teaching them to be kind, find compassion, to not judge, to not blame. Every one of the kids who have come through this have become better people due to their interaction with these patients. They are changed kids. I am proud of them.”

GIVE continues to be a sought after volunteer experience for students. Since 2007, over two dozen students have completed the program and the program shows no signs of slowing down. Recently there were 11 student volunteers enrolled in one group!

It is my pleasure to nominate Joni Mountford, Geriatric Resource at Lakeridge Health Port Perry as my Nursing Hero. As Joni’s Patient Care Manager, I see the care and compassion that Joni provides to her patients day in and day out

Nominated by Joan Scott
Patient Care Manager
Lakeridge Health

Joni Mountford with some of the teen volunteers in the GIVE (Geriatric Initiative of Volunteers for the Elderly) program she created to help seniors in her community.
I would like to nominate Cheryl DeLugt, Emergency Department (ED) Resource Nurse at our Credit Valley site of The Credit Valley Hospital – Trillium Hospital, for the 7th Annual Nursing Hero Awards.

Cheryl is a phenomenal Nurse Hero whose commitment to her many roles and responsibilities goes beyond the expectation of either her ED leadership team peers, or those of the staff she teaches and works alongside. She has exemplified and modeled an unrelenting commitment to excellence in ED nursing practice at Credit Valley Hospital, not only in her role as the ED Resource Nurse, but also in her community work as an ambassador of emergency nursing for Teen Health Fairs, Teddy Bear Clinics aimed at promoting how they protect your fragile brain from trauma; Cheryl garners the interest of everyone in the vicinity and can engage them in her demonstrations and teaching sessions with flair.

Aside from her community outreach activities, Cheryl provides valuable injury prevention and health teaching sessions in the Halton School Board primary schools for a few years now. On her own time, she goes into various classrooms as per the health curriculum, and prepares age and developmentally appropriate sessions for the different age groups on numerous topics. Where I am most familiar with Cheryl’s nursing practice, and where I feel her most valiant display of nursing ‘heroism’ is seen, is at our place of work where she performs in the role of ED Resource Nurse. From the intake of new hires into vigorous orientation programs, to bedside mentoring and training, to more formal teaching in workshops for our nursing staff of over 140 nurses; Cheryl is always creating new and exciting ways to deliver both old and new information, constantly reinventing case studies, learning games to enhance practice, documents and tools to aid orientees and their preceptors in gauging their learning challenges and successes.

Cheryl long ago achieved ED nursing proficiency, and never sat back on her laurels or just looked to her own goals and aspirations. She continually looks to our ED patient population; to the excellent care she aspires for all to receive, and to the staff that she strives to help achieve this same high standard of practice.

Through her 17 years in our ED, Cheryl has earned the respect of all whom cross paths with her in her numerous duties and task force memberships. Cheryl’s work ethic and motivation to affect change for the better on so many fronts leave those of us who cross paths with her in our ED in awe of her deft handling of the multifaceted challenges and success.

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Jane Mark
RN Emergency Department -
Peterborough Regional Health Centre

We received an overwhelming amount of nominations (19) for our second place winner Jane Mark. While we couldn’t fit everyone’s nomination, we have highlighted some of them here as well as a list of her nominators.

I would like to vote for Jane Mark in the ER. She dedicates so much of herself to improving life for nurses and patients in the ER and PRHC whole. Jane is my hero for so many reasons that I have been hesitant to write this letter. Not because she doesn’t deserve it, but because I am afraid that I may neglect to write about some reason I look up to her and/or because of the sheer vast number of things she does for us.

Jane is not a proud or boastful person. She is not someone that does things for recognition. Jane does the things she does with grace and eloquence and never asks for anything in return. She is usually working towards fixing any difficult political bumps in the road for the department/nursing as a whole on her own time off. She has been apart of some very influential committees that have changed the way we nurse and the way that we as nurses are treated.

As a nurse, Jane treats all of her patients as though they are family because that is who she is. She is the type of nurse who makes time, when others wouldn’t see it possible, to continue to do the little things for patients that make they’re illness more tolerable. I have seen her run around to make a patient tea, and get orders for another patient because they otherwise wouldn’t be receiving their routine medications for their chronic conditions, and doing all the regular routine nursing duties with grace and sensitivity that makes her a joy to be around.

Jane makes the time to treat other nurses with as much care. She is the type of senior nurse in our department that we all feel we can ask a question of and know that she will find the right answer if she doesn’t have it under her hat. She is a great leader during stressful and challenging situations. In these situations I have on many occasions looked to Jane as a resource and have witnessed physician’s looking toward her for her nursing experience and knowledge base.

Jane embodies what it is to treat and to be treated with respect. I have sat in politically sensitive meetings with Jane who is able to speak with such respect and passion that everyone listening is able to understand. She has taken on the roll of interim Union Representative and has done so with professionalism and competence. If anyone has a concern she is able to find the time in the most efficient way to get back to them. She does all of this while effectively keeping resources to effectively nurse at the bedside as her priority. She embodies what it is that most people strive to become when they embark on the journey to become a nurse.

I am voting for Jane Mark for nurses week, as Jane has been so helpful since I started working in the ED. Not only has she taken the time to patiently answer many questions, and teach valuable skills, but she helps enrich our daily working environment through her tireless efforts as our ONA rep. In these times of change and turbulence she has stood strong and put her best foot forward on behalf of all of us nurses in emergency.

I would like to place a vote for Jane Mark! She is an incredible person and does so much for the nurses in the emerg department. She is an advocate for us and always has a positive attitude! She is always concerned about others and goes above and beyond for anyone she can.

Jane Mark is an emergency room nurse/excellent role model in the department. Recently our department has gone through a significant staffing change integrating many novice nurses. Jane has always been a mentor that is easy to approach thus making it an easier transition for the novice nurses. She is always encouraging staff members and makes time available to assist others. She is also our union rep who often uses her personal time including vacation days to attend meetings and advocate for our staff.

