overnight. We will of course provide care where they are treated? If some patients with less urgent needs are not being treated at QHC, where will they be treated in hospital.

What changes are happening? The Ontario government is transforming our health care system, so all hospitals will be dealing with the same challenges as Quinte Health Care. Hospitals will no longer be the centre of the health care system, with more services delivered in the community and hospitals able to focus more on acute care. The new system will give providers in the community more money to care for people who don’t need to be treated.

If some patients with less urgent needs are not being treated at QHC, where will they be treated? This transformation is not going to happen overnight. We will of course provide care for acute needs and serious illnesses at our hospitals, but we will also be able to discharge patients as soon as it is clinically appropriate, knowing they will have more seamless access to the support they require in the community. This transformation is also about ensuring people can better manage their chronic diseases to reduce the overall reliance on the hospital system. To support this, the community sector will be receiving a 4% increase in their funding and in fact the LHIN just announced another $6.7 million in funding for the CCAC and other community support agencies.

What does this mean for Quinte Health Care financially? With this transformation, hospitals will be funded through patient-based funding with money assigned to each part of a patient’s journey through the system, instead of the historical global funding. A new funding structure that provides a certain amount of funding for a certain number of procedures, such as knee replacements and cataract surgery, will force hospitals to become as efficient as possible.

We are currently planning for a funding gap that we expect to be in the range of $8 to $10 million for the 2013/14 fiscal year, and could climb as high as $15 million a year for future years. All aspects of these changes, not only the finances, will be tough, but we are up for the challenge as we know these changes are the right thing to do.

How will QHC deal with having less money? Essentially, this change is about delivering high quality care in a more efficient system. We will need a patient’s journey to be a smooth process from beginning to end. To support this, we will continue to use our improvement boards and help teams to develop their ideas on how to enhance care and become more efficient in each unit.

We also need to improve the way we provide care as a system, determine what services actually need to be in a hospital, and continue to focus on quality and evidence-based care to drive down costs. For example, with the home first program QHC works with community partners to support people to return home from hospital, instead of patients staying in hospital when they no longer need acute care but are usually waiting to move to a long term care facility.

We are also looking at ways to increase the money we bring in, for example fees are not uncommon in health care such as for physiotherapy and eye exams, so we will be charging for a premium lens if patients having cataract surgery choose that lens over the standard, clinically appropriate lens.

Are these changes the right thing to do? The system as it is right now is simply not sustainable, we cannot continue to grow hospital services like in the past, particularly given the financial situation the province is in. The new way of funding health care is right for patients going forward. While we will have a difficult few years making this transition, at the end of the day we should have a more efficient system with improved service.

The transformation of health care: Q&A with President & CEO Mary Clare Egberts

To apply what they have learned as part of the St. Lawrence College Medical Laboratory Science program, six students are interning in the lab at Belleville General Hospital this year.

One student, Kassandra O‘Rourke, says, “Being here brings you out of the textbook. We’re able to apply the theory that we learned in school.” The students experience the various lab areas, including Transfusion, Histology, Biochemistry, Microbiology, and Hematology. Kassandra says, “It’s a great opportunity, very hands on. It’s a chance to see the range of disciplines in medical lab before the start of our careers as Medical Laboratory Technologists.” The students will soon have a new place to develop their skills, with Belleville General Hospital’s new lab set to open in February 2013. Progress towards the new space continues, with modular benchwork ordered which will allow for the new lab to be reconfigured easily when new equipment is purchased.

BGH construction flying high

Redevelopment work is progressing well, with the big crane above the new BGH Emergency Department and Lab no longer needed. The crane was taken down in pieces – such as the part being detached above - with the help of a temporary, mobile crane.

Kassandra O‘Rourke in front of drawings of the new lab

QHC a textbook case: Hands on learning in the lab
The vision for patient-centred care at QHC

One of Quinte Health Care’s strategic directions is ‘create an exceptional patient experience.’ Work on this area includes a priority of creating a patient and family first culture. But what does this approach mean for QHC? We sat down with Katherine Stansfield, VP & Chief Nursing Officer to find out more about her vision for patient-centred care.

At the heart of patient-centred care, Katherine explained, is considering “how do we really live our core purpose of being patient-centred as health care professionals? That’s what we aspire to do every day.”

