

Community Connection



Pembroke Regional Hospital Winter 2011 Edition

*Leading, Learning,
Caring for You*

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Website: www.pemreghos.org

Chemotherapy Treatment Moves Closer To Home With New Satellite Service At PRH

The Pembroke Regional Hospital and The Ottawa Hospital Regional Cancer Program have teamed up to open a Systemic Therapy (Chemotherapy) Satellite Service in Pembroke.

The new service is now operational and involves both chemotherapy and medical day care services for cancer patients such as blood transfusions and pain management. It will be located in an outpatient area close to the diagnostic imaging department.

"We are extremely pleased to be able to provide systemic therapy as one of four satellite clinics of the Ottawa Regional Cancer



Pierre Noel

Centre," said Pierre Noel, President and CEO of the Pembroke Regional Hospital.

The others are located in Hawkesbury, Renfrew and Winchester.

"Under the leadership of Dr. Joel Ward, we are fortunate to have five physicians providing support on a rotational basis to this clinic which we anticipate will accommodate up to 400 patient visits in its first year," Mr. Noel said.

Dr. Joan Tyler, Dr. Heather Castillo, Dr. Lomie Coleman, Dr. Sylvie Cantin and Dr. Ward have all helped patients deal with cancer diagnosis and treatment and are excited to be involved in provision of chemotherapy services in our local Hospital.

"Patients will receive the same standard of care they would in Ottawa, without the stress and inconvenience of travelling," Dr. Ward said.

As a satellite, the Pembroke Regional Hospital will be part of the Regional Systemic Therapy Program led by the Ottawa Hospital Cancer Program.

"In working together, our mutual goal is to provide safe, evidence-based care while ensuring that care

for patients is available as close to their home as possible," said Paula Doering, Vice-President of the Regional Cancer Program at The Ottawa Hospital.

"We are very pleased, that this collaboration with the Pembroke Regional Hospital will allow our regional cancer program to provide better access to the people in Renfrew County," Ms. Doering said.

Sandra Keon, Vice-President of Patient Services at PRH echos these sentiments and states the commitment of both teams to bringing this service closer to home and to providing excellent care through this satellite arrangement is a remarkable accomplishment.

"Patients from our area will now be able to receive their chemotherapy treatment closer to home and lessen the burden they and their families endure during a very challenging time," she said.

Patients will be referred to the new clinic by an oncologist in Ottawa, thereby improving accessibility of care and decreasing travel time for patients in our community.

In addition, Telemedicine will be used to access oncologists and other professionals from the Regional Cancer Centre.

"PRH has worked closely with The Ottawa Hospital to develop this program including components such as staff training, and the writing of policies and procedures," Mrs. Keon said.



Sandra Keon

PRH staff including nurses, physicians, pharmacists and pharmacy technicians are being trained by the Regional Cancer Centre to deliver specific types of chemotherapy treatments for various types and stages of cancer.

The clinic will run Monday to Friday from 8 a.m. to 4 p.m. with a ramp up of the number of patient visits over the first year.

A grand opening for service will take place in May.

New CT Scanner Operational



PRH Foundation Chair Marnie Stunt, left, and Hospital Board Chair Barb Schoof recently cut the ribbon officially unveiling the new Philips 256-slice CT scanner valued at \$1.7 million that has been installed and is now operational.

And once again, thanks to the community's generosity, local donations received by the Pembroke Regional Hospital Foundation were used to help make the purchase. The Foundation made a \$900,000 contribution toward the purchase which was coupled with funding the Hospital has in place for equipment replacement purposes.

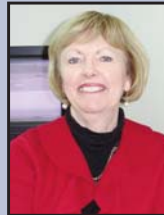
Additional Funding Will Enhance County's Diabetes Education Services

As part of the provincial Diabetes Strategy, the Pembroke Regional Hospital has received additional funding to enhance diabetes education services in Renfrew County.

According to Program Coordinator Karen Roosen, Ontario's Ministry of Health and Long-Term Care has provided funding to hire an additional diabetes team that consists of a full time nurse and a full time dietician.

"The pair will work as an outreach team, providing diabetes education services to areas such as Golden Lake and Petawawa through their Family Health Teams, and Cobden, Beachburg and Killaloe through their Community Health Centres, as well as to seniors' homes and other outreach sites as required. The team will also assist in waitlist management across all sites," Mrs. Roosen said.

Education Program is a regional program administered by Pembroke Regional Hospital which offers diabetes education services across five hospital sites in Renfrew County in the communities of Arnprior, Deep River, Renfrew, Pembroke and Barry's Bay.



