



HEALTH MATTERS



'BUILDING HEALTHIER COMMUNITIES'

WINTER 2012



Colin Goodfellow,
CEO Kemptville District Hospital

Snapshot

Toward a world of healthy communities

This is the first issue of Health Matters since we have reviewed our strategic plan and the accompanying Mission, Vision and Values. Our changed Vision of: "A world of healthy communities" shows itself throughout this issue.

For the last six years our Mission as a hospital has been to build healthier communities. We certainly have been successful at that and remain committed to the health of our communities of North Grenville and South Ottawa. However, when the Kemptville Hospital Board adopted the new vision, "A world of healthy communities", it rang true for me as a testament of our communities' selflessness. What we wish for ourselves, we wish for all others.

At this time of year this sentiment will take on a deep meaning for many of us. For me personally, I am humbled by the everyday displays of empathy and compassion that make our hospital and the communities we serve robust, healthy and joyful places to be.

What you will see in this issue of Health Matters are glimpses of value-centred people doing good work to make our world a better place. Read the interesting and compelling story of Sally MacInnis on page 4 – she travels halfway around the world to build up communities and learn from other's experiences. Closer to home, read the story on page 6 about how the Kemptville Hospital reached out to the fast growing communities of Barrhaven and Manotick to ensure they had access to vital health services when the normal health services just could not keep up. Or a favourite story of mine is on page 11, where staff and volunteers recognized that our gowns were not the right size for some of our patients. So what did they do? They made some the right size. Yes, good people being resourceful to help a neighbour or a stranger's child to be more comfortable.

I would be remiss if I did not acknowledge the ongoing tireless support that underscores just how healthy our community is. Read the patient letters on page 2 and 3. Take comfort in the selfless generosity of people as channelled through the KDHF Foundation and detailed on pages 8 to 11. And take joy in the ever-growing effort and great successes of the Auxiliary profiled on pages 11 through 13.

Oh yes, without trying to brag too too much, take a look at the KDHF team at the Ontario Hospital Association conference (page 3), where they were celebrated as a provincial best practice for improving access to hip and knee replacements. Finally, look at page 16, where we received an environmental award from our laundry service. After all, healthy communities need a healthy planet.

At KDHF we are not a hospital, we are a health organization committed to building a healthier community in a world full of healthy communities.

All the best to you and yours,

Colin

LETTER FROM A PATIENT

I would like to thank Dr. Schnurr, his office staff, the OR team, and the day surgery LR2 nurses on the morning of Monday October 29, 2012 where I had my colonoscopy.

Everyone was so pleasant and informative and made the morning go so quickly and safely. As an HR professional dedicated to client service, I can attest to their compassion and dedication to doing the job right and putting people/patients first. This is not always a given and must be commended!

Thank you all so much for taking such good care of me and all the patients that morning...yes, I could hear everything and it was all good!

Please make sure that all the staff get this feedback so they can know that they do and can continue to do a good job!

-Name withheld on request



KDH nurse Sally MacInnis travels to Cameroon. See page 4.

Building Healthier Communities

Mission:

To build healthier communities.

Vision:

A world of healthy communities.

Values:

Safe, community-centred health services embodying compassion, cooperation and respect.



HEALTH MATTERS

is a community newsletter published twice a year by Kemptville District Hospital to inform readers about programs and services of the hospital, promote health and wellness, and recognize donors to our hospital.

Editor: Jenny Read jread@kdh.on.ca cell: 613.285.0301

If you would like to make comments or suggestions about hospital services, please contact:

Colin Goodfellow, CEO, at (613) 258-6133, ext 132, or cgoodfellow@kdh.on.ca

Kemptville District Hospital
P.O. Bag 2007, 2675 Concession Road
Kemptville, Ontario K0G 1J0
www.kdh.on.ca



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KDH's Total Joint Replacement Program Named a "Leading Practice" by the Ontario Hospital Association

The Total Joint Replacement (TJR) program at KDH has achieved Ontario Hospital Association (OHA) designation as a "Leading Practice for Improving Access to Care". The Hospital's orthopedic surgery program was recognized for providing timely access to the highest quality hip and knee replacements.

KDH was one of a handful of hospitals recognized for its leadership in improving health care by the OHA at its annual conference, HealthAchieve, held in Toronto November 5th to 7th.

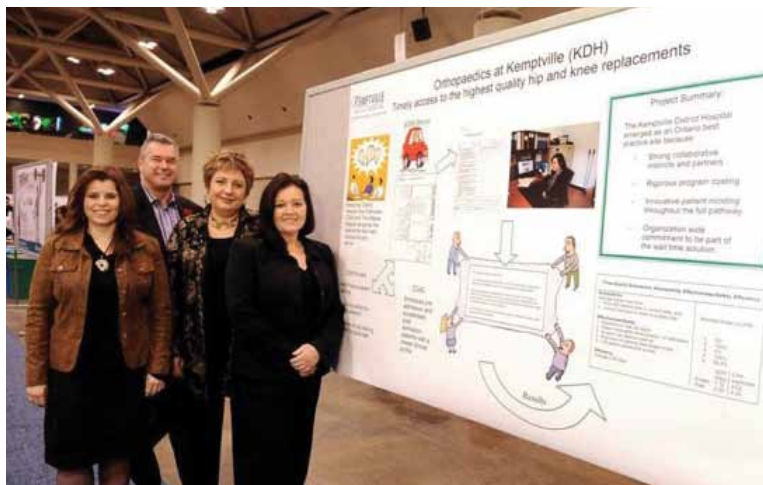
KDH has emerged as an Ontario Leading Practice site as a result of designing its orthopaedic program to be both patient-centred and cost effective. In addition, with this program KDH exemplifies its organization wide commitment to being part of the wait time solution as well as its collaborative approach: the program was developed in partnership with the Community Care Access Centre, The Ottawa Hospital and the Champlain LHIN.

"KDH was one of a handful of hospitals recognized for its leadership in improving health care by the OHA at its annual conference, HealthAchieve."

The KDH TJR program demonstrates the role that a small hospital can play within a regional program and within the health system itself.

KDH was invited to participate in the 2012 Leading Practices Poster Display at this November's HealthAchieve conference. The KDH TJR program was selected from over 150 abstracts submitted by healthcare institutions across North America.

KDH's CEO, Colin Goodfellow, and Director of Patient Services & Integration, Catherine Van Vliet, attended HealthAchieve along with Cathy Watson, Manager of Clinical Programs, and Janet York Lowry, TJR Coordinator. The team shared details with other healthcare leaders about the success of the TJR program.



The KDH team at HealthAchieve. Left to right: Catherine Van Vliet, Director of Patient Services & Integration; Colin Goodfellow, CEO; Cathy Watson, Manager, Clinical Programs; and Janet York-Lowry, TJR Coordinator.

The TJR program at KDH commenced October 17, 2011 with the first four total primary knee replacement surgeries successfully completed. In the first four months, 95 total and hemi knee replacement surgeries were completed and in April 2012 total hip replacements were added to the program.

The TJR program has achieved a significant reduction in wait times, demonstrating the lowest wait times in the Champlain LHIN from November 2011 to January 2012. Patient testimonials indicate that patients appreciate the small hospital experience. KDH was also able to achieve a reduction in the average length of stay from the industry norm of three to five days to an average of two days.