We Thank Our Nurses
As we celebrate 2012 National Nursing Week, Rouge Valley Health System thanks our nurses for all they do for our patients every day.

There are many roles that our nurses play in our hospital. Whether you are helping to welcome new lives into the world in our Birthing Units; caring for our paediatric patients; or speaking encouraging words to an oncology patient.

Perhaps you’re taking extra care of a critically ill patient in the Emergency Department, or in the Cardiac or Critical Care Unit; or lending a sympathetic ear of support to a patient’s grieving family.

You may be calming the nerves of a patient who will be undergoing surgery.

Maybe you’re a Clinical Practice Leader or Manager helping nurses deliver the same high standard of care our patients are accustomed to.

Wherever you are focusing your skills in the hospital, you are helping to make an impact on our patients, staff and our community.

Thank you.
Rouge Valley Health System
www.rougevalley.ca
Nurses Make a Difference at TEGH

Every day nurses make a difference in patient’s lives at TEGH. Making a difference sometimes means wiping a tear, listening to a patient’s fears, providing care to alleviate pain, or helping a patient to understand their plans for discharge. In addition to providing compassionate bedside care, nurses at TEGH also make a difference through actively leading practice changes to support quality patient care.

This past year has been exciting for nurses at TEGH:
- As change agents, nurses have worked with their interprofessional colleagues to redesign admission, care planning and discharge planning processes. Through small tests of change, nurses have developed innovative ways to enhance care to provide “The Ideal Patient Experience” in their clinical units.
- As practice experts, nurses have advised others in the development of policies for the new electronic system and made suggestions for the implementation of education programs. They have also contributed to the development of Standards of Practice for care processes and to the design of the TEGH electronic patient record.
- As patient and family advocates, nurses at TEGH have brought attention to a number of patient care issues, and engaged team members in resolving them.

At TEGH our nurses have been actively shaping clinical practice changes that will make a difference for patients for many years to come.

The Nurse

By Roopdai Mohotoo and Nita Marcus

Florence Nightingale, the lady with the lamp,
Mother Theresa in the refugee camp,
Caring, compassionate, gentle and kind,
A more noble profession, one could not find.

The nurse is the doctor’s eyes and ears,
Records any changes, allays patients fears,
Monitors rhythms, takes vital signs
Administers drugs, sets up IV lines.

The nurse is highly trained in her skills,
To assist in the healing of wounds and ills,
In the OR, wards or critical care,
Her presence unnoticed because she is always there.

With devotion and pride, she nobly serves,
Though pressures, demands, may fray her nerves
The nurse lowly paid, in gold is her worth,
For she’s truly God’s angel sent down to earth by,
Who would have thought that one of the scariest times in our families' lives could turn out so wonderful and positive? It was only when I met my sister's nurse Comfort that I believed everything would be okay.

My sister was admitted to the ICU on February 28th, 2012. I will always remember how scary that night was but I will never forget the love, kindness and professionalism we experienced during this time. The medical team was amazing and we became friends with many over the weeks waiting for my sister to wake up and pull through. Comfort was one nurse in particular that showed us what faith, hope and strength was all about.

Comfort Obeng Nantie came into our lives in a most devastating way but will remain in our hearts as a warm, comforting memory. The way Comfort dealt with our family was beyond amazing. She answered all of our questions as best as possible and found out the answers if needed. Her main concern was her patient and always took great care of my sister with a positive and friendly attitude. She spoke to my sister every time she had to move her, change her and take her temperature or even just entering the room. Although my sister was sedated, she always let her know that she was there for her. Comfort set the bar high for the nurses to follow. We always felt spoiled by her and looked forward to her return when she wasn't working. We liked all the nurses and doctors we met but really loved Comfort's skills, abilities and energy.

Although this experience wasn't the most ideal one, we did get through it and came out stronger with the help and care of an amazing nurse… COMFORT! We still have a ways to go until we fully recover from this illness but we are in a better state of mind and more at ease because of our special encounter with a special nurse, COMFORT!

Comfort’s manager has nothing but praise as well. “Comfort is a very compassionate Intensive Care Unit Registered Nurse,” says Liz Cameron, Patient Care Manager, Intensive Care Unit, SIMCU and SUPORT Team at William Osler Health System. “Her knowledge, experience and competency in caring for critically ill patients reassures families and patients that they are in very capable hands. She approaches each patient care experience with professionalism and compassion – understanding it is a privilege to care for patients when they are most vulnerable.”

“We are very fortunate to have Comfort as part of our ICU team at William Osler Health System,” she adds.

Nominated by Kimberly Pece and Catherine Ashby

Comfort Obeng-Nantie is Hospital News’ Third Place Winner

Comfort Obeng-Nantie is Hospital News’ Third Place Winner

Comfort Obeng-Nantie
William Osler Health System
Hospital News salutes all nominees with excerpts from nomination letters.

