Energy conservation efforts save money and help environment

Quinte Health Care’s efforts to conserve energy are not only helping the environment, they’re also saving significant money as well. QHC’s Energy and Facility Renewal Program is designed to put in place tactics for energy conservation throughout all four QHC hospitals, while reducing utility costs and greenhouse gas emissions. QHC selected Honeywell, one of the world leaders in technology and energy solutions, to complete the work involved in the Energy and Facility Renewal Program. Installation of the energy efficiency measures is now complete and QHC is entering into the first year of the savings guarantee period. Some of the highlights of the program include:

- Funds facility upgrades with guaranteed cost savings, including over $276,000 annual energy and operational savings
- $10,177 annual solar revenue from Ontario Power Authority
- 48 solar panels estimated to generate 12,600 kWh/yr. of electricity, equivalent to powering 75 computers for one year (based on average computer and monitor using 85W, eight hours per day, 250 days)
- 2,400 lighting fixtures replaced with energy efficient models
- A total of 220 toilet bowls, 223 toilet flush valves, 10 urinals and 318 faucet moderators replaced throughout all sites
- Weather-sealing of buildings at all QHC hospitals
- Thermal insulation for piping at all QHC hospitals
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- Thermal insulation for piping at all QHC hospitals

Family Care Rooms bring comfort to patients’ families

Family Care Rooms regularly help families of patients who are critically ill or dying. Quinte Health Care has six Family Care Rooms throughout the organization.

Prince Edward County Memorial Hospital has one Family Care Room - the Mary Catherine Scott room - and Trenton Memorial Hospital has three Family Care Rooms - the Mary Rushnell Room, the Robert Campney Room and the John Davidson Room.

There are two Family Care Rooms at Belleville General Hospital, and Auxilian Sharon Ostman is keen to provide insight on how these rooms help families’ patients.

Sharon Ostman is the Auxiliary’s In-Hospital Services Director on the Auxiliary Board representing 18 services within patient care areas at QHC Belleville General Hospital. One of those services is furnishing and maintaining supplies of the two Family Care Rooms located on Quinte 5.

According to Ostman, the rooms were established by the Auxiliary 17 years ago with money from the estate of long time Auxiliary member and retired Nurse Uma Grimm. The rooms were created in memory of Grimm to bring comfort to families who have a loved one who is critically ill or dying.

“The rooms are assigned by nursing staff based on a priority of need and are used on a very regular basis. I think it’s wonderful that we can provide families with a safe haven, an oasis, away from the challenges they are dealing with,” she explains.

Palliative Care Nurse Consultant, Rosaleen Dunne is often responsible for assigning the rooms and is extremely grateful to the Auxiliary volunteers. “Families appreciate the space and privacy the Family Care Rooms provide. There they can be a family together without fear of disturbing other patients, while still being so close to their loved ones. ‘What a gift’ is an expression I hear a lot from the families.”

When the Auxiliary refurnished the room in 2010, they wanted to ensure it was a welcoming environment, right down to the lap-blankets handmade by volunteers to bring warmth and comfort. “When you step into the rooms, you no longer feel like you are in the hospital,” says Ostman.

Three times per week, BGHA volunteers check the room to make sure everything is in order, and restock any supplies such as juice, coffee and tea. The volunteer team is currently comprised of Convener Anita Towill, Louise Kouri and Leona Pellerin.

“For these ladies do a wonderful job at maintaining the room. It really is a team effort and the housekeeping staff ensures the room is kept clean. They are wonderful to work with and very supportive of the Auxiliary,” says Ostman.

New BGH Emergency Department

QHC Belleville General Hospital’s new Emergency Department opens June 11.

The new space is more than twice the size of the current Emergency Department and has a better layout, allow staff to see patients more efficiently.

Due to ongoing construction, Emergency patients and visitors must use the Emergency Department entrance, while all other patients and visitors must use the Main Entrance on Hastings 3 starting on June 11.
Hand Hygiene rates on the rise at QHC

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<th>Hospital</th>
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<td>Provincial</td>
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Hand hygiene is one of the most important ways to prevent the spread of infections. Many QHC staff members have been working hard on improving their “before patient moment” for hand hygiene and there have been noticeably positive results. The reported hand hygiene numbers for the mandatory annual reporting period are in the table above. QHC staff are encouraged to keep up the good work and live the value of “always strive to improve.”

Rapid Response Nurses

One of Quinte Health Care’s priorities is to improve patients’ transitions in their care. When elderly patients are discharged from a hospital, their chance of being re-admitted to hospital within 30 days is quite high. This is an opportunity for improvement and to help ensure these patients are not unnecessarily returning to Quinte Health Care’s hospitals. The South East Community Care Access Centre has hired five Rapid Response Nurses to care for high-risk patients with complicated clinical care needs by providing intensive support as they move from hospital to home.