This program aligns with the OHA Position Statement on health system restructuring proposing that small hospitals can be value added process institutions where repeatable procedures can be done efficiently, reliably and at a low cost.

LETTER FROM A PATIENT

Iwould like to take this opportunity to thank all of you for the excellent treatment I received when I had a half knee replacement done on October 22, 2012.

The friendly and informative experience started with the staff at the Welcome Centre and carried through to the operating room with Dr. Kim and his team. Wendy and the nursing staff took good care of me while the physiotherapy gang explained what exercises I had to do and why I had to do them. Meals were served in a friendly and timely manner and the snacks were much appreciated.

Your approach to patient care is commendable and much appreciated by one who is not a big fan of hospital stays.

To my friends I am saying, if you had to have a stay in a hospital, you could not do any better than the Kemptville District Hospital.

As I still have to have my other knee done with a half knee replacement, I do hope that it will be with you.

Again, many thanks,
Anthony Le Moine



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On The Cover



Group photo taken November 8th includes KDH staff, administration, physicians, volunteers, Foundation staff and more.

Photo by Styvesphotos.

Our Infection Control Nurse Sally MacInnis Travels to Cameroon to Observe Infection Control Practices There

The surgeon was in the middle of a tonsillectomy when the power went off; after a few long moments, a generator kicked in and there was light again, allowing the surgery to continue. This is a commonplace occurrence in hospitals in Cameroon, along with water interruptions and uncontrolled humidity. These were a few of the eye-opening realities Sally MacInnis, the infection control nurse at KDH, experienced while touring hospitals in the West African country.

Sally was on a fact-finding mission to Cameroon with fellow infection control nurse Dana Anderson from Belleville. They travelled as volunteers, representing the Eastern Ontario Chapter of the Community and Hospital Infection Control Association (CHICA), to observe infection control practices at Cameroon Baptist Convention Health Board (CBCHB) facilities.

Sally is the current president of the Eastern Ontario Chapter of CHICA, a national association that promotes best practice in infection prevention and control. Her Chapter embarked on a twinning relationship with the

CBCHB in 2010 with the goal of helping with resources and mentoring for the Cameroonian medical facilities.

Sally explains that the three primary health concerns in Cameroon are HIV/AIDS, tuberculosis (TB) and malaria. Cameroon has among the highest mortality rates for children in the world, as well as a very high maternal mortality rate. According to UNICEF, 30% of the population lack access to safe drinking water, and 67% lack adequate sanitation, resulting in regular outbreaks of cholera.

The two nurses flew to Douala, one of three large cities in Cameroon. They were met by a CBCHB staff member and a driver, and spent the next two weeks touring by car, with stops in Bamenda, Bango, Mbingo and Mutengene. They visited a variety of hospitals and health centres operated by the CBCHB in the towns, as well as primary healthcare centres located in remote villages.

Sally reports that the power goes off many nights in most Cameroon hospitals, and it gets dark at about 6:30 pm since the country is relatively close to the equator. Most rural medical clinics in Cameroon have no electric-

ity or running water, and limited funds for supplies. Travel and supply distribution are difficult due to bad roads, which get even worse during the rainy season.

Hospitals in Cameroon are built with big porches, explains Sally, where family members sleep on bedrolls they've brought along. Since there are no meals provided for patients, they also bring food. Sally notes that there is often cultural resistance to going to the hospital – it's seen as the place where people die. There are also financial barriers, as patients in Cameroon pay for every item used in their care, from their hospital bed to a lab test. Many patients have very low income, and have visited a local healer first before going to the hospital for medical care.

During their tours of the Cameroon healthcare facilities, Sally and Dana were particularly interested in observing hand-washing practices. Current hand-washing practice at most healthcare facilities in Cameroon involves a bar of soap and bleached water from a large plastic container with a tap at the bottom.

There was a great need to try producing alcohol-based hand-rub (ABHR) in Cameroon, and Sally's Chapter of CHICA helped with that. Earlier this year, the CBCHB started making the hand-rub according to the World Health Organization (WHO) recipe, and the Eastern Ontario Chapter of CHICA made arrangements with a North American company to donate a supply of containers to bottle and distribute the hand-rub in. A central pharmacy now manufactures the ABHR manually and has introduced it to the four main hospitals in the CBCHB.

While they were in Cameroon, Sally and Dana wanted to observe the process of making the hand-



A world of healthy communities

rub. They were able to watch the technicians mix the product by hand, and noted that the staff wore gloves, hats and masks to ensure sanitary conditions were maintained. During their visits to hospitals and health centres in Cameroon, they made several presentations to medical staff on using alcohol-based hand-rub according to WHO standards.

Having observed the local infection control practices, the two Canadian nurses concluded that Cameroonian health care providers are doing remarkably well, considering the limitations of providing healthcare in a resource-poor country.

In keeping with their Chapter's goal for the twinning relationship of mentoring the CBCHB, Sally and Dana were able to offer several suggestions for improving infection control practices in Cameroon. The production of ABHR is very labour intensive; mechanical assistance, such as a mixer, would be very helpful in order to increase production

and provide ABHR to the other facilities within the CBCHB. Another suggestion is to have ABHR available in the operating rooms, where handwashing can be an issue. A third suggestion relates to preventing the spread of TB: better separation of TB patients from other patients in the hospital – in the open wards, suspected TB patients may pass the disease on to several other patients before they are officially diagnosed and isolated.

In addition to mental pictures of the hospitals and health centres she visited and the people she met, Sally's trip to Cameroon has left her with images of cows wandering down the roads and people selling bananas, mangos, peanuts and colourful handmade clothing at roadside markets. The trip was "an amazing experience," she says. "It has given me an appreciation for all that we have here. We are so used to having all the services and supplies at our fingertips that we have forgotten how blessed we really are."



L to R: Dana Anderson, Nkwan Jacob and Sally MacInnis in front of the hospital in Bango, Cameroon.

KDH Invites the Community to Use its Beautiful New Courtyard

People have been meeting in courtyards in inns and public buildings since ancient times. Now KDH has a courtyard of its own to share with the community!

An unused, gravel-covered space between the old and new wings has been transformed into a beautiful, landscaped courtyard with seating areas, a pond that is home to several goldfish, and a variety of colourful plants and shrubs. The pleasant sound of water flowing into the pond lends an air of tranquility to the space.

On October 3 at a Staff Association BBQ, two trees planted in the Courtyard were dedicated in memory of long-serving KDH staff members who have passed away: Harvey Salmon, a Maintenance Engineer at the hospital; and Barbara Richard, an ER nurse.

The Courtyard is for the enjoyment of KDH staff and the community as a whole. We invite you to use the courtyard spring, summer or fall as a meeting space, for tai chi or yoga classes, poetry readings, art shows, quiet activities like crafts for schoolchildren, and other endeavours that help build healthier communities. A tent or awning can be set up in case of rain.

Designed and built by Todd Durie of Outer Creations of Kemptville, the KDH Courtyard is an open air work of art. Joe Buckle, KDH's Senior Director of Operations, is enthusiastic about the beautiful new courtyard

and its potential as an outdoor meeting space for the community. "It's a wonderful, functional design, thanks to the creativity of Todd Durie," he said. "We'd like to encourage people to think of it as their courtyard, and we are hoping to see a variety of different groups enjoying it regularly."