Sue Baggs
The Scarborough Hospital
Michelle Balkaran
Holland Bloorview Kids Rehabilitation Hospital
Leigh Ann Craig
Southlake Regional Health Centre
Pierrette Eng
Southlake Regional Health Centre
Agnes Dzialo
Holland Bloorview Kids Rehabilitation Hospital

NOMINATION FOR SUE BAGGS, THE SCARBOROUGH HOSPITAL

Sue Baggs is one of the hardest working people I know. She may only be scheduled till 3pm, but I rarely see her leave before 5pm. She knows each and every patient by name (first and last), their history, and their families. Sue may or may not know but she is the glue that holds this unit together, and she deserves to celebrate. Nominated by: Nicole Ignagni

NOMINATION FOR PATRI MCINTYRE, BETHPHIA RESIDENCY

I am impressed with her genuine care- ing heart, and the way she connects with every client in a therapeutic way. They all show the utmost respect for her, regardless of their individual circumstances. It is always evident in their faces as they light up to see her come and visit, how much she means to them. Nominated by: Rebecca Farnell

NOMINATION FOR STEPHANIE CIRNE, KIDS GENERAL HOSPITAL

Stephanie’s ability to listen and empathize with others and herself on several occasions is and continues to help in our recovery. Stephanie makes herself very approachable and goes out of her way to see how you are doing and acknowledge anyone that she sees in a positive manner. Nominated by: Steve Myers

NOMINATION FOR MICHELLE BALKARAN, HOLLAND BLOORVIEW KIDS REHABILITATION HOSPITAL

Michelle is one of those quiet nurses, who always comes to work with a smile on her face. This year Michelle challenged herself by applying for and securing an Advanced Clinical Practice Fellowship. Michelle found a gap in practice in the care children who had undergone orthopedic surgery during her fellowship. She developed an on-line resource manual for nurses, and looked for ways to reduce heel pressure ulcers under casts. Nominated by Nick Joachimides

NOMINATION FOR SUSAN RUDdle, JOSEPH BRANT MEMORIAL HOSPITAL

A fter knee replacement surgery, Susan was the first to realize that I was having a problem with my morphine and soon had me on a more tolerable drug. Within 12 hours I was feeling much better and with her encouragement, I was exercising and mobilizing my knee. Due to her skills and uncanny ability to read and assess a situation, she gave me the confidence to push myself toward a complete recovery. Nominated by: Bill Burgess

NOMINATION FOR BARBARA LAMARRE, GRAND RIVER HOSPITAL

I have never had a patient for over a year now. Barbara helped me find the correct magnifying reading glass – on the internet, it only took her a few minutes. After having the stomach flu I was so depressed and Barbara was very kind to listen to my troubles. She sat on my bed during my dialysis. Nobody has ever done that! She made me feel better because she cared. Nominated by: Khin Nwe

NOMINATION FOR PIERRIETTE ENG, SOUTHLAKE REGIONAL HEALTH CENTRE

In November 2010 I had my second son at Southlake. Our dedicated nurse was Pierrette. My husband and I have no family here in Canada and going through labour is a very personal, special experience that you normally share with loved ones. I truly believe that Pierrette stepped into that day and adopted a parenting role. Nominated by: Jennifer Walker

NOMINATION FOR CHRIS SIMMONSON, BC CHILDREN’S HOSPITAL

Chris works with me at the Ketogenic programme at BC Children’s Hospital. Her job keeps her very busy, and yet she is always pleasant and attentive with her patients. She goes above and beyond every day ensuring that clinics run smoothly, and patients are seen on time. She comes in early, and stays late and keeps a smile on her face. She empathizes with the patients, and for this she is a great nurse. Nominated by: Brigette Pruckmeier

NOMINATION FOR GIOVANNA CANSCENO, ST. MICHAEL’S HOSPITAL

Giovanna Canesco was my preceptor during my consolidation year of my Bachelor of Science Nursing Degree. Giovanna was exceptionally approachable as a mentor. She was fiercely assertive in having procedures done correctly yet never appeared rushed or impatient. I was encouraged by Giovanna to attend the St. Michael’s Hospital Christmas party to “network” for future job opportunities. She bought my ticket, arranged my ride and introduced me to all the key players. Everyone loves to work with Giovanna. Nominated by: Francyelle Fernandez

NOMINATION FOR CHRISTINE RANSOM, BRITISH COLUMBIA CANCER AGENCY

Over and over again, I have been inspired by Christine. Christine seems to have an unlimited abundance of compassion. We had a patient who was very ill and there was little in her life that was bringing her joy. This patient, had identified that she would like to pick up painting again. She had no money to buy canvases and Christine quickly offered to bring some unused painting canvases that she had at home that weren’t needed. The patient was successful at it and that generated some money to buy more canvases and so on. Nominated by Myrna Tracy

NOMINATION FOR RANDY DINDIAL, HOLLAND BLOORVIEW KIDS REHABILITATION HOSPITAL

Randy is the type of nurse that everyone wants to work with. He is always asking others how he can help. Randy is compassionate nurse caring for children who have sustained brain injuries, he always remains calm, and uses his critical thinking to assess and act with the patient best interest in mind. When Randy is working from the moment you walk on the unit, as there is a sense of calm and organization on the unit. Nominated by Nick Joachimides

NOMINATION FOR DONNA BRAy, LONDON HEALTH SCIENCES CENTRE

I only had the privilege of having Donna assigned to me on one occasion, her presence was always evident when she was on duty. It was not only her knowledgeable and professional manner, but her cheerful and positive outlook which enhanced the workplace environment when she was working. She fulfilled her own duties in an outstanding manner, but it was her support and contribution to others that I noticed the most. Nominated by Richard Cochrane

NOMINATION FOR CATHY KURDEL, ST. JOSEPH’S HEALTH CENTRE

Cathy has worked in numerous areas of the hospital always giving 100%. Cathy never sacrifices care for the patient, striving to always make sure she advocates the patients needs before anyone else’s. I have had the pleasure to work beside her while working in Labour and Delivery. Her compassion and care was outstanding. Nominated by Lillian Ferraro

NOMINATION FOR MARINA BITTON, NORTH YORK GENERAL HOSPITAL

I am one of the grateful staff from Marina’s unit who learned a lot and was inspired by her. She is not only there to teach but to support, encourage, and be a resource for all of us. She made us feel an important part of the team. She comes early in the morning and stays late at night to help us when we are struggling with new changes in the unit or a crashing patient. Nominated by Mary Jane Alcada Tuburan

NOMINATION FOR AGNES DAZIAO, SUNNYBROOK HEALTH SCIENCES CENTRE

Agnes is the geriatric emergency nurse (GEM) in the emergency department at Sunnybrook. A 78 year old Armenian had been hospitalized and wanted to return home but his nursing was not working so it was freezing cold at home. The patient was single, had no family and an imperfect grasp of English. Agnes got on the phone to neighbours to find a place for the man to stay. One neighbour agreed to take him in for a while but then the patient said he REALLY just wanted to go home.
Hospital News salutes all nominees of the 2012 Nursing Hero Awards with excerpts from nomination letters.