Rapid Response Nurses will care for patients with complicated health needs in consultation with CCAC care coordinators, community nurses and other community health providers by making a home visit within the first 24 hours after the patient is discharged home from the hospital for patients at high risk of readmission.

As well as helping provide the best care possible for patients throughout their care journeys, this new program will also support QHC’s work to improve wait times in its Emergency Departments.

QHC celebrates Nurses Week

Quinte Health Care celebrated Nurses Week May 6 - 12. One of QHC’s values is “we all help provide care,” and everyone makes an important contribution to the organization, including nurses. Nurses Week was a special reminder to celebrate the contributions of QHC’s nurses, who make a difference each and every day.

Congratulations to Rosaleen Dunne

At the Registered Nurses’ Association of Ontario annual dinner in Belleville, Rosaleen Dunne received the “Nurse of the Year Award,” which was presented by the Rotary Club of Quinte Sunrise. Along with a plaque, she received a cheque for $500 that was donated to The Bridge Hospice, Warkworth who are opening their doors to receiving residents in June. Congratulations Rosaleen!

Occupational Health and Safety Week at QHC

The Joint Health and Safety Committee held their Committee Certification Training on May 6. Shaena Dearman, a member of QHC’s Health and Safety department, said, “This training day is an annual event that we arrange for our Joint Health and Safety Committee in order to continuously improve their performance of their roles on the committees; such as inspections, incident investigation, work refusals, and participation in worker/management meetings at least every other month. They are always such a keen and engaged group - I look forward to these days.”

Staff of Quinte 6 celebrating Nurses Week

Congratulations to Rosaleen Dunne

The BGH Emergency Department team celebrates Nurses Week with spirit, wearing their nurse’s caps!

QHC’s Joint Health and Safety Committee Members along with QHC Safety Staff

Quinte Health Care’s President & CEO Mary Clare Egberts signs the Health and Safety Program Policy
BGH Auxiliary celebrates 75 years!

On April 29, the Belleville General Hospital Auxiliary celebrated 75 years of time well spent! An event was held in the Sills lobby and the many BGH Auxilians were joined by hospital staff, management, QHC Board Members, Hospital Auxiliaries Association of Ontario officials and BGH Foundation Reps in celebrating this momentous anniversary!

PECMH Auxiliary Volunteer Appreciation Tea

Every year, the Prince Edward County Memorial Hospital Auxiliary celebrates the enormous contributions that its volunteers make to PECMH and the community. This year, the celebration was held at St. Andrew’s Anglican Church in Wellington, with over 70 members in attendance.

The awarding of pins is the Auxiliary’s way of recognizing both years of service and lifetime number of hours donated by the volunteers. For 1,000 hours donated, the following volunteers were recognized: Dorothy Bongard, Janet Bryant, Jacqui Ireland, Barbara Kellar, Helen Kempers, Lori Markland, Joan Nelson, Beverley Thompson, and Geralyn Walmsley. For 2,000 hours, volunteers Ann Brown, Eleanor O’Neil, Pam Strachan, and Linda Wadforth were recognized. Jean Whattam was honoured for her contribution of 4,000 hours and Jean Whattam for 40 years with the Auxiliary.

Certificates of appreciation were given to Evelyn Drew, on behalf of her efforts and of the efforts of all those who preceded her in the job of coordinating the Auxiliary’s Marathon Bridge, which has been flourishing for the past thirty years. Garth Manning’s work with the Auxiliary’s executive in the re-drafting of the Auxiliary’s by-laws was also recognized.

This year, the Auxiliary instituted a new category of awards: the Mae West award. The title was inspired by a quote from the irrepressible actress of the 1930s: “Women are like teabags: you never know how strong they are until they get into hot water.” Nine members received this new award: Cindy McCool (Coffee Cart), Judy Publow (Patient Services), Jean Elgar, Susan Everall, Maureen Robinson and Elizabeth Bygraves (new Endoscopy Department ambassadors), Gene Plummer (98-year-old volunteer at the Second Time Around Shop), Pam Strachan, shop manager, and Peggy Payne, current Vice-President and incoming President of the Auxiliary.

“Our hospital is currently facing difficult times; however, the commitment of the Auxiliary remains strong, and we shall continue to support our hospital’s staff and patients, as well as the larger community, to the very best of our abilities,” said Dorothy Speirs-Vincent, Director of Communications, Prince Edward County Memorial Hospital Auxiliary.

Project Apollo reduces waste, saves money

Quinte Health Care staff and physicians have worked together to save over $600,000 by trying to reduce waste. In particular, the Project Apollo team has been very proactive in identifying opportunities in supply contracts and price savings. About $100,000 was saved in the fiscal year 2012/13 and $500,000 in fiscal year 2013/14 by renegotiating contracts and educating staff and physicians.