Karen Roosen

Following a recent inventory of services and an analysis of supply and demand for diabetes services across the Champlain Region, Renfrew County was identified as a priority area requiring additional diabetes team resources to address the health needs of residents with diabetes and those at risk of developing the disease.

According to Statistics Canada, Renfrew County's prevalence rates for diabetes, hypertension and obesity are among the highest in the province.

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The Renfrew County Diabetes

Pembroke Regional
Hospital Foundation



Fondation de l'Hôpital
Régional de Pembroke

The Pembroke Regional Hospital Foundation relies on community support to help propel the advancement of quality healthcare for our families, in our Hospital.

Donating Opportunities

- In-Memoriam** - When a loved one passes, donations can be made to the Hospital in lieu of flowers through the funeral home or the Foundation office.
- In Celebration** - Commemorate a birthday, anniversary or any special occasion by making a donation and we'll send a card on your behalf.
- Bequest** - Leaving a legacy to the Hospital through your will.
- Third Party Event** - Plan a fundraising event with proceeds to our Hospital.
- Support Foundation Events** - Attend or sponsor an event such as the Gala.
- Securities** - Appreciated securities donated to charity are exempt from capital gains and are received for 100% of the value.
- Cash Donations** - We are a registered charity organization and receipt all donations.

*"If you want to go fast, go alone. If you want to go far, go together."
Warren Buffet*

We are located on the 1st floor in Tower A at Pembroke Regional Hospital.
Phone: (613) 732-2811, ext. 7408 Fax: (613) 732-6360
Email: foundation@pemregghos.org Website: www.prhfoundation.com

Did a physician, nurse, staff member or volunteer make a difference in your care or the care of a loved one at Pembroke Regional Hospital?



Guardian Angel

say thank you to your

Upon receipt of your donation, your Guardian Angel will be sent an acknowledgement card and be provided with a unique lapel pin to proudly wear throughout the Hospital for their exceptional contribution to our Hospital.

Your Guardian Angel will be added to our Honour Roll of Angels and be recognized at our annual appreciation event.

For more information about the Guardian Angel Program, please contact the Foundation Office at (613) 732-2811, ext. 7408.

Pembroke Regional Hospital Foundation Welcomes New Executive Director

The Pembroke Regional Hospital Foundation is pleased to announce the hiring of Executive Director Nancy Warren whose enthusiasm and experience will be valuable in helping meet the charity's fundraising goals.

"We are thrilled to welcome Nancy to the Foundation," said Marnie Stunt, Foundation Chair.

"With her familiarity of the area, her strong record of achievement and her deep sense of commitment to strengthening the Foundation, we look forward to her leadership as we move ahead with a number of fundraising initiatives."

No stranger to the healthcare field, Mrs. Warren has worked previously as a registered nurse with the Victorian Order of Nurses (VON) and as a supervisor with the Red Cross.

She also spent 11 years in the business sector as a retail store owner in Pembroke and Renfrew, and has spearheaded many fundraising projects including the Annual Kim Armstrong Turkey Trot.

Mrs. Warren and her husband, George have three daughters and reside in Pembroke.

"When the Foundation opportunity presented itself I thought it would be a perfect fit with my skill set and experience," Mrs. Warren said.

"The Foundation has been in existence for over eight years, and with the community's support it has accomplished some tremendous feats: contributing to the Hospital expansion, the new birthing suites, the purchase of the CT scanner, and the creation of the satellite dialysis unit, just to name a few," she said.

"I am eager to connect with existing donors as well as with friends and neighbours in the region so we can continue to build upon these successes."



Executive Director Nancy Warren, left, is welcomed by Foundation Chair Marnie Stunt, centre and Donor Relations Coordinator Terry Daschuk.

Mrs. Warren said it's important to recognize fundraising never stops. "There will always be another fundraising project if we want to maintain high standards. This is 'our' Hospital and we must work together if we want to have the needed equipment and programs at our doorstep."

PRH Seeks Public Input On New Bill of Rights and Responsibilities

Pembroke Regional Hospital is on its way to meeting the requirements of a new Act called the "Excellent Care for All Act". This Act, passed in June 2010 and legislated by Ontario's Ministry of Health and Long-term Care, applies to the hospital sector and ensures that care is organized around the patient.

One requirement of the Act is that hospitals develop a patient declaration of values (also called a bill of rights) in consultation with patients, their caregivers, and the greater public residing in our community.

Strongly committed to respecting the rights of everyone in our Hospital, a few years ago Pembroke Regional Hospital created a document entitled "Mission, Vision and Values Statement". You may have seen a copy of the document posted throughout the facility and on our website.