Nomination for Jannine Bowen, Markham Stouffville Hospital
Jannine helped us with our last decision for our beloved Ellen. Based on Jannine’s support and practical advice, we decided that this time, there really was no more time, no more intentions, no more drastic measures for Ellen – and we took her home. Jannine oversaw her medical care. The last several days of her life were spent with dignity and serenity. Special thank you to Ms. Jannine Bowen, for shining a light into the health care system and showing us a better way to operate. Nominated by Joanna and Harry French and Pauline and Roger Prentall.

Nomination for Genevieve Braeley, The Credit Valley Hospital and Trillium Health Centre
I met Nurse Gen while in hospital for an MS relapse. When I entered the hospital I could barely walk or talk. Nurse Gen empowered me not just to walk but helped me to get over things that made me sad. From the first day I met Nurse Gen she would talk to me with questions which empowered me to talk and inspired me to want to talk. She is a hero. Nominated by Sitrat Sharief.

Nomination for Karen Witkowski, The Credit Valley Hospital and Trillium Health Centre
Karen co-facilitated with the Crib’s and Coltis Foundation educational evenings for patients/families living with IBD and an IBD website. In addition, she established a support group for patients/families living with an ostomy. In her current role Karen has developed and implemented a Skin & Wound Care Program at Trillium Health Centre (THC) and a well-established preventive heal ulcer Program. Feedback from Karen’s workshops indicates nurses on the units indicate are very satisfied with her as an educator and mentor. Nominated by Marcella Honour.

Nomination for Rhonda Beck, Princess Margaret Hospital
With a diagnosis of cancer twice in different areas the last two years, I felt as though I was falling into a deep vortex until Rhonda threw me a life line, and helped to calm and educate me regarding the treatment and probable prognosis of this disease. With her unfailing optimism, good humour and kindness, she helped to keep myself, and more others in the right frame of mind to try and conquer this “blip” on our radar. Her expertise, as well as my wonderful doctors, contributed to feeling hope instead of despair. Nominated by Carole Morgan.

Nomination for Sonia Correia-Batista, York Central Hospital
Sonia is the primary liaison for our wound treatment centre and provides utilization of full scope of Nursing practice. She not only has clinical expertise, she delivers her care with critical thinking, considering why an intervention is being done, explains it to the patients and family in such a way that they understand; she follows up with their concerns and questions, she delivers her care with compassion; considers patients’ unique needs and addresses them in an individualized manner. Nominated by Jackie Samini.

Nomination for Simcha ben Abraham, Spectrum Health
My nursing hero is my preceptor, Simcha ben Abraham. As I worked with him in the community, I was impressed with (and embarrassed by) his obvious organizational skills and his ability to stay focused on the main task at hand. His focus is always on delivering excellent care, and providing creative solutions to nursing dilemmas. This work ethic has driven him to place importance on all of his nursing tasks and the outcome has been excellence. Nominated by Naomi Zehr.

Nomination for Marilyn Ashley, Wingham District Hospital
She has a “calming effect” when things are busy. She carries a bridge over troubled water. She shares her knowledge in a professional manner. You do not feel belittled when you ask her for help. An excellent worker, she will assist in any way. Nominated by Karen MacDonald.

Nomination for Bonnie Pleadwell, Orillia Soldiers’ Memorial Hospital
Bonnie is a huge support to the staff, when a staff member needed time off to deal with the loss of a parent, Bonnie worked that nurses’ shifts so the floor would not be short, and the nurse could take the time off, without worrying. Bonnie has also been known to come in on her days off, if the floor cannot be covered, as she is fully aware of how heavy the patient load is, without full staffing. Nominated by Amanda Dean Charrand.

Nomination for Sue Barnes, The Credit Valley Hospital and Trillium Health Centre
Sue focuses on the needs of her patients by being attentive, offering her assistance and expertise with newborn care and breastfeeding. She recognizes that birth and the postpartum experience is very intimate time for both families and thus the rapport and chemistry between nurse and patient directly contributes to the patient’s outcomes. Nominated by Joanna Milner.

Nomination for Vera Miller, The Scarborough Hospital
I met Vera when I attended the wound treatment program and she moved me from ulcer to ulcer with her healing touch. Sometimes I want to say her magical touch! At every phase of my illness she handled it confidently and never failed to educate and update me as she went along. Her encouraging smile, patience, knowledgeable approach and her spirituality promoted my healing. Nominated by Gloria Niczadum.

Nomination for Kerri Kilmartin, St. Joseph’s Health Centre
Kerri is the primary liaison between nurses and other staff and patients. She attends countless meetings to keep us informed on current issues in the department and the community. With Kerri’s strong sense of justice, transparency and ability to articulate well, the nursing team feels confident our voices are heard. Nominated by Katie Langille.

Nomination for Janis Butler, Peterborough Regional Health Centre
Her diplomacy, patience and kindness is known and respected by both nursing and medical staff. Whether it is maintaining calm in the unit when a crisis arises or assisting staff with personal crises, she is always there. Often she will phone a staff member at home to see if there is anything she can do or if there is anything that is needed when a personal problem arises. She has also been known to just come by to drop a little something off to bring a smile to your day. Nominated by 10 colleagues who all submitted their own nomination.

