

WELL AWARE – FALL 2017

November 23rd, 2017

The North Bay Regional Health Centre is pleased to provide you with our quarterly e-newsletter update! NBRHC Well Aware is designed to keep you up to date on changes to our services, new initiatives and news that impacts our communities

Ambulatory Care clerk recognized as an amazing mentor at the NBRHC

When Denis Bean first learned he needed a phlebotomy, a procedure that treats people with too much iron in their blood, he was a self-described chicken. “I had visions of monsters, long needles and pails of blood,” Bean laughs.

Ten years ago when Bean arrived at the Ambulatory Care Unit (ACU) at the North Bay Regional Health Centre (NBRHC), he says his worries were put to rest thanks to one of the clerks Gisele Duquette. “The first person I meet was Gisele. She was sitting behind her desk with her head down, and as I approached she looked up and said ‘Hi hun, what can I do for you?’” says Bean. “Instantly the visions of monsters went away and I was no longer afraid.”



Gisele Duquette, a clerk in the Ambulatory Care Unit (ACU) is one of the first people you'll see when you visit the unit.

Recently Bean had the opportunity to join Duquette's co-workers, volunteers and members of the NBRHC Senior Leadership Team to surprise her with a group 'thank you' at one of the Health Centre's monthly Report Outs. “Gisele started working with us in 1976 at one of our legacy organizations when child labour laws were less strict,” joked Paul Heinrich, NBRHC president & CEO. “It's not every day that we take an opportunity to single out one

person, but we gathered together to recognize Gisele for the amazing work she's done for us over the last 41 years."

At the age of 18, Duquette had just completed a co-op placement in the Radiology Department at St. Joseph's General Hospital when a full-time job became available. "It came down to me and a couple of people to hire," explains Duquette. "The boss at the time wasn't sure if I could do it and it was the lead x-ray technologist, Rachel Bucker that advocated that I was given a shot," she remembers. "I got the job and the rest is history!"

This confidence early on into her career was appreciated by Duquette and now she makes sure to support other employees succeed. "I like to look out for the new staff – I make sure they look professional and remind them to smile," says Duquette. "It's important to make a good first impression."

Duquette's colleagues all agree she sets the tone for the unit, describing her as an amazing mentor and matriarch to her co-workers, family and friends. "Her leadership and example towards how someone should be treated every time they arrive at our hospital should be in the training handbook," says Laurie Devine, clerk with the Emergency Department, NBRHC. "From the first time I started in 2001 I knew I would call her friend. Her kindness goes above and beyond always."

Chantal Gagne, manager of the ACU echoes Devine's sentiments and says Duquette consistently puts the patient first in everything she does. "She has touched the lives of many people with her kindness and positive attitude," says Gagne. "After 41 years, she still loves her job and puts her heart in everything she does."



Patients, co-workers, volunteers and Senior Leadership Team took an opportunity to thank Gisele Duquette (front row, sixth from the left) at one of the Health Centre's monthly Report Outs.

For Duquette it's a labour of love. "I'm here to help the patients and in return they have given me so much. They have taught me strength, patience and empathy," explains Duquette. "If I can put a smile on someone's face, my day isn't wasted."

Clothing donation to help NBRHC patients stay warm this winter

The patient clothing room at the North Bay Regional Health Centre (NBRHC) is well stocked ahead of winter thanks to a generous donation by Big Kahuna Sports Co.

“Sometimes situations arise where patients arrive to the Health Centre without adequate clothing,” explains Eric Bouchard, manager of the NBRHC Emergency Department. “The patient clothing rooms is a place where staff can access clothing and footwear for patients who require clothing on discharge or during their hospital stay for immediate needs.”

In September Big Kahuna, a manufacturer in team and institutional sporting goods, generously donated clothing to the Health Centre, including t-shirts, sweaters and hats.

“The patient clothing rooms relies on donations of new items of all sizes, seasons and age,” says Bouchard. “So we are very grateful to Big Kahuna for supporting the clothing needs of our patients, so we can ensure their privacy and dignity is maintained.”

Clothing donations are always accepted year round by the NRBHC Foundation. Items that are most needed include underwear, pants, socks, t-shirts and shoes. For health and safety reasons, all clothing must be new.

For more information, please contact the Foundation at 705-474-8600 extension 8125.

NBRHC's Tiniest Patients to Benefit from new Reading Program

It's never too early to start enjoying books with your children. With that in mind, the Neonatal Intensive Care Unit (NICU) and the Service of Pediatrics at the North Bay Regional Health Centre (NBRHC) launched an innovative early childhood reading program designed to promote newborn bonding and development.