To reaffirm our commitment and enhance everyone's awareness, PRH has developed a draft Bill of Rights and Responsibilities. This Bill will help PRH to continue to put our patients first and strengthen patient-centred care. These values will help our patients and care providers understand what they are entitled to and what to expect during their stay.

Pembroke Regional Hospital's President and CEO, Pierre Noel, said, "The creation of the Bill of Rights and Responsibilities is a consultative process

with the final document to be made publicly available in June 2011 according to the Act. This new opportunity is another way that we can hear from the public regarding the values that are most meaningful to them while in our care."

To ensure that the voice of the patient is represented in the draft Bill of Rights and Responsibilities, the Hospital is currently seeking public input and feedback by way of a public survey on the proposed document.



The purpose of this survey is to review the statements in the draft Bill of Rights and Responsibilities and determine if changes are needed. Your input would be highly valued.

The public consultation process will unfold throughout the month of April and the draft Bill of Rights and Responsibilities and on-line survey are available on the Hospital's website at www.pemregghos.org

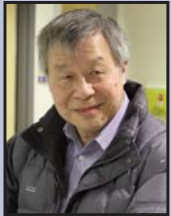
Print-based copies are also available. Please contact our Public Affairs and Communications office at (613) 732-2811, ext. 6165 to obtain a copy.

The response deadline is April 30, 2011. All responses received before the deadline will be reviewed and considered in the final version of the Bill of Rights and Responsibilities.

Your involvement in this process is much-appreciated.

Additional Funding...Continued

"Over the past year, the services we provide. diabetes educators provided 7,179 visits to 2,485 clients diagnosed with diabetes which is only 50% of the total number living with the disease, let alone the 15-20% that are at risk of developing diabetes due to their lifestyle and hereditary factors," Ms. Roosen said.



Dr. K.C. Li

The diabetes education services offered include screening, individual and group classes, assessment, follow up consultations as well as public awareness sessions for the community.

To access the Renfrew County Diabetes Education Services, members of the public are invited to contact any of the five hospitals in Renfrew County or Karen Roosen, Program Coordinator by phone at 613-732-2811 ext. 6530.

Dr. K.C. Li who is the medical lead for the PRH Diabetes Education Centre said that with the additional team, it is hoped that a significantly larger percentage of clients living in the region will be able to access the

Pembroke Regional Hospital Welcomes New Physician To Its Hospitalist Team

The Pembroke Regional Hospital is pleased to introduce the newest member of its Hospitalist team, Dr. Larry Thorsteinson.

"Dr. Thorsteinson is very patient-focused with sound clinical knowledge and good collegiality, and he brings to the group years of both hospitalist and emergency department experience," said Dr. Michael Ferré, Chief of Staff.

Dr. Thorsteinson who joined the Hospital's Medical Staff in October is no stranger to the region or PRH. For the past 10 years he has spent time in the area at his family's cottage on Round Lake during which he also began providing coverage of Emergency Department and hospitalist shifts at the Pembroke Regional Hospital.

"My wife's family is from the Ottawa Valley so it's been easy to make the transition," Dr. Thorsteinson said.

Dr. Thorsteinson's work history includes 10 years of family practice and 25 years of emergency medicine.

After receiving his Medical Degree from Queen's University, and completing a one-year Internship at Montreal General Hospital, Dr. Thorsteinson established a family practice in several Quebec communities including eight years in Aylmer.

He then completed his Emergency Medicine certification and practiced 25 years in the Emergency Department of Sudbury General Hospital while also transitioning to Hospitalist Medicine.

Dr. Thorsteinson, who has also provided coverage at CFB Petawawa said he enjoys the work Hospitalist medicine provides because it allows him to maintain a presence in acute care medicine and remain in close contact with the rest of the medical community while being involved in all aspects of hospital care.

"I enjoy the patient and family contact this line of work brings as I develop assessment and treatment plans for my patients in concert with the rest of the healthcare team," Dr. Thorsteinson said, adding that the continuity of care allows him the gratification of seeing his patients get better.

Under the leadership of Dr. Christine Gerbis, the Pembroke Regional Hospital's Hospitalist Team consists of Dr. John Davies, Dr. Yubo Ren, and Dr. Wasantha Ratnayake, all of whom care for those admitted patients who either have no family physician or whose family physician is without hospital privileges.

"These men and women are crucial to the smooth operation of the Hospital where a large portion of the population who arrive at our doors do not have a family doctor to care for them," said Pierre Noel, PRH President and CEO.

