

Community Connection



Pembroke Regional Hospital Spring 2019 Edition

Phone (613) 732-2811 Email/Version Françaises Disponibles au pr@prh.email

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Connect to Care Radiothon Raises \$41,660 For PRH

The Pembroke Mall was the place to be March 2nd as valley residents stopped by to get information from hospital displays, visit a Teddy Bear Clinic and enjoy a variety of local entertainers who performed live while supporting the Pembroke Regional Hospital.

With incredible community support, the *Connect to Care Radiothon* raised \$41,660; an amount that is expected to rise with the collection of some outstanding donations including proceeds from a basket raffle spearheaded by PRH staff which closes March 27th.

A huge thank you to all of the volunteers, PRH staff, event sponsors and to all of the generous donors who supported the event.



PRH Welcomes Fourth Orthopaedic Surgeon

The surgical team at Pembroke Regional Hospital is excited to announce the recent arrival of orthopaedic surgeon Dr. Malcolm Chang.



Dr. Malcolm Chang

Dr. Chang, who began seeing patients in early February, joins Dr. Christopher de Jesus, Dr. Natasha Holder and Dr. George Mathew as the department's fourth orthopaedic surgeon.

"We are very excited to welcome Dr. Chang," said Chief of Surgery Dr. Colleen Haney. "Our surgical program is a dynamic place and has experienced a lot of change and growth in the last few years. We're happy to learn from Dr. Chang's experience from his previous work in Alberta and think he's a great fit for the kind of compassionate and collegial team we are building on."

Born in Lachine, Quebec, Dr. Chang developed an interest in science, and in particular, biology, at an early age. With parents from Trinidad, Dr. Chang and his family returned to the Caribbean for his elementary and high school years during which he completed a science-based stream of academics.

Returning to Canada for university, Dr. Chang earned an Honours Bachelor of Science degree in Life Sciences from Queen's University in 1996 and a Master's degree in Pharmacology from the University of Toronto in 1998. That fall, he moved to Montreal to begin four years of medical school at McGill.

"It wasn't until my first year of medical school that I even considered orthopaedics," Dr. Chang said. "When I was originally considering a career in medicine, I thought about family practice and surgery, but in that first year we had an orthopaedic surgeon as a guest lecturer – he was funny, and an articulate speaker, and he made musculoskeletal anatomy sound fun!"

After that, Dr. Chang said he took a lot of electives in orthopaedics and sports medicine, as he was particularly interested in the field of joint reconstruction.

"Joint reconstruction is considered one of the most rewarding specialties in orthopaedics – it can be a life-changing procedure that dramatically improves the quality of life of the patient," Dr. Chang said.

Dr. Chang completed his residency training in orthopaedic surgery at Newfoundland's Memorial University in 2007. He then went west to the University of Alberta where he completed his fellowship training in Adult Hip and Knee Reconstruction, and Sports Medicine in 2008.

Dr. Chang comes to Pembroke after practicing as a full time orthopaedic surgeon in Lethbridge, Alberta for the past 10 years where his community practice involved both hip and knee replacements, as well as sports medicine (knee and shoulder).

Married, with three daughters, Dr. Chang said a major part of the appeal of the position in Pembroke was the location as he has family in both Ontario and Quebec. He and his family are settling well into the community where he said he's been warmly received.

Physician Recruiter Hired To Help Bring More Family Doctors To The Region

A group of doctors, along with the Pembroke Regional Hospital have hired a family physician recruiter for Pembroke, Petawawa and the surrounding area.

According to statistics from Health Care Connect, the provincial agency that collects the names of people without a family doctor, at least 2,000 people within Pembroke and area need a primary care physician.

"While we understand from Health Care Connect that approximately 2,000 people without a family doctor have registered, we realize there are others out there who have not come forward," said Sabine Mersmann, PRH representative on the Upper Ottawa Valley (UOV) Medical Group. "It is crucial for us to get ahead of this trend."

The UOV Medical Group has been working in partnership with others throughout Renfrew County and recognizes the need to have a recruiter assist in this process.

In late November, the hospital hired Debbie

Robinson, former chairwoman of the UOV Medical Recruitment Committee. That group was supported by seven municipalities and PRH, enabling it to successfully recruit 11 new physicians to the area.

"Bringing new family doctors to a community is a daunting task, as hundreds of communities throughout Ontario are experiencing a shortage," Ms. Robinson explained.

"Within Renfrew County alone there are at least five active recruiters, so working together for the benefit of the entire county will be important."