Left to right: Monique Malette, mother; Ken O'Reilly, grandfather; Patricia Tignanelli, RN, NICU holding Emilie O'Reilly; Lucas Oyeniran, NBRHC volunteer; Paul Heinrich, President & CEO; Stephanie Carr, RN Clinical Nurse Educator, NICU; Dr. Cheryl Clayton, Service of Pediatrics.

Dr. Cheryl Clayton, Service of Pediatrics, NBRHC, says when parents read to their babies while in the NICU, it has shown to help parents feel closer to their baby and gain a sense of normalcy. "Reading, talking and singing to your new baby right from the start promotes early language and literacy development," explains Dr. Clayton.

Now families and caregivers visiting the NICU will have an opportunity to select a book from the lending library to read to their newborns. "This staff-led initiative is part of a new *Learn, Laugh, Love and Read with Me* program, which encourages early communication between parent and newborn," Dr. Clayton says. "Having a library for our littlest patients and their families will be a great addition to our NICU."

This program was made possible by support from staff in the NICU, the Service of Pediatrics and community partners. "We are very thankful for the generosity of staff, the Knights of Columbus and Eh Vee Designs for their donation of time and resources," Dr. Clayton says.

THE FLU VACCINE:

It's a little shot that helps a lot!

WHAT IS IT?



In addition to washing your hands, it is your #1 defence against spreading influenza



It is created from inactivated viruses that won't cause you to get the flu

WHY SHOULD I GET VACCINATED?



You are at risk of contracting the flu every year



To protect yourself and those around you: vulnerable patients, elderly, children, etc.



You can spread the flu before you even start to show symptoms; a day before symptoms develop and up to 5-7 days after being sick

For more information on how to protect yourself from the flu visit:

<http://ontario.ca/page/flu-facts>

End of an Era



Originally located in the emergency garage at the former Civic Hospital, the North Bay & District Ambulance Service moved to a new stand alone building on hospital property behind the Civic Hospital in 1975.

Known as 00 Base, with an address of 750 Scollard Street, the building consisted of the ambulance garage, crew room, storage room, locker room and washroom on the ground floor, and offices, washrooms and ambulance dispatch on the upper level.

One of the first uses of the building in January of 1975 was as a temporary morgue following the devastating explosion of the Barry Building in Downtown North Bay.

In 1989 a vehicle maintenance garage for the ambulance service was established in the garage area. This allowed for timely repair and mandatory maintenance of the fleet of ambulances.

Over the years, offices for the Base Hospital Program and the Regional Training Programs were also located upstairs for a period of time.

Ambulance dispatch functions were separated from the ambulance service and became the North Bay Central Ambulance Communications Centre (CACC), but remained in the same location.

In 2001, ambulance services were downloaded from the Province of Ontario to the local Municipalities and the District Of Nipissing Social Services Administration Board continued to lease the site from the hospital.

In December 2009, the CACC relocated to a new building on Ferris Drive, North Bay. The former CACC space was converted to a much needed training room and board room for EMS. In 2010, the converted space also housed the CACC back up site, which was relocated from the OPP building on Gormanville Road.

In January 2011, when the hospital relocated to the current college drive site, the ambulance base remained and the address of the building was changed to 890 Beattie Street.

In August 2016, the renamed Nipissing Paramedic Services relocated to a new building on Seymour Street, North Bay.

In October 2017, the North Bay CACC back up site relocated from 890 Beattie Street to another location within the City of North Bay, vacating the building in anticipation of the sale of the building effective November 1, 2017. The end of an Era....

NBRHC recognized with achievement award

The Trillium Gift of Life Network presented the North Bay Regional Health Centre with a hospital achievement award for its dedication to organ and tissue donation in Ontario.

The Health Centre was selected to receive the *Hospital Achievement—Provincial Benchmark for Conversion Rate Award*, given to hospitals that met or exceeded the target of a 58% Conversion Rate in 2016/17. NBRHC has a current conversion rate of 100%. Key factors that influence this rate are the notification of potential organ donors and working with TGLN to promote optimal approach planning. (*conversion rate: the percentage of actual organ donors from the total number of potentially eligible organ donors identified upon deceased health record review*).



Staff in the Critical Care Unit (CCU) and Emergency Department (ED) were recognized with an achievement award.

Congratulations to the entire team who worked so hard to help us achieve this provincial recognition!

There are more than 1,500 people in Ontario waiting for a life-saving organ transplant and every three days someone dies waiting. Register your consent for organ and tissue donation at www.BeADonor.ca and talk to your family about your wishes.

North Bay exceeds the province with a registration rate of 55 per cent, ranking #2 out of 170 communities in Ontario.