The hospital's Board of Directors used the Courtyard during their retreat at the end of September. Lana LeClair is the Manager of Corporate Affairs and Organizational Development for KDH. "We conducted the business part of the day in the Boardroom," she said, "but the courtyard was the perfect space for team building. After five hours indoors we could move outside, enjoying the sun and fresh air, for the remaining two hours."

For more information about using the Courtyard for your event, please contact Lana LeClair at (613) 258-6133, extension 222.

"We'd like to encourage people to think of it as their courtyard, and we are hoping to see a variety of different groups enjoying it regularly."



The KDH Board of Directors Welcomes Peter W. Currie

At its June 2012 meeting, the KDH Board of Directors welcomed Peter W. Currie to the Board, bringing the total number of Directors to 18.

Peter has had a distinguished career that includes serving as Chief Financial Officer (CFO) of Nortel Networks and the Royal Bank of Canada. As CFO, Peter was acknowledged for transforming businesses, developing strategies, recapitalizing companies, and directing cost reduction initiatives and mergers, acquisitions, and divestitures.

Peter's financial expertise was recognized with the prestigious "CFO of the Year" Award for Canada in 2003; the award is presented annually to a senior financial leader who has made a contribution to business in Canada with quality, insight and direction.

Peter has an impressive array of governance experience. He is currently Chair of the Board of Atomic Energy of Canada



Peter Currie

and a member of the Boards of ViXS Systems Inc, (also chair of the Audit Committee) and Intelius Inc (also Chair of the Audit Committee). He is a former member of the Boards of Canadian Tire Corporation Limited, CD Howe Institute, Toronto East General Hospital, Quinte Healthcare Limited, York University, York University Development Corporation, and SYMCOR Inc. (where he was Chair of the Board), as well as

Arise Technologies Corporation.

Peter chose to put his name forward for the KDH Board for several reasons. Having recently moved to the area with his wife, he wanted to get involved in the community. With his past governance experience in a variety of fields, including healthcare, he felt he had a contribution to make to KDH, and having achieved a certain measure of personal success, he also felt an obligation to give back. KDH was a good fit because of its proximity to Currie's new home and the size of the hospital – "It's not so large that the board cannot effect change," Currie said.

The KDH Board was pleased to welcome a new Director of Peter's caliber. "Peter is a terrific addition to our talented Board," said Jean-Jacques Rousseau, Chair of the Board. "He brings keen insights, given his considerable financial experience and expertise in Board governance. We look forward to Peter's leadership and the contributions he will make to our continued growth and success."

Urgent Care Centre at Rideau Valley Health Services Complex in Barrhaven Now Open

The new Urgent Care Centre located within the Rideau Valley Health Services (RVHS) complex at 1221 Greenbank Road opened on Monday, September 10 to address the urgent healthcare needs of residents of Barrhaven, Ottawa South, Manotick, Kanata and Stittsville.

RVHS is a sister organization of KDH, which used its financial leverage to build the facility in response to the obvious need in the outlying communities of its service area.

Envisioned by Colin Goodfellow, the CEO of both KDH and RVHS, the Barrhaven complex comprises over 18,000 square feet of patient care and community space.

The first phase of RVHS opened in November, 2011, with a large family practice designed

to accommodate 12 to 15 family physicians, as well as a diabetes education and support team. A fully equipped pharmacy opened soon after that, and now Diagnostic Imaging has opened in conjunction with the Urgent Care Centre.

Urgent care centres are cost-effective to operate, offer shorter wait times, and take the pressure off crowded hospital emergency rooms (ERs).

The RVHS Urgent Care Centre can treat about 80% of the ailments normally treated in a hospital ER. Fractures, dislocations, sprains, cuts, infections and minor traumas can all be treated there. Like a hospital ER, the Urgent Care Centre is staffed by registered nurses, emergency physicians and general practitioners. Unlike a hospi-

tal ER, the Urgent Care Centre does not accept ambulances or admit patients.

“At RVHS, we’re all about the patients,” said Fred Casarramona, the Centre’s Administrator. “Our goal is to assess and treat our patients in a reasonable timeframe.” The goal is a wait time of under one hour, rather than several hours. When operating at full capacity, RVHS’ nine urgent care exam rooms will make it possible for as many as 200 patients to be seen daily.

The hours of operation of the Urgent Care Centre are Monday to Friday: 8:00am to 9:00pm, and Saturday from 8:00am to 3:00pm. Sunday opening hours will be announced at a later date.

On-Site Diagnostic Imaging

A new state-of-the-art x-ray and ultrasound facility is located onsite, not only to support the Urgent Care Centre but also to provide a bonus to the local community as it allows area

physicians to refer their patients for an x-ray (no appointment required) or an ultrasound (by appointment only), shortening

wait times and offering care closer to home. For more, visit www.rvhc.ca.

Specialist Services at RVHS

A number of specialist services are offered at RVHS:

- Dr. Shahram Zolfaghari, MD, FRCSC, joined the RVHS team in March, 2012 as a General and Colorectal Surgeon. (For more about Dr. Zolfaghari, see p.7.)
- Dr. Paul Shim, MD, FRCSC, joined the RVHS team in April, 2012 as an Orthopaedic Surgeon, specializing in Adult Hip and Knee Replacement.
- Dr. Ejibunmi Adetola, MD, FRCSC, joined the RVHS team in April 2012 in Obstetrics and Gynecology.
- Dr. Patricia Peticca, MD, FRCSC, joined the RVHS team in September 2012 and is establishing her practice in General Internal Medicine with a specialty in Endocrinology and Metabolism.
- The Ottawa South Diabetes Education and Support Team provides individual and group education and support to patients living with Types I and II Diabetes. A Registered Nurse and a Registered Dietician and Certified Diabetes Educator accept referrals from all physicians; patients may also self-refer.
- Dr. Muntorayo Adetola, MD, is in the process of establishing a full service travel medicine clinic each Wednesday evening from 5:00 to 8:00 pm; call (613) 258-8710 for details.

“Urgent care centres are cost-effective to operate, offer shorter wait times, and take the pressure off crowded hospital ERs.”



Rideau Valley Health Centre, 1221 Greenbank Road, Ottawa.



The Urgent Care Centre's trauma room.

SPOTLIGHT:

Dr Shahram Zolfaghari

Dr. Shahram Zolfaghari is a General and Colorectal Surgeon on the Rideau Valley Health Services (RVHS) team. He meets with patients in his clinics at the RVHS complex in Barrhaven (1221 Greenbank Road) as well as at Kemptville District Hospital (KDH). He performs general surgical procedures and colonoscopies at KDH.

Dr. Zolfaghari was brought on board in March, 2012 to reduce wait times in the KDH service area for both day surgeries and colonoscopies.

Catherine Van Vliet, Director of Patient Services and Integration at KDH, explains: "Reducing wait times is one of the top healthcare priorities of the Ontario government, and Kemptville Hospital has had great success in recruiting surgeons, like Dr. Zolfaghari, so that patients can get the high quality care they need as soon and as close to home as possible."