She is encouraged by the commitment of the UOV Medical Group, which she describes as doctors recruiting doctors.



Debbie Robinson

Continued on Page 3



Pembroke Regional Hospital Foundation

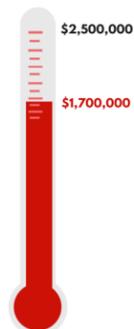


Fondation de l'Hôpital Régional de Pembroke

Health Care Together



www.prhfoundation.com



THE CUTTING EDGE CAMPAIGN

With plans to modernize patient space on our surgical floor, and support the cost of specialized equipment for our orthopaedics program, we hope you will join us in raising the last \$800,000 for the Pembroke Regional Hospital, and we want to thank you for your unwavering support to date.

JOIN OUR VOLUNTEER 2019/2020 BOARD OF DIRECTORS

ARE YOU a community philanthropist who is interested in helping to shape the health care in our community?

For more information, call (613) 732-2811, extension 6223 or visit www.prhfoundation.com

Spotlight on Exceptional Patient Care

Here is what **Donna Roach** had to say about our Pembroke Regional Hospital:

I would like to thank the doctors and all those who support the Orthopaedic Department for giving me back my life. On December 28, 2017, I became the hospital's first female patient to have bilateral knee replacement surgery. I was impressed with my surgeon, Dr. Chris de Jesus: he was confident that I was a good candidate and reassured me by answering all of my questions before we moved forward. Every department worked together to ensure an integrated and collaborative approach. From first consultation, through surgery, physio and follow-up, I ended up having the most positive medical experience I've ever had.



A specialized orthopaedic clinic in our community is such a blessing. Even though its main focus will always be positive patient outcomes, it also helps to reduce the stress surgery puts on our caregivers. Because it is a local hospital, extended travel times are significantly reduced, as are the costs of overnight stays in city centres. I'd call that a true win-win. For anyone considering an orthopaedic procedure, look no further than our local hospital. You won't be disappointed.

* * * * *

Here is what **Brian Whitehead** had to say:

I would like to give a big shout out to our Pembroke Regional Hospital.

I had a hockey accident last October and suffered a fractured hip. I didn't have to travel to Ottawa, I had a hip surgery right here at PRH!



The medical team is top notch! I received outstanding care both before and after my surgery! The food was excellent too!

We are so fortunate to have orthopaedic services here in Renfrew County - close to home! Please give what you can to support our regional hospital.



A special *thank you* to all **DONORS/SPONSORS, ENTERTAINERS & VOLUNTEERS**

With your help, so far, the Radiothon raised

\$41,660.00

towards the Cutting Edge Campaign.

A final tally will be announced on March 29th 2019, after the Basket Raffle Draws.

Special Thanks to our Incredible Supporters!



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UPCOMING FOUNDATION EVENTS

September 28 — Turkey Trot
October 19 — Black and White Gala



*Don't forget to save the date for the Pat Harrington Golf Classic on Sept 11



YES, I WANT TO SUPPORT THE CUTTING EDGE CAMPAIGN



Please complete this donation form and return it with an enclosed payment, if applicable, to **Pembroke Regional Hospital Foundation at 705 Mackay St, Pembroke, ON, K8A 1G8**

A tax receipt will be issued for gifts of \$10 or more. Charitable Registration No. 870047610RR0001

I would like to make a one-time donation of:

\$1,000 \$500 \$250 \$100 \$50 prefer to give \$ _____

I wish to pay by:

Cash Visa MasterCard American Express
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Card #: _____

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DONOR INFORMATION

Donor Name: _____

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For information on charitable giving, including leaving a legacy gift in your will to your hospital/community, please contact us at **613-732-2811, extension 7408 or foundation@prh.email, or visit www.prhfoundation.com**

Physician Recruiter Hired...Continued from Front

"When I attend a recruitment fair, I can sell our community, but it's the physicians who accompany me that make the difference," Ms. Robinson said. "At a recent recruitment fair in Ottawa, the family medicine residents were lining up to speak with Dr. Richard Johnson because he can relate to them on a professional level." When doctors are recruiting their own colleagues the message is unique, and it's being heard.

"This will not be a quick process, but if we are diligent, I'm convinced we can be successful," Ms. Robinson added.

The UOV Medical Group is also supported by the Petawawa Centennial Family Health Centre,

the West Champlain Family Health Team, Pembroke's Family Medicine Teaching Unit and the Whitewater Bromley Community Health Centre. All four facilities support the recruiting of new physicians and offer various practice models, which make this area very attractive to new doctors. In the coming weeks, Ms. Robinson, along with members of the UOV Medical Group, will be making presentations to local municipalities so the public can be well informed of the group's actions.