Story from Quinte 7 patient

I just wanted to send a quick note thanking the staff on Quinte 7 (Maternity) for everything they did during my pregnancy. Everyone was so warm, helpful and caring. Our boy/girl twins were born in April. They are our genetic children but were born via surrogate after a six year struggle to conceive. I wanted to share this picture. We had kept them about a foot apart throughout the first night as our baby girl had been spitting up a fair bit but this is how we found them the next morning. They wiggled their way back together. Also, their heads and our baby boy’s arm make a heart.

- Submitted by K.R., mom
Praise for Trenton Memorial Hospital

I was rushed to emergency with a severe injury to my left eye. The triage nurse immediately recognized the gravity of the situation and started the process of checking on my vitals and inquiring on how I got the injury. At this point she was not even aware that I was blind in my right eye. She walked/ guided me over to the waiting area by holding my hand to see the doctor, whom she had already contacted and apprised him of my situation. I was seen by Dr. John Bonn immediately and he started to treat me right away. I was extremely nervous that I would be completely blind as I had hurt my good eye.

The Triage nurse and Dr. Bonn made me feel extremely comfortable and were very positive all the time. They were very reassuring. Thankfully, I was diagnosed with no scratch on the cornea or permanent damage to the eye.

My family and I would like to thank the triage nurse and Dr Bonn from the bottom of our hearts.

Compliments to Q7 Maternity Unit

My husband and I are waiting for our first baby to arrive. I was having irregular contractions and went into Q7 to get checked out. We were taken in immediately and had two wonderful nurses, Mary and Marg. They reassured us and made my husband and I feel very comfortable and handled all of our concerns as first time parents.

Dr. Ademidun is our attending OBG and he was on call on Saturday. He took the time to come in to see us and review all of our concerns. It was nice to know that we have a great hospital in our community that took our concerns so seriously. A huge thank you to Dr. Ademidun, Mary and Marg. Dr. Ademidun has been wonderful and very helpful through my entire pregnancy. When I do go into labour I know that QHC and staff on Q7 will be wonderful.

Gratitude for BGH ED

I brought my 66-year-old father to the emergency room in Belleville. He had suffered a dislocated shoulder while responding to a fire call in Prince Edward County. As an employee of Quinte Health Care in Belleville, I wanted to express my gratitude to the emergency room staff on shift that day.

Although his injury was painful, it was not what we considered to be an urgent case. We therefore expected a bit of a wait. Much to our surprise he was immediately taken into the emergency room and within moments of arrival, he was seen by both Dr. L. MacDonald and Dr. A. Bell. He was treated with the utmost care and compassion and they immediately set to work on him. With the help of nurse Joanne, an x-ray tech and a respiratory tech, he was x-rayed, sedated and had his shoulder set and immobilized. Thanks to all involved in his care and treatment.

Thanks to Picton

I had a procedure done at Prince Edward County Memorial Hospital and I felt compelled to comment. Every step of the process was very well done. Michelle on the front desk, Cheryl in admitting, Amy and Wendy in prep, Doctor Rubio, Doctor Bardell, and a few other participants all did a great job. It felt like a well-oiled machine. Efficient, pleasant and very professional. All in all not a typical “hospital experience” that most talk about. Great job everyone; I truly appreciate the care I received. Keep up the good work.

Thanks to Q5

During my stay on Quinte 5 I was looked after by Chelsea, Kim (1), Kim (2), Madison, Jenn, Whitney, Charity, Brittany – two students Emily and Andrew, and Dr. Robin Grant and Dr. M. Masood. Without a doubt this is the most compassionate, caring and responsible group of people I have ever met working in a hospital.

You hear a lot these days about how healthcare is suffering from budget cuts and overcrowded staff. I don’t know if these folks were overworked or not but I do know that if they were they did not show it, nor take it out on me the patient. Thank you.

Kudos to BGH ER

I was experiencing some chest and arm pain leading to anxiety among other things, I shrugged it off, which I should know better, don’t mess with the heart. I had actually gone to bed but couldn’t sleep with worry. I finally decided I needed to go to the hospital. I went to the emergency department and it didn’t take long for the staff to have me in the back and hooked up. What I needed, besides hearing that my blood pressure was excellent, heart was fine which I did, was some reassurance and kindness to assist me. I needed to know that I wasn’t being foolish and wasting their time or over reacting. I can tell you that what I needed was exactly what I got.

The two nurses that looked after me, Crystal who originally did the hook up and then Theresa who minded me for the rest of the 2.5 hours I was there were absolutely excellent. Theresa was attentive and checking to see how I was doing. I appreciate Dr. Tam who thought it was best to order blood work and a chest x-ray. He was very kind. I was extremely pleased with the care I received.