One glowing example of embracing patient-centred and interprofessional care is ThedaCare, an organization with five hospitals in Wisconsin. Katherine visited ThedaCare along with QHC President & CEO Mary Clare Egberts and saw an inspiring way of incorporating patient and family focused care into everyday care. ThedaCare’s approach includes a team of pharmacy, nursing, physician, and other relevant staff all meeting with each patient to complete the admission, documenting as they do the assessment together. ThedaCare has bedside devices, and sees them as the way of the future.

Similarly, Quinte Health Care will soon be getting integrated bedside terminals, starting with the Intensive Care Unit at Belleville General Hospital in early 2013. Integrated bedside terminals give health care providers secure access to clinical information and also provide patients with entertainment services. As Katherine explained, “Bedside documentation is just a tool to help achieve the goal of patient-centred care. With this goal we need to ensure everything we do is wrapped around the patient, both literally and figuratively. The integrated bedside terminals are just one way to make that happen.”

Katherine continued, “Often times we’re patient- and family-centred, but sometimes we’re provider-centred. We’ve been taught to document as soon as possible, but in reality we wait until we have time, often at the end of a shift, to document what’s important and relevant. In a true patient-centred model, information should be in the patient’s chart immediately so other members of the team can see it right away – that’s how we’re going to stay connected around each patient’s care. So the best way to do this is while you’re giving care, and a patient can contribute their perspective on what’s being recorded and ask questions, rounding out their record so it is truly patient-centred.”

“We are a leader in Ontario in electronic documentation; this is just continuing down this path and setting us up to be leaders in patient-centred care. We will have to work hard to make this vision a reality. I’ve been a nurse for 36 years and I totally understand the enormity of the change in practice, but we should never let concern about change keep us from doing what we know is the right thing to do,” Katherine concluded.

Bake sale just icing on the cake

The Children’s Treatment Centre held a bake sale, but it was about more than just the yummy reindeer cupcakes, colourful holiday cookies, and rich brownies.

As Children’s Treatment Centre Manager Margo Russell-Bird explained, “it’s not just a bake sale, but the purpose behind it. Activities like this allow therapists to assess and the children to practice life skills such as planning/ decision making, basic kitchen skills, and social interaction with peers. Not only that, but at the bake sale part the children can practice skills in good manners, money management and how to interact with the public.”

The morning of the bake sale the children were busy baking desserts together, and a few hours later proved they were excellent salespeople, selling out of all the treats.

The group would like to thank those that donated towards the bake sale; the Sills 4 baking group run by Karen Taylor, Occupational Therapist, for contributing their baked items to the sale; and the BGH Auxiliary for their contributions of baked goods and free tea and coffee.

The bake sale raised $400 for the Children’s Treatment Centre to purchase toys and books for therapy and additional utensils for the kitchen.

Domestic violence awareness: Important any day of the year

Domestic violence increases during the holiday season, but it is important to be conscious of the tremendous impact of domestic violence any time of the year.

QHC staff were reminded of the services available at QHC for those experiencing domestic violence through the marking of Domestic Violence Awareness Month in November.

Domestic violence can include not only physical abuse but also mental, emotional, verbal, spiritual and financial abuse.

One in four women seeking care in emergency or primary care for any reason has experienced sexual or domestic violence. However, both men and women can encounter domestic violence.

Domestic violence has nothing to do with sexuality, it is a power issue.

QHC’s DV SARP program is a 24/7/365 team of specially trained nurses. Anyone can access the program by going to triage and saying they have been assaulted; the nurse then contacts the DVSARP nurse on call.

Any questions on the program can be directed to Teresa Gauthier, Nurse Clinician, at ext. 5024.

New BGH pharmacy opened

The BGH pharmacy team is now working in their new space. The new pharmacy is three times the size of the old pharmacy, safer for patients, and better for staff.

Antimicrobial Stewardship Program

QHC’s Antimicrobial Stewardship Program has been working hard to improve antimicrobial prescribing at QHC.

To standardize and guide antibiotic prescribing for some common infections, the program has been involved in developing order sets. Order sets can be accessed through the program’s section on myQHC Intranet and are available for Community-acquired Pneumonia, Clostridium difficile infection, ER Sexual Assault, and IV Gentamicin Extended Frequency, with the Pelvic Inflammatory Disease Order Set available soon.
Quinte Health Care team racking up awards

Quinte Health Care staff, physicians and volunteers are doing a fantastic job of living the value of ‘always strive to improve.’ Several individuals’ impressive successes were recognized with awards this past month.