Nomination for the Nurses on the Oncology/Chemotherapy Unit at The Scarborough Hospital
I can’t say enough about the nurses and staff on the oncology floor, they are all angels and put all of love and care into what they do. I bring my husband for his treatments and I watch these wonderful ladies hard at work, doing something that only an angel can do. Nominated by Julie Valerio.

Nomination for Katie Langille, St. Joseph’s Health Centre
Katie has demonstrated, over and over again, that she is astute and compassionate with good intuition and insight. Nurses are champions for their patients and Katie does this willingly, advocating for our patients with vigour and good results. Nominated by Michelle Perrone.
M y husband has recently been diagnosed with cancer of the esophagus. From that day of discovery, our world has been chaotic. We live in Bruce mines, a small community of 600 people outside of Sault Ste. Marie, Ont.

Treatment has taken us to the Sault, to Hamilton, to Princess Margaret Hospital and now to Toronto General for tests in preparation for the upcoming chemotherapy and radiation prior to the operation.

We arrived in Toronto Tuesday April 3rd, prepared to stay overnight as we had been advised that my husband would not be able to drive following the procedure performed that day. What we hadn’t expected was that he would be admitted to the hospital, not for over night but for what would turn out to be over a week, partially due to it being the long Easter weekend, and the fact that more tests were being scheduled, part of which was that a feeding tube was installed so that my husband could start receiving the nourishment that he needed to be strong enough for chemo/ radiation treatments and then surgery.

I think that anyone in the position of having a family member stricken with cancer knows how scary that in itself can be, but to all of a sudden be in a position where treatment is going ahead, and your life is being dragged along with it, you have to be able to keep up, is scarier still. I am grateful that my husband is receiving treatment, and I don’t think that we could ask for better care than he has been given, and we feel confident, and fortunate. At the same time we were alarmed by the cost of this past trip, what it would cost for me to remain in the hotel while my husband was admitted to the hospital, something which we hadn’t planned for. We thought that this was just an overnight trip. We had checked into the Delta Chelsea because it was so close to the hospital that I, who don’t drive, could walk to the hospital to be with my husband.

We extended our stay another two days, in accordance with my husband’s hospital stay also being extended, even though this was an expense that we could hardly afford as with the chemo/radiation treatment that lies ahead, we knew our expenses would be great if we wanted to be able to go through this together.

Our nurse, Nelson Ang, was very sympathetic and listened very quietly to our plight and our concerns about not being able to afford this extended stay in Toronto. Without saying anything to us, he took it on himself to bring our situation to the attention of the Toronto General Hospital social worker, Shobha Sawh, who tracked us down while my husband was waiting for an endoscopy procedure.

She and her assistant Natalie, informed us, that Nelson had told them about our plight and that they were going to try to help us. Through the Care program, they were able to make arrangements with the Delta to offer us a couple of complimentary night passes along with a reduced rate to see me through the length of my husband’s hospital stay. These people came into our lives, when we didn’t know what else to do; we were alone in a city without family or friends as back up, as, are most patients and families that come here for treatment.

I am writing to you, not just to tell you that Nelson has been a very competent nurse, giving my husband the best of care, but to tell you that not only has he done that, but that he took it on himself to give us more than that. He listened, saw a need that existed and he made sure that we got the help that we needed.

I read in the Hospital News, that during Nursing week, you were saluting nurses who have done exceptional work or touched the lives of patients and their families through their commitment, dedication and compassion and it is in response to that, that I submit Nelson Ang for consideration of such an award.

Whether he wins the Nursing Hero Award or not, in our hearts and minds, Nelson will always be a hero!

Nominated by Lloyd and Helen Leis

Nurses at St. Michael’s Hospital deliver knowledgeable care through best practice guidelines

Today and every day we thank our more than 1,600 nurses for their unwavering commitment to our culture of caring and innovation. Thanks to their hard work and dedication, St. Michael’s is proud to be designated a Best Practice Spotlight Organization by the Registered Nurses’ Association of Ontario (RNAO).

Our nurses enhance quality patient care outcomes through the implementation of evidence-based practices.

Nelson Ang
Toronto General Hospital, University Health Network

St. Michael’s Inspired Care. Inspiring Science.
As we celebrate National Nursing Week, we would like to thank all nurses for the extraordinary work they do every day, every minute, with a special “Thank You” to Bridgepoint nurses who provide exemplary care to people living with complex chronic disease.

Twenty-four hours a day, seven days a week, our nurses contribute to excellence in patient care and demonstrate their commitment to their patients, the nursing profession and each other by serving as care providers, mentors, leaders and advocates.

At Bridgepoint, we are tremendously proud of our nursing team! We would like to acknowledge their remarkable accomplishments in advancing our new Professional Care Delivery Model and Nursing Strategy, as well as teaching and research in complex chronic disease.

Thank you, Bridgepoint nurses, for changing the lives of patients and families. You, too, can change the world for people with complex chronic disease by joining the Bridgepoint nursing team.

For more information on being a member of the nursing team, visit our website.

HAPPY NURSING WEEK to Ontario’s registered nurses and nursing students

Nurses are the pulse of our health system. For that, we thank you.

As we celebrate Nursing Week 2012, RNAO takes pride in the expertise and excellence you bring – each and every day – to patients and communities across Ontario. You inspire us with your ongoing focus on evidence-based quality care and your attention to patients’ unique needs. Your commitment to Ontarians and the profession extends far beyond the workplace and the call of duty. Your advocacy and voice in the political arena have led to important policy changes that expand the role of RNs and NPs, and improve access and care for the public. Ontario’s registered nurses have the knowledge, compassion and courage to speak out for nursing and speak out for health.

Rhonda Seidman-Carlson
President, RNAO

Doris Grinspun
Chief Executive Officer, RNAO

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 illness and disability, the most important healthcare issue of the 21st century. This will be achieved through an ambitious strategic plan that emphasizes innovative approaches to care with a bold Nursing Strategy and model at its heart.

