The time has finally arrived; QHC Belleville General Hospital’s Emergency Department will be on the move shortly to its new upgraded space. The anticipated move from a 7,500 square foot space to a 19,000 square foot space has not only the Emergency Department team excited, but also Quinte Health Care and community members as a whole. The new facility has many perks including larger waiting areas, separate entrances for the public and EMS teams, and the ability to see patients more efficiently due to the size and layout of the space. The current Emergency Department facility was originally designed to treat 20,000 patients annually. That is no longer practical, considering the department is now seeing up to 44,000 patients yearly.

The new Emergency Department will be open at 7:30 a.m. on June 11. The old Emergency Department will stay open until mid-afternoon or until all patients in the old department are either admitted, discharged or moved to the new Emergency Department. All Emergency patients and visitors should use the Emergency Department entrance, while all other patients and visitors should use the Main Entrance on Hastings 3.

There will be limited parking outside of the new Emergency Department that is strictly reserved for Emergency patients and the persons accompanying them only. This will be a pay and display system. QHC is planning on celebrating the big move with a grand opening event at the beginning of June.

BGH Emergency Department big move

entrance in the 1930s

New BGH Emergency Department entrance in 2013, still under construction

Quinte Health Care is very fortunate to have a large number of highly dedicated individuals on its team who have been committed for many years to providing high quality services to patients. The following employees and physicians were recognized for their long service at departmental huddles throughout the month of April. Congratulations to all!

### 10 Years

- **Angela Abrams**
- **Kathy Aldred**
- **Shawn Allen**
- **Susan Andrews**
- **Michelle Arsenault**
- **Nancy Barrie**
- **Kim Baum**
- **Pamela Bell**
- **Sherry Berry**
- **Melanie Bloom**
- **Danni-Lynn Boyer**
- **Karri Boyer**
- **Joyce M. Brant**
- **Tonya Browne**
- **Angie Buxton**
- **Ann Caldwell**
- **Kimberly Carter**
- **Kim Clarke**
- **Heather Cookie**
- **Brittany Cox**
- **Val D’Anna**
- **Berta Dall**
- **Rachelle R. Demarsh**
- **Mary Dodds**
- **Sarah Elson**
- **Nelly J. Fiedderus**
- **Elizabeth Fox**
- **Tracey Giles**
- **Kelly Gerow**
- **Gretchen Grenke**
- **Anna T. Grills**
- **Rebecca Haught**
- **Laurea Heath**
- **Angela Abrams**
- **Sharon M. Adams**
- **Glenda Alexander**
- **Bill Andrews**
- **Barb Angus**
- **Jennifer Barrie**
- **Cleona Bartlett**
- **Laura Beatty**
- **J.P. Boyer**
- **Stephanie Brake**
- **Michelle Brown**
- **Joanne Butler**
- **Sue Caddick**
- **Michel Carlisle**
- **Nicole Chambers**
- **Diane Cleaver**
- **Sarah Corkey**
- **Rick Crowe**
- **Angela Dall**
- **Gloria Daunter**
- **Susan Desjardins**
- **Cavel Drumm**
- **Jeanne Ernst**
- **Patricia A. Fowler**
- **Nancy Gardiner**
- **Debbie Gerow**
- **Lori Gould**
- **Corrina Green**
- **Tena Groot-Nibbelink**
- **Julie Hamilton**
- **Sandra Herrington**
- **Johanne Hodgson**
- **Lisa Hogan**
- **Leisa Hutton**
- **Shaun Jamieson**
- **Brad Kelly**
- **Sharon Kleinstueber**
- **Sue Kotel**
- **Jeannie E. Laton**
- **Gail Lynn Leavitt**
- **Nicole Lentini**
- **Lynda A. Lesperance**
- **Brooke Lynch**
- **Edward MacDonald**
- **Angela Mawer**
- **Kelly McCambridge**
- **Maria Mekis**
- **Elizabeth Minns**
- **Christie Moore**
- **Debbie Mora**
- **Anne Morrison**
- **Julie N. Morrison**
- **Paula Mulder**
- **Amanda Musclow**
- **Diane M. Paquet**
- **Wendy Parker**
- **Pamela Pettigrew**
- **Debbie Post**
- **Linda J. Price**
- **Elizabeth Rashotte**
- **Karen Rosenthal**
- **Barbara Rutter**
- **Rita Shaw**
- **Tim Hewton**
- **Emma Holmes**
- **Lynda Irwin**
- **Carey Johnson**
- **Cheryl Kingsman-Ralph**
- **Joan M. Koopmans**
- **Cindy Lasher**
- **Alison Lazier**
- **Julia M. Lentini**
- **Heather Leonard**
- **Sunday Lucas**
- **Robert Macaulay**
- **Linda M. MacDonald**
- **Cathy A. Masterson**
- **Angela Maxwell**
- **Louanne M. Melburn**
- **Dianne Menna**
- **Marcie Mooney**
- **Linda Moore-Cann**
- **Jacqueline Morris**
- **Enos Morrison**
- **Patrick Morrison**
- **Brian Mulvihill**
- **Karen A. Osmond**
- **Lizbeth Payne**
- **Angela Pearce**
- **Cherrie Poste**
- **Brad Preston**
- **Johanne Proulx Nelson**
- **Amanda Reid**
- **Margo Russell-Bird**
- **Laurel Sexsmith**
Vital Signs
Debra Lee Holmes
Janice Hitchon
Judy Hendry
William Grabowski
Sandra Francescone
Rosemary Enright
Joanne Dodds
Deborah Demille
Kathleen Cummings
Karen Connor
Kathleen Cummings
Deborah Demille
Joanne Dodds
Marianne Dyer
Rosemary Enright
Sandra Francescone
William Grabowski
Margaret Harrison
Judy Hendry
Janice Hitchon
Debra Lee Holmes

