



Our Hats are Off to You!

Hats Off

By Susan Fordham



The Middlesex Hospital Alliance held its first-ever combined Hats Off and physician-recognition celebration at the Caradoc Community Centre in Mount Brydges on November 1st. The evening showcased the excellence of some truly exceptional teams and individuals, and highlighted the dedication of physicians who have served with our hospitals for more than 25 years.

After an opportunity for all to socialize, CEO Mike A. Mazza welcomed everyone, congratulating the honorees for their unique contributions. As Yvonne Lambert, the board chair, extended greetings on behalf of the board of governors, she noted how important it is to recognize the accomplishments of

the people of the MHA, and thanked the dedicated honorees for championing excellence.

After offering an informative and humorous backgrounder on each, Dr. Gary Perkin, Chief of Staff at Strathroy Middlesex General Hospital (SMGH), made the presentations to the SMGH physicians. Standing in for Dr. Dreyer, Chief of Staff at Four Counties Health Services (FCHS) – who was detained in London – Dr. Perkin and Nancy Maltby-Webster then made the presentations to the FCHS physicians. A presentation to Dr. Perkin, himself, was made by Lambert. The audience responded with a standing ovation for the physicians.

The Hats Off awards to individuals and teams – nominated by their colleagues and evaluated by a selection committee – were presented by Mazza. Five outstanding teams, in two separate categories, were recognized. In making the presentations, Mazza quoted from the American industrialist-turned-philanthropist Andrew Carnegie: "Teamwork is the ability to work together toward a common vision, the ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results." And closed by sharing the words of novelist and Nobel Prize winner, Pearl S. Buck: "The secret of joy in work is contained in one word – excellence. To know how to do something well is to enjoy it."

Thanks for helping to make the evening special were extended to the Lions Club, as well as Neilson's Flowers and The Country Goose, James O. Poag Jewellers, Luis' Photography and Skiffington Catering.



Board Chair Yvonne Lambert and CEO Mike A. Mazza are shown with Patti Hodgins (left), manager of the Strathroy branch of TD Canada Trust. Hodgins received an appreciation in recognition of a grant of \$6,000 from TD Bank Financial Group to the MHA Education Bursary Fund.

The Hats Off awards for excellence in 2006, will be presented on April 26, 2007, in conjunction with the service-recognition program.

MHA Amazing Race to CLEAN

By Yvonne Richardson

Infection Control Week (October 16th to the 20th) was celebrated with an Amazing Race competition at both FCHS and SMGH sites. The participants answered daily quizzes – focusing on hand washing – located in boxes at various locations throughout both facilities.

All those with correct answers were entered into the daily-prize draw and earned one letter in the word CLEAN. Everyone who accumulated all the letters was entered into the grand-prize draw for a \$50 gift certificate from the Keg Restaurant.

Thanks to everyone who participated and – for everyone, winners or not – remember, you’ll have another chance next year!

Winners

SMGH

Monday	\$10 cafeteria voucher: Jaime Moniz – ICU
Tuesday	\$10 Tim Hortons gift certificate: Lynda Matthews – Ultrasound
Wednesday	\$15 Cineplex Odeon gift certificate: Mary Robertson – DPC
Thursday	\$10 Canadian Tire gift certificate: Brenda McCartney – Finance
Friday	\$15 Pizza Hut gift certificate: Karen Laur – 2 South

FCHS

Monday	\$10 cafeteria voucher: Robin Webster – DI
Tuesday	\$10 Tim Hortons gift certificate: Linda DeBruyne – Lab
Wednesday	\$15 Cineplex Odeon gift certificate: Mary Vandergulik – Admitting
Thursday	\$10 Canadian Tire gift certificate: Rita Jackson – Finance
Friday	\$15 The Villa gift certificate: Lorrie Depater – Finance

Grand Prize Winners of a \$50 Gift Certificate from the Keg Restaurant



FCHS
Rebecca Appel



SMGH
Roxanne Gillanders

Mike's Holiday

It has been one very dynamic year at the MHA and – as the holiday song goes – “it doesn’t show signs of stopping!”

This past year saw completion of the SMGH renovation and expansion which provides our community with additional clinics and new services, and streamlines some of the existing ones.

We saw a big change in digital-imaging delivery with the rollout of a central booking phone number for both our sites.

And we experienced how our ongoing and increased use of technology continues to keep us evolving and connecting. We recently deployed a Drug Profile Viewer for our emergency departments, which allows medical staff to access a provincial database of patients’ prescription-drug histories.

MHA is using a new brand image – a refreshed logo and “Connecting to the Future of Care” tagline – and will launch our new website in the near future.

And, in the midst of this busy holiday season, the MHA had an opportunity to celebrate what’s truly important in life – people. Friends, families, colleagues and coworkers – the people who are special to us and in our lives. At our inaugural Hats Off excellence awards we celebrated the

The Spirit

The annual Holiday Food Drive at MHA was very successful this year with the total weight of non-perishable food items collected reaching 3,135.90 pounds!

Strathroy site: 2,638.90 pounds
Four Counties site: 497 pounds

The food is delivered to the Salvation Army to assist in their efforts to make the holidays happier for all in our local community.