Jane Morley, VP, Programs, Services & Professional Affairs and Chief Nurse Executive at Bridgepoint Health, says “our nursing professional care delivery model has RNs and RPNs working to their full scope of practice and as key partners within the interprofessional practice team. Our nursing strategy sets out the path for nurses to lead 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
Buffalo, N.Y. – D’Youville College, a small private four-year institution near the Peace Bridge in Buffalo, has become the school of choice for thousands of Canadian students seeking an education in health care and education. Replacing teacher education as the “hot” field is nursing, a profession whose graduates are in high demand throughout Canada.

D’Youville created western New York State’s first four-year nursing program in the 1940s and today offers a complete array of nursing programs as well as other health care offerings.

From Registered Nurse to a Bachelor of Science degree in nursing (RN to BSN), a five-year bachelor/master’s degree program, and a Family Nurse Practitioner program, the college offers it all. D’Youville, named after a well-known Canadian Saint, makes it easy for Canadian’s to attend. Students enrolled in the RN to BSN program receive 50% off tuition; all other nursing programs receive a 20% discount for Canadians and undergraduate scholarships go up to $67,000.

In addition, there are ‘Friday only” classes to meet the needs of students who are working and clustered nursing courses on Thursdays and Fridays for graduate nursing programs.

Graduate nursing programs in Family Nurse Practitioner and Clinical Nurse Specialists are popular as the demand in Canada grows. Included are programs with choice of clinical focus that includes Community Health Nursing and Family Nurse Practitioner.

Over the past five years, D’Youville has invested approximately $70 million in new and upgraded campus facilities including new nursing simulation labs that opened this April featuring full body high tech patient simulator mannequins that bring amazing realism to nursing students today. They are the most advanced simulators available today.

As Universities in Canada cannot accept more students than the Training College and Universities (MTCU) funds for them, D’Youville is an excellent alternative, and has been for more than 20 years, for those who find Canadian institutions full. It’s within easy travel distance, affordable, with an accommodating atmosphere and classes taught by professors with clinical experience.

On behalf of the Board of Directors and staff at the Registered Practical Nurses Association of Ontario (RPNAO), we would like to take this opportunity to extend our sincere thanks and warmest wishes to all of our nursing and health care colleagues across the country.

Nursing Week is a time when people across the country pause to celebrate nurses and the important work they do. In these uncertain times, it’s comforting to know that both night and day, registered practical nurses, registered nurses and nurse practitioners are dedicating their lives to caring for the most vulnerable among us.

RPNAO’s theme for Nursing Week 2012 is “Putting knowledge and compassion into action. Ontario’s RPNs.” This theme celebrates the skills, expertise and dedication of RPNs who provide expert knowledge and care to Ontario’s patients, residents and clients in their times of need.

During this special week, we would like to once again recognize and thank all nurses and other health care practitioners for the incredibly important work they do.

Sincerely,
The Board of Directors and staff of RPNAO
www.rpnao.org
Putting knowledge & compassion into action.

Ontario’s RPNs.

Ashley Moesker, RPN, works in the In-Patient Mental Health Department at The Sackville Health. She also works as a Lab Instructor for the Practical Nursing and Personal Support Worker programs and as a Lab Technologist in the Nursing Skills Lab at Sheridan College. Ashley was the recipient of RPNAO’s 2011 Award of Excellence.
calling her family so that they could be excited because she was going to be celebrated by the South Asian population.

Vicki’s story is just one example of Vicki’s commitment to patient care. Marcella Honour on Orthopaedics always says we are not just here to actually make a difference in the lives of our patients and families. In the first year of being employed, Vicki was nominated by the clinical educator. Marcella Honour on Orthopaedics for being the new graduate of the year by Health Care Interaction’s national magazine.

Vicki has also been featured as Trillium top 20 faces as bringing a positive change to the hospital. As she is of South Asian descent and has had many patients on the same background, this has certainly worked towards the patient’s advantage as her ability to advocate for them by translating their needs and concerns to the health care team.

Vicki has also been featured on the Human Mozaik of Life at the Trillium-Mississauga site; which again shows individuals who have brought on positive changes for the hospital. The below story is just one example of Vicki’s commitment to patient care.

Vicki saw Diwali this year as Diwali (the festival of lights celebrated by the South Asian population) and Vicki’s patient, Mrs. S was supposed to be discharged. She was so excited because she was going to be going home on Diwali and she was celebrating it with her family. Vicki went and translated to her that we were calling her family so that they could pick her up, but she was very happy.

Two hours later her daughter called and said, “I don’t have a walker, and toilet seat arranged, plus its Diwali today and I’ve got people coming over to my house so it’s impossible for me to pick her up today. Vicki got the physiotherapist to talk to her and they just reinforced that all this information was told to her and everything should have been arranged. The physiotherapist told the daughter where she could get every thing she needs right away. Another two hours go by and Mrs. S was ready and waiting for her ride, and asked us to call her family again.

After speaking to the daughter, Vicki learned Mrs. S wasn’t going to be picked up. Vicki then had to translate this difficult news; the patient was very upset. For the rest of the evening her nurses were all getting ready to go home. Vicki told another nurse, “I can’t believe this is happening. Diwali is like our Christmas and New Years and it’s called the festival of lights where we keep all the lights on and this lady is sitting here in the dark”. So the nursing team (led by Vicki) decided they should do something for her.

Vicki suggested to the other nurse, “let’s make a Diwali card for her and get everyone to sign it”. So, they coloured a card for her, got a big plate from the staff lounge, got chocolates. Vicki was asked to give her the wheelchair and to present the card. Everyone went in, turned on her light switch, and said “Happy Diwali Mrs. S.”. She started to cry, and was so happy, she said “oh I was supposed to celebrate it at home with my family today”, so Vicki told her we’re like your family too, and everybody gave her a hug and she loved it, she kept looking at her card and admiring it saying how beautiful it was. This is patient-centered care, a true nursing hero!