Dr. Thorsteinson and his wife Kathryn have three children; Kristjana who is married, has two children and lives in Yellowknife, NWT; Erik who is married with two children and lives in Sudbury and Stephan and his son who live in Hamilton.

When he's not working, he enjoys reading, travelling, a variety of sports, and he loves a good joke.

"Everyone who comes into my office has to tell a joke, then I share one of mine," Dr. Thorsteinson said, adding that he's always looking for new material to entertain the grandkids.



Dr. Larry Thorsteinson

PRH Teams Up With Best Western Pembroke Fitness Centre For New Stroke Program

Thanks to funding made available through the Trillium Foundation, a pilot program is now well underway in our region for survivors of Transient Ischemic Attack (TIA) and minor non-disabling strokes who have the capacity to participate in an exercise program.

Developed by the University of Ottawa Heart Institute and the Champlain Regional Stroke Network, the pilot project which began at designated sites in Ottawa and Pembroke this past fall, provides opportunities for these patients to participate safely and effectively in existing Heart Wise Exercise programs in the community which are designed for individuals with heart disease and those concerned about their heart health.

In our region, the Pembroke Regional Hospital's District Stroke Centre (DSC) has teamed up with exercise leaders at Pembroke's Best Western Fitness Centre in order to link stroke survivors with a suitable community-based exercise program.

"The most recent Canadian Stroke Best Practice Guidelines recommend that persons at risk of stroke should participate in moderate exercise (an accumulation of 30-60 minutes) such as walking, jogging, cycling, swimming or other dynamic exercise, four to seven days each week in addition to routine activities of daily living," said Holly Woermke, District Stroke Centre Coordinator at PRH.

"Being a part of this pilot program and being able to offer this option to self-referred patients in the Upper Ottawa Valley is an important step forward in terms of stroke prevention and re-occurrence," Ms. Woermke said.

Since its launch, six staff from Pembroke's Best Western Fitness Centre, including two who do Heart Wise training for those not comfortable with a class setting have been trained by the University of Ottawa Heart Institute and have participated in a half-day seminar which was developed by the Champlain Regional Stroke Network.

Fitness Manager Tammy Blackmore said the workshops were fantastic and staff who regularly update their skills learned a lot.

"Heart and Stroke has always been dear to me," Ms. Blackmore said. "To be part of this (pilot project) meant a lot to our staff – to our programming. It's so good when we see people coming in to get active regardless of their situation."

"For more than 10 years we have run classes that were more of a gentler tone – we have never turned anyone away – so whether it's people recovering from heart attacks or stroke, hip or knee surgery – they all fit in one class," Ms. Blackmore said. "It's the toughest class to teach, but it's also the most rewarding."



Holly Woermke

The Best Western Pembroke Fitness Centre offers three gentle cardio classes per week as well as two Aqua Fit classes.

Heart Wise Exercise Program Facilitator Anna Fuite, said Pembroke was chosen as a pilot site because Heart Wise

Exercise has formed great partnerships with both the Pembroke Regional Hospital and Best Western Pembroke Fitness Centre over the past few years while developing cardiac friendly exercise programs in the region.

"It was also important to us that we pilot a program outside Ottawa because as we know a rural postal code can also mean a higher risk for cardiovascular disease and stroke," Ms. Fuite said.

"With this pilot project, we really wanted to provide opportunities for safe participation in existing Heart Wise Exercise programs in the community. Best Western Pembroke Fitness Centre was chosen as the initial pilot site, and soon we hope to include all Heart Wise Exercise program sites as a resource for stroke friendly exercise and prevention programs."

Visit www.heartwiseexercise.ca for more information about Heart Wise Exercise and a list of all program locations.

Retirees Recognized For Years Of Service

On February 8 the Hospital celebrated the accomplishments of staff members who retired in 2010.

As part of our annual Retirement luncheon, 16 former staff who collectively gave more than 350 years of service were honoured. Retirees received framed



certificates and a gift from the Hospital, along with a token of appreciation from the Staff Association.

Our 2010 retirees: Back row, from left, Cathy Leavoy, Brenda Barker, Beverley Prescott, Robert Neilson, and

Diann Consaul. Front row, from left, Margaret Dickerson, Colleen Underhill, Joyce Doucet and Beverly Steeves. Missing from photo: Ann Cain, Heather Lapierre, Jacqueline Goodheart, Heather McDowall, Muriel Moriarty, Megan Neilson and Ronda Deveaux.

Pembroke Regional Hospital Establishing Stroke Prevention Clinic

The Pembroke Regional Hospital is pleased to announce the launch of a new stroke prevention clinic which will help some of Renfrew County's stroke victims avoid hospitalization and prevent another stroke from happening.