Residents who do not have a family doctor are encouraged to register with Health Care Connect at www.ontario.ca/healthcareconnect or by calling 1-800-445-1822.

PRH Welcomes Third Obstetrician/Gynaecologist

The Pembroke Regional Hospital is pleased to announce that Dr. Kayode Fadare has been added to the professional staff as the hospital's third obstetrician / gynaecologist, joining Dr. Siddhartha Mukherjee and Dr. Sarah Leavey. With approximately 700 births per year, the Pembroke Regional Hospital is the regional hub for maternity care in Renfrew County.



Dr. Kayode Fadare

Dr. Fadare, who has been seeing patients in Pembroke since mid-January and has practiced obstetrics on three continents, comes to the region from North Battleford Saskatchewan where he spent the last seven years as Team Lead in Obstetrics and Gynaecology.

"Dr. Fadare is a welcome addition to our team and, along with his skills as an obstetrician, brings additional skills and expertise in minimally invasive laparoscopic procedures and colposcopy, which is an integral part of the cervical screening process," said Dr. Mukherjee, Chief of Obstetrics at PRH.

Describing him as an excellent surgeon, Dr. Mukherjee said that Dr. Fadare's arrival will help take the pressure off the rest of the team as they respond to an increased demand for obstetrical and gynaecological services in the community and as they start the recruitment process for a fourth obstetrician/gynaecologist.

Born and raised in Nigeria, Dr. Fadare was drawn to the medical field after the death of his mother which occurred while he was in university. Hoping to help others by studying medicine, Dr. Fadare was initially interested in the field of psychiatry. However, during a compulsory year of study in his homeland, he met an Irish nun who worked as an obstetrician/gynaecologist and had spent 40 years in Nigeria helping women. "She treated me like a son and taught me her specialty and I saw this as my opportunity to help women," Dr. Fadare said.

After earning Bachelor's degrees in medicine and surgery and a diploma in obstetrics and women's health, Dr. Fadare moved to Ireland for his residency, the home of his mentor and a place he recognized as one of the best to learn skills in obstetrics.

"One of the locations where I studied had 10,000 births annually. There I was given the opportunity to polish all of my skills and I became a Member of the Royal College of Physicians of Ireland in 2009," Dr. Fadare said. He subsequently became a Fellow of the Royal College of Surgeons of Canada in 2014.

Dr. Fadare met and married his wife Arinola (Ari) while she was studying for her postgraduate degree in Bath, United Kingdom. Together they have three children, two boys and a girl.

His family's move to Ontario was prompted in part by their desire to reduce travel time when visiting relatives in Nigeria each year. Pembroke was a great location and fit their desire to live in a smaller community with proximity to a larger centre. He and his family have been warmly welcomed and he's happy to be part of a team providing an important service in the community.

Hospital Hires Attendants For Emergency Waiting Room

The Pembroke Regional Hospital has recently added some helpful staff to their Emergency department waiting room with the intent of improving the patient experience for those who have to be there.

Part of a six-month pilot project that will be evaluated this spring, two Patient Service Attendants have been hired to work the peak hours of 10 a.m. to 10 p.m. Monday to Friday.

"This trial is in direct response to patient feedback and the work of our Patient and Family Advisory Council who identified a gap in communications between the department and those waiting to be seen," said PRH President and CEO Pierre Noel, who added that improving the Patient and Family experience is also one of the hospital's primary goals.

The attendants' role is to assist and provide comfort to those coming to the Emergency department. Not only do they greet those arriving, but they assist patients with the triage process, and can provide refreshments, blankets and updates on wait times.

"Our Patient Service Attendants are our liaison to the nursing staff in the department so they can provide accurate and timely updates about what is taking place in the department and help keep our patients comfortable while they wait," said Emergency department Manager Coralie Mackay, adding that they are also there to answer questions and provide directions to other areas of



Coralie Mackay, centre and Patient Service Attendants Tressa, left, and Guylaine, right the hospital as needed.

Describing the project as a great learning experience for the hospital, Ms. Mackay said the patient feedback since launching in mid-November has been very helpful and positive.

Unique in the fact that the PRH positions are filled by staff and not volunteers, Ms. Mackay said the decision to continue the program or not will be based on public feedback and any measured effect it has on the patient and family experience.

"In the meantime, we hope that having some friendly faces in our ED waiting room will help make things a little easier and that those who found it improved their experience will share that information with us so that it can continue."