The British Columbia Institute of Technology’s Specialty Nursing program celebrates all of its graduates and all nurses this National Nursing Week.

BCIT knows that Registered Nurses work in demanding, dynamic environments, filled with new developments and technical challenges. Our Specialty Nursing programs teach in-demand skills in specialized areas of nursing practice. With most courses offered online and through distance, our certificate programs provide intensive, rigorous education that employers call for, while offering maximum flexibility for students to learn at their own pace. Learners can earn their certificate in as few as 18 months or take up to seven years to complete their studies, all from the comfort of their home and on their own schedule.

For nurses who graduated with a diploma and are considering a degree, BCIT offers a Bachelor of Science Specialty Nursing degree via distance and online. This degree is combined with a Specialty certificate, offering Canada’s only degree and advanced specialty education program. BCIT offers credit for training and work experience through our Prior Learning Assessment Recognition process. Up to half your credential may be eligible depending on experience.

BCIT is also responsive to the needs and demands of Canada’s nursing industry and health community. Working with partners such as the BC Centre for Disease Control and Options for Sexual Health, we now offer courses and certification in Viral Hepatitis and Reproductive Health.

Specialty Nursing’s feature programs include:

- Neonatal Nursing
- Pediatric Nursing
- Nephrology Nursing
- Occupational Health Nursing

To find out how BCIT can make a difference in your career and practice, and to learn more about all of our programs visit: bcit.ca/specialtynursing
OUR NURSES STAND OUT!

THANK YOU FOR BEING AMAZING.

Each Nurse is a valued member of our outstanding family of professionals who work towards the ideal patient experience. Our team puts patients first in everything we do. Caring and dedicated, each Nurse makes an amazing contribution to achieving a new standard of excellence in integrated patient-centred care. On behalf of the diverse community we serve, thank you for the vital role you play in meeting and exceeding the expectations of patients and their families.

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OCCUPATIONAL HEALTH NURSE
FRASER HEALTH AUTHORITY
BACHELOR OF SCIENCE IN NURSING
Rhonda Kenny
Markham Stouffville Hospital

Rhonda Kenny is a Nursing Hero not because of one incident or the way she impacted one patient’s life but because being exceptional is the norm for Rhonda and she impacts the lives of most patients that she sees.

Rhonda has been described by her colleagues as a real nurse’s nurse and the "Florence Nightingale of Markham Stouffville Hospital." As our manager Heidi Pedersen says, "Rhonda is truly everything that you want a nurse to be. She always goes the extra mile in a place where it’s hard to find the time to do that. She is compassionate, hard-working and always puts her patients first."

In a busy place like the emergency department where there are high volumes of patients with many serious illnesses, it can be difficult to find those few minutes to really stop and connect with each patient. What makes Rhonda so special is that she finds that time each and every day. Rhonda is always available for her patients and often takes time away from her break or lunch or stays after her shift has ended to ensure her patients and families are well taken care of.

Rhonda has a special gift for making others feel at ease, more comfortable and truly cared for - not only medically, but emotionally. Rhonda is one of those people who is always calm and she helps bring a calmness to the staff that they truly appreciate.

I believe that Rhonda’s calmness is contagious – she makes everyone around her feel at ease. Experience and confidence in her skills make you know that when she is around, everything will be okay. This is something that is very evident to staff, physicians and patients.

Whether it’s a family grieving, or an anxious patient, or a fellow staff member feeling overwhelmed, Rhonda always takes the time to make others feel more at ease and she is truly one of the most knowledgeable nurses I have ever had the pleasure of working with - if you’re sick or feeling down, she is who you want in your corner, hands down.

The hospital has received countless compliments from patients and family members about Rhonda’s exceptional care and compassion and has received a donation in Rhonda’s honour. It is truly remarkable to see the number of lives she has touched and the number of patients and families she has helped through difficult times.

Our role as nurses is as much about the clinical care that we provide as it is the compassionate care we give to our patient and families. Rhonda brings that two together perfectly.

This Nursing Week Rhonda deserves to be recognized as a true Nursing Hero because what makes her exceptional is what she does every day. It is her whole hearted commitment to being a nurse that goes above and beyond the call of duty every day and with every patient to ensure that their health-care experience is as positive and comfortable as possible - and that’s what makes Rhonda a huge asset as a nurse and a colleague.

Nominated by Loni Kolas

Elizabeth Da Silva
Toronto East General Hospital

I have worked at Toronto East General Hospital (TEGH) for the last 7 years on the Child & Adolescent Mental Health Unit as a Child and Youth Worker. During this time I have had the fortunate opportunity to observe Registered Nurse Elizabeth Da Silva at work with children, youth, and their families. It is with great pleasure that I nominate her for The Nursing Hero Award, for her ongoing dedication, compassion and commitment to those living with mental health illnesses, as well as her unique leadership style.

Elizabeth Da Silva is an exceptional and irreplaceable nurse. She has worked at TEGH since 1998 in the area of mental health. She has worked in several facilities whereby expanding her mental health experiences in Forensics, Emergency Crisis Work, Adult Psychiatry, Psycho-geriatrics and Counseling. She brings with her an amazing ability to engage and support the young children, adolescents, and families that she works with. Her pragmatic approach to nursing values the need to connect her practice to the evolving theoretical methodology. She has taken on an assortment of leadership initiatives while at TEGH in the role of mentor (orientating new staff) and student supervisor. She has also been taking Nursing courses at Ryerson University, and actively supports the ongoing learning of graduate students.

Elizabeth Da Silva provides health teaching to her patients, families and colleagues via psychosocial groups and incidental teaching moments.