Special thanks go to Jane Adema, at Four Counties site and Liz Grimster at Strathroy site for their efforts in organizing and promoting this food drive.

There are first and second prizes for the department at each site with the heaviest donations

Day Message

important contributions made by staff and physicians to the MHA (you can read about the event and enjoy the photos in this issue of the newsletter).

To those heading off soon for some holiday time – travel safe. And – to everyone – I want to wish all the best for a very happy holiday season and a happy and healthy New Year.



of Giving

(relative to the number of employees in the department) and tokens of appreciation for all who participated. First prize is a department luncheon provided by the Nutrition and Food Services Dept. Second prize is a tray of goodies.

SMGH 1st prize goes to Nursing Administration who had 50.05 pounds per contributing staff member

HR was in second place with 49.5 pounds per contributing employee

FCHS 1st place goes to Rehab with 33.5 pounds per contributing employee

2nd place goes to the Foundation with 21 pounds per contributing employee



Lucille L'Espérance came into palliative care at FCHS on July 4, 2006. Harry, her partner of 33 years, asked "what is the one thing you wish for, or your dying wish?" She looked at him and then looked at her nurse Nuann Bromley, and stated "to get married and be your wife". Together with her family members, several of the staff planned the happy event. The wedding date was set, the minister contacted, the catering arranged and the decorations ordered. On July 17, 2006, Lucille L'Espérance was granted her wish: family and friends gathered for the marriage of Lucille L'Espérance to Harry Mutsui.

Mrs. Lucille L'Espérance-Mitsui died on August 2nd.

A Wish Come True

By Cathy Swan

Grow Your Own Nurse Practitioner

The MHA received approval from the Ontario Ministry of Health and Long-Term Care for funding to support a Grow Your Own Nurse Practitioner Program. Lesa Marsh, former director of patient care at Strathroy and Four Counties, is currently on an educational leave of absence and enrolled in the Primary Health Care Nurse Practitioner (PHCNP) Certificate Program at the University of Western Ontario. The funding approval confirms the partnership between Marsh, the MHA and the Ministry. Announced in February of this year, the Ministry's Grow Your Own Nurse Practitioner initiative addresses the shortage of primary-care providers, especially in rural and remote communities, by supporting the training of more nurse practitioners. Marsh will start her new career as a Nurse Practitioner at FCHS next September.

By Susan Fordham

congratulations!

Hats Off Winners

*Physicians
recognized for
25 years with one
or both sites.*



FROM LEFT Back row: CEO Mike A. Mazza, Dr. O'Flanagan, Dr. MacRae, Dr. Perkin, Dr. Buma, Dr. Russell, Dr. Eberhard **Front row:** Dr. Shah, Dr. Mithoowani, Dr. Leung, Dr. Sanders **Absent:** Dr. Eakins, Dr. Edgar, Dr. Gillman, Dr. Johnson, Dr. Marshall, Dr. Wolder

The *Outstanding Quality Initiative* award was presented in recognition of outstanding efforts and accomplishments by a team in continuous quality improvement to: the Electronic Patient Record (EPR) Team, the Perioperative Care Team and the SMGH Laboratory Team.

MHA EPR Team



FROM LEFT Back row: Becky Simpson, Nursing, Emerg SMGH; Gayle Currie, Health Records SMGH; Kathy Smith, Health Records SMGH; Lorraine Craig, Health Records FCHS; Jim Wilson, Information Management MHA; Kathleen Clark, Pharmacy SMGH; Helen Harris, Health Records SMGH **Front row:** Linda Havens, Health Records FCHS; Janet Clark, Health Records FCHS; Wendy Smith, Pharmacy FCHS; Jo Ann Vander Vloet, Ambulatory Care SMGH; Julie Lee, Nursing, Emerg SMGH; **Absent:** Anita Fernandes, Patient Registration SMGH; Jacquie Martin, Diagnostic Imaging SMGH; Ruth Ann McNaughton, Nursing FCHS; Terri Pitt, Finance MHA; Mary Vandergulik, Patient Registration FCHS

SMGH Perioperative Care Team



FROM LEFT Back row: Barb Sisco, Jayne Waters, Michelle Waun-Linker, Val Drewery, Kathy Baker **Front row:** Mary Robertson, Mary Armstrong, Keri Jones, Julie Thorne, Debbie Munn **Absent:** Karen Appleton, Shelley Balderston, Angela Butler, Donna Campbell, Maryanne Cundick, Kathy Kersey, Judy LaMantia, Marianne Lewis, Michelle McNeil, Nancy Nenez, Jo-Ann Soetemans, Nancy Switzer

SMGH Laboratory Team



FROM LEFT Back row: Marilyn Scott, Heather Gabriel, Cindy Desrosiers, Thea Turpin, Karen Moore, Carrie Ann McAlpine, Dawn Stubbs, Laura McLean **Front row:** Steve Cochrane, Trish DeRuiter, Dr. Shah, Carol MacPherson, Heather Towers **Absent:** Francis Maciejewski, Cathy Martin, Jason Newman, Francine Wibbing

congratulations!