Physicians
10 Years
Dr. Michael de la Roche
Dr. Sean McFiealreath
Dr. Sandy Williams
Dr. Sylvain Duchaine
Dr. Nadia Gammal
Dr. Gary Ollson
Dr. Armita Rahmanian
Dr. Tracy Steinitz
Dr. Jason Heavens
Dr. Matthew Faris
Dr. Jack G. Hilton
Dr. E. Anne

20 Years
Dr. Gregory D. Twemlow
Dr. Jann Istead
Dr. Michael A. Munoz
Dr. John Goody
Dr. Donato Giugliotta
Dr. Blair Scrivens
Dr. Yaw Adu-Poku
Dr. J. David Birchard
Dr. J.R.A. Deans

25 Years
Dr. Carolyn Brown
Dr. Gregory R. Cooper
Dr. Denis Doren
Dr. Robert Bates
Dr. Ryan W. Sloan
Dr. Donald Koval
Dr. Michael D. Shiriff
Dr. W. David Seybold
Dr. Phillip Wattam
Dr. Leslie Ash
Dr. Brian D. Bishop
Dr. James W.L. Wilson

30 Years
Dr. Kin-Hung Tam
Dr. Alban Goddard-Hill
Dr. Andrew Janikowski
Dr. Irene Kolabiniski
Dr. Peter W. Johannson
Dr. Clifford Rice
Dr. Robert B.

35 Years
Rita Adams
Melanie Barr
Carolyn Botting
Linda Buskard
Brenda Caldwell
Rita Cowey
Lynda Dainard
Annette Eisses
Sandra A. Edwards
Carol Foote
Deborah Giles
Bonnie Harrison
Marilynn Huffman
Rhea A. Lounsberry
Judy McCann
Susan McConnell
Flora Papadopoulos
Janice Pitt
Jacalyn Quigley
Jeanne Ridgley
Ruth Smith
Donna Strickland
Rick Turner

40 Years
Vicki Ellacott
Grant Mumby
Monica Rodgers
Evelyn Ward

15 Years
Dr. Rene Barette
Dr. Thienc Huong Nguyen
Dr. Robert L. Devins
Dr. Andrew Quinn
Dr. Allen Waldron
Dr. Paul I. Weatherall
Dr. Lofullah Lofti-Seyesan
Dr. Varhgesh Khesy
Dr. Stephen M. Kaladeen
Dr. Graham Burke
Dr. Catherine A. Link
Dr. Ernest Yee
Dr. Roger L. Levesque
Dr. Henry P. Kafka
Dr. Barry R. Gumpy
Dr. David O'Brien
Dr. G. Paul Dempsey
Dr. Andrew M. Davies
Dr. Terence Keith Sakamoto

45 Years
Dr. John M. Gibson

50 Years
Dr. James R. Birchard
Dr. B. Earle Taylor
Vital Signs

On April 17 the Nutrition and Food Services team began trialing their new patient food model, named Spoken Menu, on Quinte 5 medical unit at Belleville General Hospital for a period of six weeks. The goal of Spoken Menu is to enhance the patient experience. With Spoken Menu, patients will be visited on a daily basis by a Food Services team member who will review the menu items with the patient; then the patient will be able to select the items that they would like to eat for lunch and dinner.

Spoken Menu will enhance QHC’s service to patients in many different ways. It gives patients more choices closer to meal time, it provides one-on-one communication with a member of QHC’s patient food team, it offers increased choice and selection, and it improves nutrition intake due to patients being able to choose what they prefer to eat.

So far, this new approach has delivered significant outcomes. There are higher results in patient meal satisfaction, a reduction in the waste of food as patients receive only the items that they want for their meal, and an overall improvement in patient satisfaction.