In this recent year, I have seen Elizabeth Da Silva work efficiently and effectively with many types of mental health patients. During one of her interactions with a 17 year old male patient with a schizoaffective diagnosis, Elizabeth Da Silva reviewed the patients’ medical chart and blood work and immediately flagged the results to the pediatrician during the early hours of the morning on her overnight shift. The patient’s electrolytes were off (the patient was severely dehydrated) and this required immediate medical attention as the patient could have had congestive heart failure. Elizabeth Da Silva kept the family informed and had the pediatrician attend to this patient and expedited the patients transfer to a medical unit for specialized care.

Elizabeth Da Silva looks beyond the physical health of her patients and recognizes the importance of the physical and psychological wellbeing. Her down to earth persona elicits the warmthest smiles and positive energy from all of her patients, their families, and our colleagues. On our unit we often work with young patients who are diagnosed with behavioural issues and aggressive, in some cases they have exceptional diagnosis such as Autism, or rare degenerative disorders. Elizabeth Da Silva has a gentle, compassionate and client centered approach to making that child’s experience one that exudes comfort, respect, trust, and promotes normalized child experiences while in the hospital.

This mother of 3 young children demonstrates the professional responsibility that Ontario nurses should strive for: ongoing education and specialization development, excellence in ensuring patient safety, a collaborative working style, a zero tolerance for misuse of power, quality patient centered care and best practices approach to patient stabilization. Elizabeth Da Silva’s care resembles that of Florence Nightingale, “The Lady with the Lamp”; Elizabeth Da Silva walks with her flashlight as she makes her rounds at night.

Nominated by Harjinder Mundi

Yvonne Stone
Orillia Soldiers’ Memorial Hospital

We would like to nominate our colleague Yvonne Stone for the Nursing Heroes Award. Yvonne has been a fixture at Orillia Soldiers’ Memorial Hospital since 1980.

Yvonne wrote the initial proposal in 1992 that brought the Regional Kidney Care Program to Orillia, and she has been a cornerstone of the program ever since.

She has worked closely with the kidney foundation over the years, advocating for patient education and support. She established a “self-care” program in the hemodialysis unit, for patients who needed to be independent with their treatments, and was an integral part of the team that recently established the home hemodialysis program which allows patients to do their treatments at home.

Yvonne has completed research projects for the dialysis program, and data collection for the Ontario Renal Registry. She is a “bulldog” when she goes down to health records, not leaving until she has the information she needs.

Most importantly, she is the transplant coordinator for the hemodialysis patients. She entails explaining the transplantation process to patients and families, and keeping up on the latest developments and research. She chases doctors for referrals to Toronto East General Hospital, booking numerous tests and follow-up appointments, and then encourages and cajoles patients into following-up with these many appointments, both here and in Toronto, and then she has to manage all of these bits of paper which somehow become a complete transplant package.

In one case in particular, which is the case we would like her recognized for, her persistent advocacy on a patient’s behalf got him an unlikely second transplant. This is a patient whose odds were not looking good: He had had several hospital admissions, and his health was not good. He was no longer able to live independently and was facing a very dismal and limited future, until Yvonne intervened. Currently there are over 1000 patients on a list in Ontario alone waiting for a kidney, and every three days someone dies in Ontario waiting for a life-saving transplant (www.kidneysave.ca).

It was only Yvonne’s gentle persistence and her longstanding rapport with the transplant team in Toronto that convinced them that the patient was worth giving a second chance. Yvonne was instrumental in getting this patient his second transplant and a new lease on life. At last report he has been able to return to work!

Yvonne’s no nonsense candid approach to patient care is an inspiration to many. She has been, and continues to be, a support to countless doctors, nurses, multi-disciplinary colleagues, patients and families. Her words of wisdom, delivered in her soft spoken and compassionate manner keeps us all on our toes.

Yvonne is always available and cheerfully willing to fill in when there is a staffing need in the hemodialysis unit – we won’t let her retire yet! We love you, Yvonne!

Nominated by The Dialysis Team, Orillia Soldiers Memorial Hospital

NOTABLES

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O rginally published on www.hospit news.com
Revera is a leading provider of seniors’ accommodation, care and services; built on a 50-year history of helping seniors live life to the fullest. Our nearly 30,000 dedicated employees continually strive to serve a diverse group of clients and to offer choices to meet their individual preferences. With over 250 locations across Canada and parts of the U.S., we work to enhance lives in our retirement communities, long term care homes, U.S. nursing and rehab centres and through the provision of home health services. Canadian-owned and operated, Revera serves approximately 30,000 clients every day, with the core values of respect, integrity, compassion and excellence at the heart of our business.

**Home Health:**
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**Humber River Regional Hospital:**

Now building North America’s first fully digital hospital: for our patients, our community, our nurses and our entire team

Humber River Regional Hospital is first and foremost about the people who make it great every day. Our commitment is to be a workplace of distinction for everyone, including our remarkable nursing team.

With a strong organizational and leadership development strategy, complemented by a comprehensive education and professional development program, Humber River is committed to the success of our nurses at all levels. This commitment includes financial support for CNA certification in nursing specialties, and educational support for both in-hospital sessions and for attendance at external conferences.

A great nursing team needs a modern place in which to work. With the construction of our new hospital now underway, the future has never looked brighter for our hospital. Our new building is designed to streamline the delivery of care, reducing ‘sneaker time’ for nurses as much as possible. In fact, we’ve managed to cut walking time for a typical nursing shift by over 17%!

Our new hospital will utilize the latest possible technology to give our nurses the opportunity to do what they do best: spend more time at the bedside, with patients and families, enhancing the personal interactions that are the foundation of great hospital care.

Humber River Regional Hospital salutes our nursing team and congratulates them as they celebrate National Nursing Week.

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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.

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Humber River Regional Hospital Celebrates National Nursing Week

May 7 - 13, 2012

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.

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