Dr. Zolfaghari is pleased both to be part of this process and to be working with the Kemptville Hospital and the RVHS team. "My goal is to facilitate patient access to health care services in my specialty and I am fortunate to be working with like minded colleagues at both KDH and Rideau Valley Health facilities. The timeliness of treatments can have a significant impact on our patients' treatment outcomes and quality of life. We are working hard to minimize our current standard wait times" he said.

Patients are referred to Dr. Zolfaghari by their family doctors when they are in need of a colonoscopy or general/colorectal day surgery. Day surgeries includes gallbladder, ano-rectal, and hernia surgery. Patients can ask their family doctors to refer to surgeons like Dr. Zolfaghari with shorter wait lists and ready access to clinics and operating rooms.

Dr. Zolfaghari is a University of Ottawa graduate in general surgery (2008) and colorectal surgery (2010). He is a Fellow of the Royal College of Physicians and Surgeons of Canada in both general and colorectal surgery.



"My goal is to facilitate patient access to health care services in my specialty and I am fortunate to be working with like minded colleagues at both KDH and Rideau Valley Health facilities."

An Apple a Day Working Together for Your Safety

KDH is a leader in patient safety both by designing quality programs and ensuring that we discuss safety with you, our patients and community. This new feature on health safety continues the health safety discussions. It features KDH staff who work with you to ensure your care is of the highest quality.

Important Information for Patients: what to bring to Emergency

We all hope an illness or injury never sends us to a hospital emergency department (ED), but it's best to be prepared just in case.

Before an emergency situation arises, make a list of all the medications you are currently taking, as well as dosages, and how you take them (with food, in the morning, etc.), including prescriptions, vitamins, herbal supplements, and other over-the-counter (non-prescription) medications. Also list any allergies you may have.

For a complete record, list your medical and surgical history, your physicians' names and contact information, and your emergency contacts.

Keep this list in your wallet so you will have it if you ever need it. You could also put this information into your cell phone as a backup, and/or give copies to loved ones. This list should be updated regularly.

Bring this list to the ED along with your OHIP card, all prescription vials (not dosettes), and your non-prescription medications.

If you have not written down your current medications and you are about to go to the ED, ask someone to put all of your medications in a re-sealable bag

and take them with you. Once again, it's important to bring the prescription bottles, not dosettes.

Information about the medications you are taking is vital to your care. If ED staff do not have your medications or your medication list, they may need to phone your family during the night in order to prevent medication interactions and incidents.

Eileen Goddard, Emergency Department Nursing Team

Leader, explains:

"If you are coming to Emergency, please bring your medications or your medication list, to ensure you get the care you need without unnecessary delays."

"Nurses and physicians need to know what medications patients are taking in order to treat them. We often have to phone pharmacies or the patient's family to get the information

we need, and this causes delays, especially if the patient comes to the ED in the middle of the night. If patients have their medications with them, this speeds up their care tremendously."

Catherine Miller, a registered nurse in the KDH ED, adds: "Medications are part of our assessment of what care and treatments you will require. Having your medications or your medication list helps us provide efficient and quality patient care without unnecessary delays."

The KDH ED operates 24 hours per day, 365 days per year to meet your emergency needs. There is always a physician available. We are committed to providing you with efficient, quality care. When you arrive, a specially trained Triage Nurse assesses you. The nurse will determine the nature of your illness based on your symptoms and history. If this assessment indicates a condition that may be critical, you will receive care immediately. If your condition is not critical, you will see the physician as soon as he/she is available. In some cases, the nurse may do some tests or provide medication before the physician sees you.

If you are not sure whether or not to come to Emergency, call Telehealth: 1-866-797-0000 or TTY: 1-866-797-0007. Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a Registered Nurse. That means quick, easy access to a qualified health professional, who can assess your symptoms and help you decide your best first step. They can help you decide whether to care for yourself, make an appointment with your doctor, go to a clinic, contact a community service or go to a hospital emergency room.



FOUNDATION NEWS

KDH Foundation's Masters Raffle Prize Awarded at Fourth Annual Corporate Golf Classic

Congratulations to Jane Petricic, who will be heading to Augusta, Georgia in April for the 2013 Masters Golf Tournament!

Jane Petricic is the lucky winner of the KDH Foundation's first annual Masters Raffle, a unique prize package that includes two entrance badges for both the Wednesday practice round and the Thursday competitive round, accommodations, airfare, car rental and more.

Jane, who does not consider herself lucky, nevertheless emailed her father after buying her raffle ticket with the message – "We're going to Augusta!" When she received the phone call announcing that she had actually won, it was a "big, lovely surprise," and she is thrilled to be taking her Dad, an avid golfer who will turn 80 that month, on the all expenses paid trip for two.

An Ottawa resident, Jane is, coincidentally, a healthcare communications and public relations specialist. Although she has no connection with KDH, she "know(s) about rural hospitals and how important it is to support them."

The winning ticket was selected at the KDH Foundation's fourth annual Corporate Golf Classic held September 19 at eQuinelle Golf Club in Kemptville. John Bouza, the Foundation's Executive Director, consoles those who did not win with the information that there will be another raffle for a trip to the Master's at next year's tournament, and tickets will go on sale next spring. (For more information please call the Foundation's Development Officer, Mary Boucher, at (613) 258-6133, extension 157.)

Over 100 avid golfers enjoyed a sunny, if chilly, day at this year's Corporate Golf Classic. A number of local celebrities took part, including Lowell Green, Ian Mendes and Ron Tugnutt.

While guests enjoyed a buffet meal served up at a variety of different food stations – including burgers with beer, wine and cheese, quesadillas and margaritas – John Bouza thanked the event's sponsors, including Gold Sponsor



The Foundation's John Bouza congratulates Masters Raffle Winner Jane Petricic

O'Farrell Financial, Silver Sponsors Crain & Schooley, ZW Group, Ottawa Senators Hockey Club, Jim Perry Motor Sales, and KinLar Insulation, and Bronze Sponsors Urbandale, Nelly Van Berlo and Cruickshank.

Tournament winners with the lowest overall score were Jim Neubauer, Steve Christie and Doug Brown. Chuck Bond and Andrea Morganti took home the longest drive awards.

Golfers also had the opportunity to bid on silent auction items and enjoyed a live auction called by Harry Pratt. The event raised \$40,000 in total, which will be used in support of the Total Joint Replacement program at KDH.



Colin Goodfellow, KDH CEO, and celebrity golfer Lowell Green



Tournament winners with the lowest overall score: left to right, Jim Neubauer (KDH Board Member), Steve Christie, Doug Brown

Thank you to our Generous Sponsors, without you this would not be possible!

Gold Sponsor

Silver Sponsors

Bronze Sponsors



Left to right, Joe Buckle, Senior Director of Operations at KDH, Crae Creswell, ZW Group, and David Henselwood

FOUNDATION NEWS

This fall the Ottawa Regional Cancer Foundation (ORCF) presented a cheque for \$62,183 to the KDH Foundation for the hospital's Mammography Campaign. The funds were raised by local people walking in the 2011 Weekend to End Women's Cancer. In the past three years, the Ottawa Regional Cancer Foundation has allocated more than \$183,000 to the KDH Mammography Fund. This support enables KDH to help save the lives of local women by diagnosing their cancers earlier. Pictured are Catherine Van Vliet, KDH Director of Patient Service & Integration, Tara Beechey, Community & Member Relations Manager, ORCF, Mary Boucher, KDH Foundation Development Officer, and John Bouza, KDH Foundation Executive Director, KDHF.