A pre-trial evaluation of patient satisfaction and food waste has been conducted on the unit for the past several weeks and will continue throughout the trial to monitor the patient reaction to the change. The trial of this new model comes with minimal investment for the trial period that QHC’s food service provider, ARAMARK CANADA LTD, has volunteered to absorb. QHC’s Nutrition and Food Services department is excited to have this trial underway and is hoping the noteworthy results will continue.

BGH Medical Day Clinic has moved on Quinte 4

The Medical Day Clinic has officially moved to its new location. It has relocated from Quinte 4 room 410 to the old Oncology clinic waiting room on Quinte 4.

Patients are still to continue to register in the new Oncology clinic on Hastings 3.

The Medical Day Clinic is an outpatient clinic administering transfusions, infusions and certain procedures on an urgent (1-4 days), non-urgent (1-2 weeks) and standard (3-4 weeks) basis.

Referral to the clinic is by physicians only.

Enhancing food services to patients

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Brenda Sutherland retires

After working with QHC for over 20 years, Brenda Sutherland is retiring. She began her QHC career at Trenton Memorial Hospital working in Patient Registration, Health Records and in the lab. Since then she has moved around from position to position finally landing in the role of Manager of Patient Registration for BGH, TMH and PECMH. Upon retiring, Brenda is looking forward to spending lots of time with her four grandchildren as well as working with her and her husband’s two golden retrievers doing obedience and agility training hoping to get them suited for therapy work. Even though she is excited to be retiring, Brenda will miss all her co-workers at QHC.

Thank You!

Thanks to QHC staff

I received excellent treatment at Quinte Health Care when I was brought to the ER with a broken ankle. The staff could not have been more attentive. Everyone - nurses, doctors, porters, diagnostic staff as well as the operating room and recovery staff - were wonderful. While it could hardly be classified as a good experience (one I could actually have done without), everyone certainly made it as pleasant as possible and I wanted to extend my thanks to one and all for their kindness, courtesy and care.

Praise to the ICU team

My father had a stroke Easter weekend and was admitted to the ICU. I would just like to send my thanks to all the nurses and doctors (Dr Tee, Dr Samis and Dr Leong) involved in my father’s care and recovery. Our family cannot thank you enough for saving our father’s life and putting up with us, his over-protective and concerned family. Again thank you from the bottom of our hearts and keep up the good work.

Thanks from staff member

Thanks to express how much my family has appreciated the support of all the ICU staff during my brother-in-law’s stay there. He has experienced a severe stroke causing significant brain damage and is now off life support. It is now a waiting game. The following nurses in particular have looked after him and made an impact on our family. I apologize in advance as I am sure I have missed a couple of names which does not mean they did not provide excellent care: Bernie, Corinne, Laura, Sherry and Heather to name a few. From Monday to Friday I come to QHC to do my job as an Admin Assistant so I see the business side of things however I have now experienced things on a clinical level and have a whole new view of what we do here at QHC. The strategic value that I have always held on to was “Imagine it’s you.” I believe you have staff down there that works by that value as well. It is not an easy time for us but it helps when you are surrounded by caring staff so that I say thank you!

Kudos to QHC’s P.A.R.T.Y. program

The Steering Committee of Kingston: Partners for a Safe Community recognized the assistance of QHC’s P.A.R.T.Y. team, with the support of the Trenton Memorial Hospital Foundation and Rotary Sunrise, as they prepare for their own launch of the program. The P.A.R.T.Y. program brings high school students to QHC hospitals to learn what happens to patients after they are brought to QHC as a result of unsafe behaviours such as drinking and driving.

“On behalf of the Steering Committee of Kingston: Partners for a safe Community, we would like to formally thank the Quinte Health Care P.A.R.T.Y. program and its Coordinator Vicki Courneya for all of the help and collaboration for the upcoming launch of the Kingston P.A.R.T.Y. program. A year ago we started to work on a new project and explored having the P.A.R.T.Y. program established at Kingston General Hospital. Vicki has been a wonderful resource for us and has played a key role in introducing many of our partners to the program. She has been a tremendous help in assisting our partners to understand, support and prepare for a Kingston P.A.R.T.Y. program launch. We are targeting the official start of the Kingston program for the fall. We could not have been able to accomplish all of this without Vicki’s precious help and support.”

Brenda Sutherland retires

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Congratulations Shaena Dearman

Congratulations to QHC’s Shaena Dearman of the Health and Safety Department for becoming a Registered Kinesiologist. The Ontario Kinesiology Association was founded in 1982. Its primary mandate has always been to promote and enhance the profession and to gain greater recognition of kinesiology in Ontario. On April 1, 2013 this finally became a reality when the Kinesiology Act was proclaimed, signaling the beginning of regulation of the profession. Way to go Shaena.