**Rhea Lounsberry**

Diabetes Nurse Educator Rhea Lounsberry was recognized as an outstanding nurse in the workplace with the Sunrise Rotary Nursing Award of Merit. When nominated by a peer, Rhea was described as, “passionate and committed to providing the highest level of education to clients in her care.” Rhea’s huge volunteer focus in the community was also noted: “As for Rhea’s community involvement with those living with Diabetes, it is a challenge for me to determine where her role changes, as she does not see herself as someone who is there for her clients 9 to 5 Monday to Friday.”

Rhea said about her work, “I love my job. I enjoy the clients and I learn something new from each of them every day.”

**Margo Russell-Bird and Lisa Chesher**

Margo Russell-Bird and Lisa Chesher were recognized for their work on a provincial team responsible for implementing Gold Care, the electronic health record now being used across 12 Children’s Treatment Centres in Ontario.

The provincial committee, known as the CRISP Steering Committee, won the Ontario Association of Children’s Rehabilitation Services’ Tribute Partnership Award. Margo said, “The trophy, shaped like a canoe, represents the need for the entire team to stay in the same canoe and paddle in the same direction throughout the project so that we were able to create a system that will allow us to provide consistent provincial outcomes.”

**Gloria Bentley**

Gloria Bentley was recognized for embodying the spirit, vision, and goals of Assertive Community Treatment with the Spirit of ACTT Award for the East Region by the Ontario ACTT Association. Gloria has been part of the ACTT team at QHC for six years as a Social Service Worker/Developmental Services Worker.

An Assertive Community Treatment Team (ACTT) helps keep people diagnosed with severe mental illness out of hospital and living a life that is not dominated by having a mental illness. As Gloria puts it, “we help anyone do what you would do on a normal day. We look at what people need holistically, and find the right balance between clinical and fun. We provide individual support as well as a variety of group opportunities that aid consumers in meeting treatment goals.”

On her award, Gloria said, “I like to stay in the background, and provide strong support to the people we help – after all, it is their journey, not mine. We are a team and I couldn’t do what I do without our team members; our work has its challenges so having a good team is vital.”

**Susan Law**

Susan Law, Past President of the PECM Hospital Auxiliary, received her Provincial Life Membership in the Hospital Auxiliary of Ontario from Elaine Meharg, President of the Hospital Auxiliaries of Ontario. Susan was nominated in the Leadership category in recognition of the many responsibilities she has undertaken since joining the auxiliary and also in Ottawa before moving to the County. She is still active as a volunteer in the dialysis clinic and with the Festival of Trees.

**Rotary honours physicians**

The Brighton Rotary Club honoured family physicians in QHC’s region with Paul Harris Fellowship awards for their devotion to community service. The award recipients were Dr. Iris Noland, Dr. Arlene MacIntyre, Dr. Richard Wiginton, Dr. Trevor Hearnden, and Dr. Ron Twiddy.

Ministry of Labour lauds QHC

The Ministry of Labour visited QHC twice during the month of November. Towards the end of the month they visited the Diagnostics department to complete a follow-up to a previous visit regarding MRI safety. The Ministry is very pleased with the processes established for MRI at QHC and advised that QHC is “the poster-child for MRI safety within the province.”

**QHC is the poster-child for MRI safety**

On November 21, the Ministry of Labour visited QHC BGH in order to audit the Infection Control Program, focusing on TB exposure surveillance, prevention and follow-up investigation.

Staff from Infection Control and Occupational Health & Safety in conjunction with a manager focus group have spent a great deal of time drafting a process to most appropriately deal with an exposure event such as this. The efforts were recognized by the Ministry of Labour and they requested permission to share QHC’s program with other health care facilities as a best practice in the province.

Other compliments were given for the exemplary inspection tools and report provided by maintenance when testing QHC’s negative pressure rooms as well as QHC’s processes in Occupational Health to ensure any exposures/contracted illnesses are appropriately reported. There were also opportunities for improvement that the audit identified. Several orders were received with an expectation by the Ministry that actions will be completed as quickly as possible. One such order received was regarding compliance with fit testing standards. QHC’s goal must be to achieve and maintain 100% compliance with respiratory fit testing for staff in the high risk areas such as ICU, OR and Emergency. The inspectors stressed that the high risk areas are the true gatekeepers to patients presenting at QHC and that these staff members have a higher potential for exposures.