Did You Know...Ambulance Service Billing

When an Ontario resident with a valid health card is transported within Ontario by land ambulance, and the use of the ambulance is deemed medically necessary, he or she is required by the province to pay a co-payment of \$45. In most cases, the hospital acts as the billing agent, although occasionally, bills may be issued by the ambulance service provider.

The co-payment fee is waived when the following applies:

- the person receives benefits under the *Ontario Works Act*, the *Ontario Disability Support Program Act* or the *Family Benefits Act*.
- the person receives provincial social assistance
- the person is enrolled in the ministry's *Home Care Program*
- the person is living in a provincially licensed or approved facility (nursing home, etc.)



When an Ontario resident with a valid health card is transported within Ontario by land ambulance, and the receiving hospital physician or designate deems the use of an ambulance medically unnecessary, the service is not insured under the Ontario Health Insurance Act and the patient must pay the billing institution \$240.

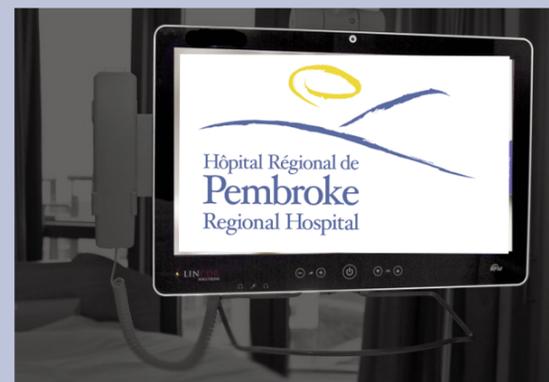
Coming Soon...Pembroke Regional Hospital To Launch Patient Education Channel

Starting this spring, all admitted patients will have free access to a new Pembroke Regional Hospital education channel on their bedside televisions.

Activation of the TV through the Auxiliary's rental program won't be necessary to access the education channel.

In addition to featuring a news feed and local weather, the channel's content will be designed to support patients and their families throughout their hospital journey. Programming will include education on such topics as hand washing, personal protective equipment, specific conditions or treatments, and surgical procedures, as well as information to help prepare patients for recovery and/or transition to home.

When the channel is launched there will be a daily schedule so that patients and families can tune in at a time that is convenient for them to learn about topics of interest. Stay tuned for more details.





CONSTRUCTION CORNER

Upgraded equipment and infrastructure allow our hospital to better meet the needs of our patients and families.

We work hard to minimize the inconvenience where capital projects and planned renovations impact patients and families as well as our staff, physicians and volunteers.

Some of our current and upcoming projects include:

Tower A:

We are continuing work within our second floor Medical program to upgrade infrastructure including pipes and electrical systems.

Receipt of additional funding has enabled us to replace a significant number of windows throughout the building.

Tower B:

We are in the process of upgrading x-ray equipment in our Diagnostic Imaging department.

Tower C:

Significant work continues to modernize and upgrade this facility including the building's main entrance. Replacement of the Tower C elevator is expected to take eight to 12 weeks starting in mid-May. The hospital is working with the tenants in order to minimize the impact of having no elevator in that building for an extended period of time.

We appreciate your understanding as we grow and improve.

Zone B...Frequently Asked Questions

Is Zone B a walk-in clinic? No - Our Emergency Department consists of two areas, one of which is Zone B for lower acuity patients. Patients may be sent to Zone B based on their assessment by the triage nurse.

When is Zone B open? While hours are subject to change based on volume, Zone B is typically open Monday to Friday from 9 a.m. to 9 p.m. and Saturday and Sunday from noon to 6 p.m.

Can I make an appointment to be seen in Zone B? No

Can I get my prescription renewed in Zone B? Yes, in most cases, prescription renewals can be done by our Zone B physicians. However, our physicians will not prescribe, renew or replace lost pills or narcotics for chronic conditions. They also will not prescribe medical marijuana or other controlled substances. Your family physician must be consulted for these prescriptions.

Can I get my medical forms for employment filled out in Zone B? With the exception of forms for WSIB claims, our physicians will not fill out medical forms required for employment. For completion of forms like this you are best to visit your family physician or an Appletree Medical Centre/Walk-In Clinic (Ottawa).

Hospital's New X-Ray Equipment Will Improve Efficiency And Image Quality

Over the next several months, new x-ray equipment will be installed in the Pembroke Regional Hospital's Diagnostic Imaging (DI) department, resulting in significant improvements in efficiency and image quality.

"Our department is very excited to be installing the new AGFA DR 600 X-Ray equipment," said DI Director Jim Lumsden.