Ed Peer (middle left) and Wayne Reddick (middle right) present Mary Boucher and John Bouza of the KDH Foundation with a donation. In its second year, their Annual Family Fishing Derby raised \$2,800 for KDH in 2012. Their event has given over \$4,800 to the hospital to date. The 2013 event will be held on Saturday, May 11.



In September, 2012, Bev Sabourin (left) and her daughter Sue MacLaurin (centre) presented Mary Boucher (right), Development Officer with the KDH Foundation, with a \$500 donation to the KDH Foundation Mammography Fund. The donation resulted from Sabourin hosting a jewelry home party, showcasing MacLaurin's Silpada collection.



Pictured, left to right: Kemptville Store Manager Harry Haider, KDH Foundation Development Officer Mary Boucher, Medical Radiation Technologist Karen Finner, and KDH Foundation Executive Director John Bouza.



The Carol Durie Memorial Golf Tournament, held for the second time in July 2012, raised \$73,500 for the KDH Foundation Mammography Fund. Pictured, l. to r., Harry Pratt, Mary Boucher of the KDH Foundation, Dean Tataryn, Todd Durie, Sue Durie-Tighe, Mike Tighe, and their families, Gary Durie, Pete Johnston, and Pat Poirer.



photo courtesy Ashley Kulip, EMC

Ralph Pulfer, President of the Kemptville Branch of the Royal Canadian Legion (Branch 212) presents Mary Boucher, Development Officer of the Kemptville District Hospital Foundation, with a cheque for proceeds from the 2012 Poppy Drive in the amount of \$3,000.



The Kemptville 73's dropped off a donation for the KDH Foundation at Star 97.5 FM's First Annual Radiothon to benefit KDH, held September 15, 2012. This local Radiothon raised over \$6,000 for the KDH Equipment Fund.

*Thank you for
your support!*

FOUNDATION NEWS

SHED A LITTLE LIGHT

*Kemptville District Hospital Foundation
Caring Community Tree of Lights*

Give a Christmas Gift to the entire community!

Your thoughtful gift to the Kemptville District Hospital Foundation will light up a blue bulb in memory of a loved one, or a white bulb in honour of someone with special meaning in your life. Purchase 3 bulbs for only \$50.

This year the KDH Foundation is pleased to announce that McGarry Family Chapel Funeral Homes will be contributing \$5 for each light purchased.

A list of all donations to the Tree of Lights received by December 21st will be printed in the December 28th EMC

To purchase lights please donate online at www.kdh.on.ca or call Mary Boucher at 613-258-6133 ext 157.

Keep Our Future Bright...

Charitable donation receipt will be issued.

Kemptville Walks for Mammography

On Saturday, October 13, 52 members of our community joined together in Kemptville Walks for Mammography, raising over \$39,000 for the hospital's Mammography Fund!

Walkers of all ages took part in the KDH Foundation event; some walked 10 kilometers, while others walked for about five hours to complete the 30 kilometer route.

The walkers were treated to a BBQ at the end of their walk. John Bouza, Executive Director of the KDH Foundation, thanked everybody for helping to raise funds for mammography at KDH, noting that his wife's breast cancer treatment was a success because her cancer was detected by a mammogram at an early stage.

Before the walk, participants gathered pledges, reaching out to over 600 people in the community.

In addition to support from individuals, the Walk benefited from the sponsorship of a num-

ber of local businesses, including Anytime Fitness, B & H Grocer, Back in Motion, Black Dog Bistro, Brewed Awakenings, Brigadoon, Broadway, Canadian Tire, Cook Out Roaster, Escape Salon & Spa, Healthy Steps, It Works Body Wraps, JL Core Studio, Kemptville Physiotherapy, Manotick Butcher, Nature's Way,

Red Dot Café, Rowland Leather, Salamander's, Shopper's Drug Mart, Star FM, Stinson's, Subway, Tanda Shoes, The Crazy Horse, and Tim Horton's. The Walk was managed by Danielle Guffe and Laura Glasper of In-Stride Events.

Our thanks to everyone who participated.



Two of the walkers: Tracy Gourdine-Campagna (left) and Diana Fisher

BOXING DAY at the RACES

DATE: Wednesday, December 26th, 2012

TIME: 12:00 pm, Races 1:00 pm – 4:00 pm

LOCATION: Rideau Carleton Raceway
4837 Albion Road, Ottawa

TICKET PRICE: \$40.00/person (children 6 – 12 - \$12, children 5 & under - free)

Ticket includes buffet brunch, all taxes and gratuities, a race program, complimentary betting voucher, valet parking and \$20 tax receipt for each adult ticket purchased.

Celebrate Boxing Day with your friends and family while supporting a terrific cause!

Kids are welcome in the dining room from 12:00 – 4:00

For Tickets Call Mary Boucher – 613 258-6133 ext 157

Gerald Tallman – 613 258-3467

Harry Pratt – 613 258-1990

Please reserve tickets before December 18th, 2012

For information on all Foundation events, please contact Mary Boucher at 613-258-6133 x 157 or mboucher@kdh.on.ca

Spring GALA

In support of KDH Equipment Fund

Saturday, April 6, 2013
North Grenville Municipal Centre

6 pm Cocktails, 7 pm Dinner

Live & Silent Auctions

Tickets \$150 per person
\$50 per ticket tax receipt

For Tickets or Information Contact
Mary Boucher at the KDH Foundation Office at

613-258-6133 x 157 or mboucher@kdh.on.ca

FOUNDATION NEWS

Kemptville Meadows Supports KDH with New Charitable Initiative

Established builder L.A. Group, in concert with Kemptville Meadows, a community of family friendly homes next to the Guelph University Campus and right across the road from KDH, are throwing their support behind the hospital and the community, with the launch of a new charitable program.

For every home sold in Kemptville Meadows (there are 48 homes still for sale), the development will donate \$500 to the KDH Foundation, with funds evenly split between the Mammography Campaign for breast cancer screening and vital equipment for the hospital's Emergency Department – for a total contribution of \$24,000.

“Supporting the Mammography Campaign is near and dear to my heart,” said L.A. Group president Gilles Brisebois. “I have three

“Supporting such an essential service as breast cancer screening makes a lot of sense.”

daughters of my own, we have close friends who have been affected by breast cancer and there are a lot of young families and single moms moving into Kemptville Meadows... so supporting such an essential service as breast cancer screening makes a lot of sense.”

For Kemptville Meadows project manager Fred Heller, the importance of the Mammography Campaign also hits close to home. “I have a daughter and two granddaughters and I can't think of a better cause to support.”

Mr. Brisebois is equally enthusiastic about the Emergency Room support, which will include the purchase of a new suture cart. “We have plenty of kids moving into our community and accidents happen... no matter what your age... so it's great that we can help to ensure the Emergency Department provides the best possible care for our community.”

Responding to this new charitable initiative, Kemptville District Hospital Foundation chair Dermid O'Farrell praised both L.A. Group and Kemptville Meadows. “On behalf of the KDH Foundation, I want to say how much we appreciate the L.A. Group and Kemptville Meadows for their strong community support. This commitment, which was initiated by them, will be beneficial to all who need treatment at our Hospital.”