It is therefore imperative that all staff working in these areas take every opportunity to ensure protection from exposures, with the N95 respirator being a key tool for this. From the Ministry’s perspective, a staff member who has not been mask-fitting tested cannot be allowed to work in a high risk area given the risk for exposure.

The Occupational Health & Safety team is currently working with these departments to achieve the fit testing standard of 100% as well as identifying the level of compliance required for all other departments and to ensure that these levels are sustained. Occupational Health & Safety will be providing extra clinics and staff can call ext. 2136 to make an appointment.

It is the responsibility of every healthcare worker to properly protect themselves in high risk situations not only for their own health and safety but those of their co-workers and ultimately to ‘enhance the safety and quality of care’ for patients.
The furriest member of the health care team: Pet therapy at Quinte Health Care

Once a week a certain therapist perks up the Inpatient Unit at Trenton Memorial Hospital. While QHC has many amazing volunteers, this one is different with a wet nose, wagging tail, and four legs. Bandit, an eight year old Sheltie, visits regularly with his owner Joyce Fowler. Joyce said, “The benefits are outstanding. They can’t be put into words. A patient could be having a bad day, and he instantly puts a smile on their face.” Joyce is a volunteer through St. John Ambulance, which says visits from therapy dogs help people recover more quickly from surgery, and strokes; and can reduce feelings of loneliness, depression and anxiety associated with an illness.

Successful campaign

The generosity of the community in donating $750,000 will fund vital digital mammography and digital ultrasound equipment at Prince Edward County Memorial Hospital. This milestone marks the successful completion of the fundraising campaign.

Holly Bazaar

Once again, the TMH Auxiliary’s Holly Bazaar was a great success. The event raised over $6,000 - best yet! Karen White, Holly Bazaar Committee Chair, said, “I would like to thank all of the volunteers who worked so hard to make this happen. Our Holly Bazaar committee started meeting in September to make sure everything was in place for the day of the bazaar. A very special thank you to the many generous supporters. We also owe our gratitude to the staff at TMH for their ongoing support.”

Thank You!

Thank you to Trenton Memorial Hospital Thank you to everyone in the TMH Emergency Department for looking after my dad when he was admitted. I work for QHC, but it is different when your family is a patient. All nurses, doctors and other staff members are so kind, professional, and are just great people. I am so proud to be a part of QHC. My dad is doing well, thanks to TMH.

Compliment to Q4/5

Although hospitals are not a nice place to be, everyone was lovely, friendly and very happy. The service was first class.

Support the auxiliary thrift shops

Cleaning out your closets and purging some gently used fall and winter items? Renovating a room and need to get rid of some quality used furniture or décor items? Why not consider donating to one of the three thrift stores operated by Auxiliary Volunteers to raise funds for the hospitals. Hundreds of volunteer hours are given each week in the operation of these thriving businesses. Drop off your quality used items to one of the thrift shops and maybe find a few treasures of your own while you are there. The BGH Auxiliary is proud to have operated the Opportunity Shop thrift store on Market Square in Belleville for decades. The small, but quaint shop carries clothing, dishes and other houseware items. You can drop your donations off during store hours Monday - Friday 9:30 - 11:30 a.m. and then 1:30 p.m. - 4:30 p.m. (closes at 4 p.m. Wednesdays) and 10 a.m. - 2 p.m. on Saturdays.

Opportunity Shop

The Second Time Around Shop is the PECMH Auxiliary’s largest fundraiser, and now boasts a new and highly successful used furniture section. The shop is located on Walton Street next to Tim Horton’s and is a bustling business. The store accepts donations during the hours of operation 10 a.m. – 4 p.m. Monday to Saturday.

Second Time Around Shop

The New To You Shop, located at 189 Hastings Street North in Bancroft, offers gently used or almost new clothing of all sizes in a pleasant and welcoming “boutique-like” setting. The NHDH Auxiliary invites you to browse the racks and shelves for that one needed article or discover an entire outfit from head to toe. Men’s, women’s, children’s and infant’s clothing is available. Also some books and collectibles are to be found. Donate to the shop during store hours Monday to Friday 10 a.m. to 4 p.m.