Hats Off *Winners*

The *Special Merit* team award was presented in recognition of exceptional contributions to a program or service, or outstanding commitment to the MHA's values, to the MHA Diagnostic Imaging Team and the SMGH Housekeeping Team.

SMGH and FCHS Diagnostic Imaging Team



FROM LEFT Back row: Stephen Robson, Stephanie Hall, Becki Vander Wal, Albert Jennings, Tessa Tjoelker, Jeff Fraser, Tammy Kovacs, Marianne Shaw, Anne Toenders
Front row: Kari Croucher, Lynda Matthews, Anna Newell, Karen Nichols, Liz Bishop, Carolyn Smith **Absent:** Lynn Bell, Dawn Campbell, Linda Cooper, Ryan Goehring, Kristen Grisenthwaite, Kristina Henry, Laura James, Jacquie Martin, Yolanda Mundt, Barb Schram, Cindy Skow Geertsen, Jennifer Soanes, Ken Staples, Robin Webster

SMGH Housekeeping Team



FROM LEFT Back row: Zelia Picanco, Ann Toth, Marlene Da Silva, Ana Dos Santos, Maria C. Pereira
Front row: Nancy Therrien, Tania Picanco, Bill Player, Brenda Camara, Beth Smith **Absent:** Carmen Armas, Sher Brown, Winnie Gare, Bob LaMantia, Diane Park, Carrie Ripley

The *Spirit Award* is presented in recognition of actions or attitude that make the workplace better for others.

The *Excellence in Service Delivery* award recognizes exceptional initiative, perseverance or commitment to delivering quality service.

The *CEO Award for Distinguished Contribution* recognizes outstanding contributions to the workplace, the health-care environment, or community well being.



FROM LEFT Jan Robertson, Patient Registration SMGH; Val Drewery, Central Supply MHA; Bob Boisvert, Materiel Management MHA; Cindy Desrosiers, Lab SMGH



FROM LEFT Back row: Thea Turpin, Lab SMGH; Dan Muscutt, Maintenance SMGH; Marianne Shaw, Mammography SMGH **Front row:** Trish DeRuiter, Lab SMGH; Sara Hinton, Nursing SMGH; Barb Fonger, Nursing SMGH; Lorraine Craig, Health Information Service FCHS **Absent:** Larry Duquette Lab FCHS; Ruth Ann McNaughton, Nursing FCHS



FROM LEFT Judy Peters, Volunteer Services MHA; Bill Player, Maintenance SMGH; Charlie Seed, Volunteer SMGH; Jane Visser, Volunteer SMGH **Absent:** Kristen Grisenthwaite, Diagnostic Imaging MHA; Gertrude McColl, Volunteer FCHS; Alex Sullo, Building Services FCHS

Holiday Help

By Gina Taylor

"Happy Holidays" is a common phrase and one that is usually stated with warm wishes and good intentions. But the holidays can be a difficult time for some people coping with mental health challenges. The stress of the season can bring some situations to a crisis.

Search Community Mental Health Services is a local not-for-profit organization that assists people in west Middlesex County with Mental Health difficulties. Since August they have provided an on-call Crisis Response Team, primarily on weekends, to the ER department at MHA's Strathroy site. "Providing assistance to those in mental health crisis," is the mandate of the Response Team says Vicky Stevens, Executive Director of Search Community Mental Health Services.

This holiday season, the Crisis Response Team will be available to Strathroy Middlesex General Hospital from December 22 at 4pm until January 2 at 8 am – providing around the clock coverage.

The service is a benefit to the SMGH Emergency department. "It's a tremendous support to our ER department because the Crisis Team are skilled at mental health crisis management," Mike Mazza, CEO of MHA says. "This is an excellent example of how MHA meets patients needs through working with our community partners."



Liz Watson, clinical leader on 1 South Medical, spoke with nursing students at the University of Western Ontario Nursing Job Fair on October 23rd.

Representing the MHA, Watson and Sharon Cattrysse, site director for FCHS, displayed the new MHA recruitment banner and distributed new recruitment brochures. Exhibitors from southeastern and southwestern Ontario and the northern United States attended the fair.

On the Radio

The MHA advertises on local radio stations to announce new programs, encourage good health and inform the public about our changes and successes. And people are listening!

Over the summer, the MHA ran radio ads about the Diabetes Education Centres (DEC) at both FCHS and SMGH sites. They highlighted the seriousness of diabetes – it can cause blindness, serious kidney and heart disease, and shorten lives – and pointed out that it runs in some families. The ads stressed the importance of being informed and learning to manage diabetes,



MIDDLESEX
HOSPITAL
ALLIANCE

Diabetes Education Centre

through the DEC. The ads also explained that DEC programs are free, and are accessible through physician referrals, referrals by other health professionals or self-referrals.

One local listener heard an ad as he drove to work. He had just visited his doctor, and been told that he had borderline diabetes, so he e-mailed the hospital to ask for more information and find out how he could access the DEC to learn more about his condition – and how to manage it.

For this listener the ad was just what he needed to hear!