Auxiliary Volunteer Sylvia Johnston Creates Colourful X-Ray Gowns for Kids

Having an x-ray or ultrasound at the hospital can be a stressful experience. You are in an unfamiliar place, you have to put on a hospital gown, and then you are told to sit or lie still. Now imagine that you are four years old and you are having this experience. One of our caring volunteers found a way to make the experience better for kids by creating a set of child-size hospital gowns in a variety of colourful and fun patterns.

Teddy bears, whimsical cats, mice with wedges of cheese and a variety of balls for different sports are just some of the patterns that longtime KDH Auxiliary volunteer Sylvia Johnston chose for her designer hospital gowns for kids. They bring a smile to the face of everyone who sees them.

Having done “some” sewing before, when asked if she were interested in making some hospi-

tal gowns for children, Sylvia said “sure”. With a minimum order of 60, children's gowns weren't in the budget for KDH.

After downloading a pattern online, Sylvia chose her fabrics then began to sew. She over-stitched every seam so there will be no need of repairs to these gowns, ever. When Sylvia Johnston does something, she makes sure it's done right!

“Sylvia thought volunteering would be a good way to meet people. It proved to be a very rewarding experience.”

80 hours of sewing later, there were children's hospital gowns in two sizes: five for three-to-

five year olds and two for tots two and under.

Sylvia has been volunteering at KDH for 10 years, currently dividing her time between assisting with events and visiting patients in the interim long-term care unit and helping out at the hospital's popular coffee bar and gift shop.

Sylvia began volunteering after retiring from a career in finance

estimating for high tech defence. Having converted the family's former cottage in the Kemptville area into a fulltime home, she and her husband relocated. Sylvia thought volunteering would be a good way to meet people. It proved to be a very rewarding experience. “Whatever time I have to spare, I'm glad to help,” she says. “Volunteering is good for your mental health.” Sylvia has passed on her passion for volunteering to her four grandchildren, who give of their time in their community as well.

In addition to volunteering at KDH, Sylvia is a volunteer quilter with both Victoria's Quilts Canada and the Kemptville Quilters' Guild. The former group makes quilts for people with cancer, and the latter benefits the community by creating quilts for children in need.

Although intended for use in the hospital's diagnostic imaging unit, the colourful gowns will soon likely find their way to the ER whenever kids are there. KDH is privileged to have volunteers like Sylvia Johnston.



Sylvia Johnston and the KDH Diagnostic Imaging Team hold up some of Sylvia's designer x-ray gowns for kids: (left to right) Karen Finner, Medical Radiation Technologist, Shelley Botton, Team Leader, Anne Salmon, Diagnostic Imagine Aide, and Auxiliary Volunteer Sylvia Johnston.

Auxiliary Celebrates Opening of New Volunteer Room

On October 15, 2012 a celebration was held at KDH to mark the completion of a new Volunteer Room for members of the KDH Auxiliary. Beautifully decorated in soothing shades of cream, taupe and gray, the room will be used for breaks, small meetings, and for pricing and sorting items for sale at the Auxiliary's Gift Shop/Coffee Bar. The renovated room, at different times in the past a boardroom and the hospital gift shop, also provides lots of much needed storage space in the form of beautiful walnut cabinetry.

The inviting new space was made possible through donations of time and money, and funds contributed to the Auxiliary specifically for a volunteer room.

Together, current Auxiliary President Lillian Leonard and Coordinators of Volunteers Louise Tallman and Catherine Brunton cut the ribbon and officially opened the room. Each

then said a few words of thanks to the people who had made the renovation and redecoration possible: Eric Norenberg, owner of Kemptville Building Centre, and Brandy Gould their Interior Designer, who provided services free of charge; Louise's husband, Gerald Tallman, President of Tallman Truck Centre, who provided a flatbed truck and staff to help as well as financial assistance; and KDH Building Services staff and Senior Director of Operations Joe Buckle, who provided advice and guidance.

Louise also thanked all the Auxiliary volunteers who had gone before, special people who would always be remembered, and KDH staff over the years for all of their support.

Lillian thanked Catherine and Louise for making the long-talked-about idea of a Volunteer Room a reality. She praised their ideas and energy, presenting each with a bouquet of flowers. "I am

happy that Louise and Catherine took the lead and made it happen," she said. "It is a lovely room."

The walls of the new Volunteer Room are adorned with artwork. One painting, of a lighthouse, has special significance for the KDH Auxiliary: it was painted by Margaret Angus, who was President of the Auxiliary (1973-75) as well as a member of the hospital Board for several years, elected beyond her ex-officio term. Margaret was a wonderful painter, who taught painting at Kemptville College as well as privately, and many of her paintings graced local homes. She donated a number of paintings to KDH; the lighthouse is one of these.

The Auxiliary plays a crucial dual role in support of KDH: both fundraising for essential medical equipment, and providing volunteers for every area of the hospital. Last year the 200-plus members of the KDH Auxiliary – men and women – gave a total of 11,500 volunteer hours to their community hospital. And as of March 2012, the Auxiliary had contributed more than \$879,000 to the hospital since their founding in 1959. The Auxiliary's support for the KDH Foundation's Mammography Fund is in addition to this total – the Auxiliary has pledged \$100,000 over four years to that fund and has so far contributed over \$88,000. The profits of all Auxiliary activities are used for the direct benefit of KDH patients, primarily through the purchase of essential medical equipment for patient care.

For more information about volunteering with the KDH Auxiliary please call Catherine Brunton (613) 258-5111 or Louise Tallman (613) 258-2034.

“The Auxiliary plays a crucial dual role in support of KDH: both fundraising for essential medical equipment, and providing volunteers for every area of the hospital.”



The new KDH Auxiliary Volunteer Room



This painting by Margaret Angus graces the wall of the new Volunteer Room



The ribbon cutting, l to r, Louise Tallman, Lillian Leonard, Catherine Brunton



A beautiful poinsettia tree in the KDH main lobby, donated by HMS Tropical Plants of Kemptville

KDH Auxiliary Walks to Support Mammography

On October 13, the KDH Auxiliary Breast Cancer Walkers team joined a number of other teams and individuals in the KDH Foundation's fundraising event, Kemptville Walks for Mammography. The 14-member Auxiliary Team raised a total of \$13,515 in pledges for the walk. This is the third year that an Auxiliary walking team has raised money for the KDH mammography fund – their three-year total is an impressive \$58,525.



The KDH Auxiliary 2012 Breast Cancer Walkers. Standing, left to right: Jane Wolfe, Bev Carson, Lis Angus, Lillian Leonard, Cathy Finley, Jennifer Bradshaw, Linda Cruz. Kneeling: Bev Cecchini, Patricia Evans, Rosy McIntosh, Myrna Milligan. Team members absent: Leah Finley, Cathy Sheppard, Elizabeth Wenner.

Cuddly Comfort Dolls Created by Auxiliary Volunteer Bev Fry

Each one is a little different. Dressed in pink, yellow, green or red, some are wearing caps; others have multicoloured fuzzy hair. All are lovingly knitted by KDH Auxiliary Volunteer Bev Fry, who recently began creating cuddly comfort dolls for children at KDH.