Starting March 14, the Pembroke Regional Hospital's District Stroke Centre will run the clinic five half-days per week under the leadership of Dr. Debbie Timpson, the Hospital's physiatrist who has a real interest in stroke care.

The clinic will be best suited for Transient Ischemic Attack (TIA) patients or those who have had very mild strokes with no lasting permanent effects.

Referrals to the clinic will be made by a family physician or through a hospital's emergency department.

"The Pembroke Regional Hospital is very pleased to be able to offer this new service within our region," said Hospital President and CEO Pierre Noel.

"We have been a designated District Stroke Centre since September, 2005 and stroke prevention through a clinic like this is one of the most effective ways to prevent stroke from happening," he said.

Dr. Timpson said patients who are referred to the clinic will be triaged and given rapid access to diagnostic services, health assessment, diagnosis and treatment.



Dr. Debbie Timpson

"Having this clinic in our region will be an important tool that will complement the work of the family physician," Dr. Timpson said, noting that all diagnostic results as well as the individual's treatment plan will be sent back to the family physician.

Referrals to other services such as neurology, neurosurgery, the dietitian, the diabetes clinic, cardiovascular rehabilitation, and smoking cessation among others may also be made if appropriate.

"A large component of the clinic also involves patient and family education in terms of learning about the warning signs of a stroke, identifying risk factors and learning how best to make lifestyle modifications. All of this combined are consistent with best practice ways to prevent stroke from repeating," Dr. Timpson said.

In order to be able to offer standardized treatment practices, clinic staff have been trained at The Ottawa Hospital's Regional Stroke Centre, and while the launch of the clinic is expected to be gradual, it is anticipated that when ramped up, there may be as many as 246 referrals to the clinic annually.

Funding for the clinic was made available last year when the need for more stroke prevention in this part of the province was identified by the Champlain Stroke Steering Committee.

Another clinic is being established in Cornwall, and existing clinics are located in Ottawa and Hawkesbury.

Pembroke Regional Hospital Celebrates Grand Opening Of Surgical Suites



Post Anesthetic Care Unit

Patient bays easily accessible and monitored via an open concept nursing station.



Surgical Scrub sinks and OR corridor

Water can be accessed manually or automatically.



Treatment room

Can also accommodate patients requiring ventilator care and patients with special needs.

After much anticipation, the Hospital officially unveiled its new surgical suites on March 10. A well-attended grand opening ceremony was followed by public tours of the operating rooms along with areas for pre-operative care and post-operative recovery.

Located in dedicated space on the third floor of the Ottawa Valley Health and Wellness Centre, the opening was attended by local politicians, community partners, members of the Hospital's healthcare team and invited guests.

The ceremony featured a ribbon cutting and included remarks by PRH President and CEO, Pierre Noel; West Champlain Healthy Community Corporation Board Chair, Herb Shaw; Dr. Wilbert Keon, Chair of the Champlain Local Health Integration Network; Dr. Scott Graham, PRH Chief of Surgery; and Barb Schoof, PRH Board Chair. Father Patrick Tait provided a blessing of the space.

"Today's celebration marks a milestone in the Hospital's history and, together with our partners who helped make this happen, is testament to what a shared vision for improved healthcare in our region can lead to," said Mr. Noel.

"These state-of-the-art surgical suites will benefit those in our care for many years to come and our surgical team is very excited to be able to provide quality care in such a wonderful environment."

Board Chair Barb Schoof echoed similar sentiments noting that it's been a long-standing goal of the Board to find a way to provide the region with the type of surgical capacity it requires and deserves.

"I think achieving excellence can sometimes require a leap of faith, as well as the trust and the coming together of people from all walks of life," Mrs. Schoof said. "The effort of all of our partners brought us to where we are today and we are very proud to be able to bring this new asset to our community."



Secure link to new Surgical Suites from Surgical Unit on the third floor of Tower A.



Operating Room #1

Each of the four ORs is identical and configured to accommodate all types of current surgeries.



Clean corridor for re-supply of sterile equipment.

Versions Francaises Disponibles

À l'avenir, si vous préférez recevoir cette publication en français, veuillez communiquer avec:

Carolyn Levesque au (613) 732-3675, poste 6165, ou au carolyn.levesque@pemreghos.org.

PRH Speakers' Bureau

Would you like to learn more about our hospital, its programs and services, or other topics of interest?

Contact our Public Affairs and Communications office to learn more about our complimentary Speakers' Bureau:
(613) 732-3675, ext. 6165 / pr@pemreghos.org