"These units are state-of-the-art, with excellent image quality, significantly improved ergonomics, and enhanced functionality. This equipment will help us support the hospital's expanding Orthopaedics program, and our ongoing efforts to deliver high quality care close to home for our community."

The new equipment, valued at approximately \$850,000 will replace the hospital's two main x-ray machines which, combined, are responsible for about 3,000 images per month, and have been in place since the expanded department was constructed as part of the hospital's capital project in 2004.

Dr. Fred Matzinger, Chief of

Diagnostic Imaging said the new digital radiography units will provide x-ray images that are of outstanding resolution and image quality. "This will improve our ability to detect subtle abnormalities such as fractures or abnormalities within the lungs," Dr. Matzinger said.

In the coming months while the equipment is installed, staff will receive training, with completion of the upgrade expected in July.

In the interim, PRH has been provided with portable equipment so that there will be no work flow interruptions.



Parking At PRH...Did You Know

The proceeds from our paid parking are re-invested to improve and upgrade patient care equipment at the hospital.

General Parking:

Please follow these steps when using our automated parking system:

1. Entering at the gate: Take a ticket as you enter the parking lot. Please keep this ticket with you.
2. A Pay Station is located inside the entrance of Tower B and Tower D for visitors to pay for parking.
3. At the Pay Station, scan your ticket and pay the amount shown by coins, bills, or credit card. The Pay Station machine issues an Exit Ticket which is required to leave the gated parking lot.
4. Leaving the parking lot: Visitors must insert their Exit Ticket at the exit gate. There is also an option to pay by credit card at the exit gate in order to bypass a stop at one of the hospital's Pay Stations.

Accessible Parking (for those with a disability parking permit):

1. After parking your vehicle in the Accessible Parking area, visit the Parking Station and select your parking options from the machine.
2. Once you have made your choices and paid for parking, a ticket will be issued which you must place inside your vehicle so that it is visible to our parking attendants.

Parking Rates:

Parking rates are subject to change. The current parking rates are:

SINGLE USE PASSES

- 0-10 minutes: Free
- 20 minutes: \$1.75
- 21-40 minutes: \$3.50
- 41-60 minutes: \$5.25
- 61-80 minutes: \$7.00
- Daily maximum: \$7.00

MULTI-USE PASSES

For use in general parking lots only. Multi-use passes cannot be used in our Accessible parking area.

Multi-use passes can be purchased at the parking office; Room C004 (next to Mulvihill Drug Mart); Monday to Friday, 8 a.m. to 5:30 p.m.

Cash only. 5/\$20, 10/\$30, 25/\$60



Partnering With Our Patients and Families

At Pembroke Regional Hospital, we are always looking for ways to improve the patient and family experience. One way we do this is by partnering with patients and family members so that they can identify gaps in service where more work needs to be done in addition to sharing what worked well.

Sabine Mersmann, Vice-President of Patient Services – Seniors and Community Care said that the concept of "patient partnering" has progressed extensively over the past five years.



Sabine Mersmann

PRH has an active Patient and Family Advisory Council whose advisors also volunteer on a variety of leadership teams throughout the organization so that they can contribute to process improvements and items directly related to patient care in the areas of Emergency, Surgery, Rehabilitation, Acute Mental Health (AMH), accessibility and senior friendly initiatives.

In the past year, some of the Council's contributions have included:

Improved signage in a variety of areas / New pamphlets on the topics of orthopaedics, antibiotics and non-urgent transportation / Revised policies for the patient relations process and the identification of patients or persons at risk of violence / Feedback on patient meals

Advisors on our leadership teams have:

Helped with development and revision of the patient admission booklet and recovery plan for AMH / Provided input for creation of an AMH quiet room / Provided feedback on the patient and family experience in the Emergency Department (ED) waiting room / Created new ED comment cards / Assisted with the development of a poster for the ED on what to expect / Provided input for content on the public digital screens / Helped create a new surgical questionnaire and information sheet for patients to fill out before they attend their pre-op assessment / Advised on the use of yellow bracelets to identify those with a fall risk

Ms. Mersmann said there are many other ways that patient and family feedback is embedded in the hospital's quality improvement work. "Every concern we receive is thoroughly investigated; any comment that includes contact information is personally followed up; we actively respond to survey feedback; and we receive information from anonymous survey tools that provide benchmarks for patient satisfaction." In addition, Ms. Mersmann said the hospital is exploring ways of including the voice of the volunteers who often receive feedback and suggestions first-hand.