Bev has knitted 21 dolls for the Auxiliary so far, each one taking about four hours to complete. The dolls are kept at the Auxiliary Gift Shop/Coffee Bar and are handed out to children in the Emergency Room or elsewhere in the hospital.

The first batch of comfort dolls that Bev knitted now reside in Kenya! Two dozen knitted dolls that she made back in 2007 were taken to Kenya by a friend, Malcolm Robinson, then Executive Director for Bethany Relief and Rehabilitation International, a medical missionary organization. The dolls were given to children in the BethanyKids Program at the Kijabe Hospital; Bev received touching thank you notes from the children's parents.

Although Bev just started knitting the dolls this year, she has been volunteering at KDH for over 15 years. On the Interim Long Term Care (ILTC) unit, Bev is known as the 'Cake Lady' – for several years she has been ordering and picking up a cake from a local bakery once a month for everybody on the unit celebrating a birthday that month.

Bev also makes knitted teddy bears for women newly arrived on the ILTC unit, as well as at nearby Bayfield Manor Nursing and Retirement Home.

In addition, Bev has volunteered at the KDH Auxiliary's major annual fundraiser, Hey Day, every year for about 25 years, she reckons. She has the "cushy" job of cashier at the adult clothing racks. "Once you get a job at Hey Day, you've got it for life!" she jokes.

Until very recently, Bev fitted in her volunteer hours around a busy work week; in October her job as bookkeeper and delivery person for Jessica's Floral Designs ended, as the shop closed down. For 10 years she had worked with her husband Steve and daughter Jessica in the family business.

Now that Bev is enjoying fulltime retirement, she is planning to add an extra weekly shift with the KDH Auxiliary. It will be no surprise to learn that she also volunteers

at St. James Anglican Church in Kemptville and was a Girl Guide leader for 21 years.

Bev's long volunteer career began in a Montreal nursing home when she was only 15. Her mother was a volunteer there as well, and Bev saw how both patients and volunteers benefited from the time spent together. Her children have followed in her footsteps, her son as a girls' basketball coach, and her daughter as a volunteer with Girl Guides and the Lion's Club. "Volunteering has always been a part of my life," Bev says, "and I don't plan on stopping anytime soon!"

"She has the "cushy" job of cashier at the adult clothing racks. "Once you get a job at Hey Day, you've got it for life!" she jokes."

On October 30, 2012, the KDH Auxiliary presented a cheque for \$10,000 to KDH CEO Colin Goodfellow on behalf of the Hospital. This, together with the funds raised by the Auxiliary team in this October's Kemptville Walks for



Mammography, brings the Auxiliary to approximately 90% of the \$100,000 it pledged for the Mammography Fund. Pictured, left to right, Jane Wolfe (Auxiliary First Vice President), Colin Goodfellow, Lillian Leonard (Auxiliary President).



KDH Auxiliary Volunteer Bev Fry and some of her cuddly comfort dolls



KDH Launches Innovative Mammography Campaign

We have recently launched an innovative advertising campaign to encourage more women in our service area to have screening mammograms.

Our inventive approach is to let women know that we make mammograms as comfortable as possible at KDH. Women are offered soft spa robes to wear and their mammograms are performed by Medical Radiation Technologists who are kind and caring, as well as professional. The technology is state of the art, with warm digital detectors instead of cold metal plates. In addition, extended hours are offered to accommodate the busy schedules of women in our service area.

Our first ad (below) features Rosalind Kinnear of Merrickville. As a spa owner, Rosalind knows all about helping women take good care of themselves. That's why she was pleased to be involved in this campaign.

We're happy to report that mammography referrals are up in response to seeing the KDH 'spa ad' ad in Fifty-Five Plus Magazine and the Kemptville Advance/EMC.

What are women saying about KDH mammography services?

"I have neglected to have my mammogram for 10 years due to a bad experience. Today, at KDH, the technologist was great – she took the time to listen to my concerns and put me at ease. The mammogram didn't hurt like last time. The new machine is so much better than the old metal one I remember. I loved the coverage of the full-sized soft warm robes and the private waiting area. I'll be back again."

L.S., Kemptville

This campaign is a response to the fact that only 60% of women in our service area are currently screened.

Watch the pages of your local paper for our next Mammography ad, which will feature Karen Finner, one of our Medical Radiation Technologists and a breast cancer survivor herself.



The Canadian medical community agrees that women aged 50-74 should have regular mammograms, generally every two years. Mammograms save lives: early detection of breast cancer provides the best chance of survival.

To make your experience as comfortable and convenient as possible, we offer:

- Plush spa robes
- Kind and caring technologists
- New state of the art digital mammography technology
- Warm digital detectors
- Extended hours

Women 50-74 can book their mammograms directly. Call 613.258.6133, extension 400 option 5, today.



Building healthier communities

News from the KDH Health Centre

Introducing Dr. Tania Zakhem: the newest family doctor at the KDH Health Centre has made a fulltime commitment to Kemptville

Dr. Tania Zakhem is the newest physician at the busy KDH Health Centre on the KDH campus. She opened her family medicine clinic at the Health Centre on October 1 and is working at building up her patient roster.

Dr. Zakhem also spends a week every three months on the medical/surgical floor at KDH providing inpatient care.

In addition, she works shifts in the KDH ER.

“Part of the reason I came here was the opportunity to be involved in numerous aspects of patient care,” she said. “You can’t get that in a big city.”

On top of all of that, Dr. Zakhem is collaborating with Kemptville's Beth Donovan Hospice (located in the former KDH emergency department) to provide palliative care to clients of the Hospice who don't have a family doctor. This allows these patients who are nearing the end of their lives to die in the comfort of their own homes.

Dr. Zakhem thrives on her busy schedule and the variety it offers – “Part of the reason I

came here was the opportunity to be involved in numerous aspects of patient care,” she said. “You can't get that in a big city.”

As a child, Dr. Zakhem knew she wanted to be a doctor, and a family doctor at that. As she worked toward her M.D. degree, she loved every component of her training, and she knew her decision was right for her: “Family physicians get to do it all,” she explained.

Dr. Zakhem is a recent graduate of the Family Medicine program at the University of Ottawa. She did the majority of her training at KDH, finishing her residency with Dr. Tara McCallan at the KDH Health Centre at the end of June.

During her training Dr. Zakhem developed a great working relationship with the doctors, nurses and other healthcare professionals at KDH; she found the staff at KDH “unlike any other.” She also found KDH to be “a hospital that stands behind its mission and vision.”

In addition she discovered a “wonderful, supportive community” in Kemptville and has enjoyed exploring the town and the surrounding area.

Dr. Zakhem had been looking for a community she could make a long-term commitment to, and she found it in Kemptville. “I'm excited and happy to be



Dr. Tania Zakhem

here and looking forward to the years ahead,” she said. “Support from the community and the hospital has been wonderful and I'm very grateful for the warm reception I've received.”

The KDH Board of Directors initiated the KDH Health Centre in 2003 in recognition of the fact that the community was at that time under-served for family physicians. KDH's CEO, Colin Goodfellow, sees Dr. Zakhem's decision to commit to Kemptville as a reflection on the community. “The KDH Health Centre has a remarkable team of doctors,” he said; “Attracting such a promising young physician as Dr. Zakhem reinforces North Grenville's reputation as a place with a commitment to building healthy communities.”

KDH Diabetes Education and Support Team Relocates to the University of Guelph Kemptville Campus

Kemptville District Hospital has collaborated with the University of Guelph (UoG) to expand its diabetes education and support services out into the community. The diabetes team has relocated from the hospital to the W.B. George Centre at the University of Guelph's Kemptville Campus.

Catherine Van Vliet, KDH's Director of Patient Services & Integration, is pleased that diabetes education and support can now be offered in a familiar setting. "We're excited to be able to provide these services in a place where the community goes for education, weddings, sporting events and galas," she said. "Our goal is to help people manage their diabetes or pre-diabetes, and our belief is that a less clinical setting makes these services more accessible for people who might be hesitant about going to a hospital."

Dr. Claude Naud is the Director of the UofG, Kemptville Campus. "The University of Guelph is proud to be partnering with Kemptville District Hospital in expanding this important community service," he stated. "We see this collaboration initiative as a tangible example of how two institutions can work together in reaching out and improving the quality of life and wellbeing of North Grenville citizens."

The KDH Diabetes Education and Support Team's office can be found on the main floor of the W.B. George Centre at 48 Shearer Street in Kemptville.



Claude Naud, Director of the University of Guelph, Kemptville Campus, welcomes Catherine Van Vliet, Director, Patient Services & Integration, to the Campus.

"We see this collaboration initiative as a tangible example of how two institutions can work together in reaching out and improving the quality of life and wellbeing of North Grenville citizens."

KDH Expands Diabetes Programming

We are expanding our Diabetes Programming! Beginning in November, 2012, KDH will host the regional Community Chiropody Foot Care Program. Chiropodists are primary health care specialists who are experts in the management of foot problems.

KDH has partnered with the Community Diabetes Education Program of Ottawa to bring Chiropodist services to our catchment area. Beginning November 2012, KDH will have regular (minimum twice monthly) chiropodist clinics for our patients. This is especially important given that North Grenville patients have a high risk for diabetes-associated amputations compared to other areas in the province.

We offer a full range of Diabetes Education and Support programming including:

- Day and Evening Group Education
- Individual Counseling
- Insulin Initiation
- Pre-diabetes Program
- Grocery Store Tours
- Self Management and Support Groups
- Telephone Support - **Call us when you have a question - we're here to help!**

Heather Kamenz, a diabetes nurse educator, and Julia Hicks, a registered dietitian and certified diabetes educator, make up KDH's Diabetes Education and Support Team.

For those newly diagnosed with diabetes or pre-diabetes, or people with diabetes looking for a refresher course in managing their blood sugar, the team offers one-day or four-evening diabetes education programs, as well as half-day insulin instruction and diabetes prevention programs. One-on-one assessments with the nurse and dietitian are available for individualized support. Also offered are learning excursions



KDH's Diabetes Education and Support Team: Julia Hicks, Registered Dietitian (left) and Heather Kamenz, Registered Nurse

like the popular grocery store tour, where clients learn how to interpret food labels and comparison shop.

KDH has expanded its diabetes education and support services as part of its focus on population health issues. Heather explains that as many as 1 million Canadians are living with undiagnosed Type 2 diabetes. Although it can often be prevented or delayed through increased physical activity, healthy eating and weight loss, if left untreated Type 2 diabetes can result in a variety of complications including heart disease, kidney disease, eye disease, impotence, and nerve damage.

The symptoms of diabetes and pre-diabetes include excessive thirst, frequent urination, fatigue, and blurred vision. Heather and Julia urge people who have these symptoms and/or a family history of diabetes to visit their family physician for a simple blood-sugar test. People without a family doctor can contact the KDH Health Centre; Dr. Tania Zakhem is accepting patients.

All of KDH's diabetes education and support services are free and self-referrals are welcome! To join a program call (613) 258-6133, extension

155. For more information call our Diabetes Nurse Educator, Heather Kamenz, at (613) 258-

KDH has partnered with the Community Diabetes Education Program of Ottawa to bring Chiropodist services to our catchment area.

8797 or our Registered Dietitian, Julia Hicks, at 258-8271.

The new Chiropody Clinic is located in the KDH clinic area; our Diabetes Education and Support Team is located at the W.B. George Centre, University of Guelph, Kemptville Campus.



Introducing Chiropodist Lena MacMillan

KDH Becomes First Hospital Client of Smiths Falls' Hart Laundry Service

This spring, KDH became the first hospital client of Smiths Falls' Hart Laundry Service, operating in the former Rideau Regional Centre. Hart Laundry, in partnership with Booth Centennial Healthcare Linen Services of Mississauga, Ontario, is now providing KDH with both general and sterile operating room linen services.

KDH is the first hospital to join with Hart/Booth, who partnered to provide a complete linen service. For KDH, this means an increase in efficiency. Before signing with Hart/Booth, KDH received general linen in bulk from another provider, and KDH laundry staff had to count out various items of linen and compile them onto carts for delivery to different areas of the hospital. Surgical drapes designated for OR use required packaging and sterilization by the hospital's Medical Device

Reprocessing Department (MDRD).

Now, Hart Laundry prepares the carts with the desired quotas for the various areas of the hospital, and they are delivered ready for use, with the OR drapes and packs sterilized and in locked carts so that

“It's evident that they are fully committed to ensuring their customers are happy. We believe we made a great choice in being their first customer.”

the integrity of the sterile items cannot be compromised.

Now that the members of the MDRD team no longer have to sterilize linens, they can focus on sterilizing surgical instruments for the busy operating rooms as KDH increases its surgical volumes. Three or four ORs are now in use at KDH on a daily basis.

Cathy Watson, Manager of Clinical Programs, is delighted with this change. “The biggest impact is the exceptional quality of the OR linen,” she said. She also praised the customer service provided by Hart Laundry: “It's evident that they are fully committed



Larry Hart

to ensuring their customers are happy. We believe we made a great choice in being their first customer.”

Hart Laundry is operated in Smiths Falls' Gallipeau Centre by Larry Hart, who was the manager of laundry services at the Rideau Regional Centre for more than 20 years. Closed by the Ontario Ministry of Community and Social Services in September, 2009, the former Rideau Regional Centre was purchased in June, 2011 by J.A. Gallipeau Construction and Development. The first plan for the complex was to reopen the laundry operation; accordingly, they hired Larry Hart, who brings 40 years of experience in the laundry business. Hart Laundry Service officially opened in the Gallipeau Centre in September, 2011.



The MDRD team hold OR Packs that are being received sterile, ready for use. From L to R: Lindsay Essar, Debbie Thurler, Joanne Rheaume



Kemptville Hospital Laundry-Housekeeping Technician Shelley Molson with a Hart Laundry general linen cart

KDH Wins Green Award From its Supplier of Sterile OR Linens



KDH Surgical Care Unit staff with the Booth Centennial Green Award. L to R: Cathy Watson, Debbie Thurler, Julie Summers, Lindsay Essar, Joanne Rheaume

In late October, 2012, KDH was one of five Ontario hospitals chosen to receive the Booth Centennial Healthcare Linen Services Green Award. KDH received the esteemed award for its overall use of reusable Operating Room (OR) products and willingness to participate in innovative Green OR Solutions.

The first of its kind in Canada, the Booth Centennial Green Award is presented to hospitals that have demonstrated a serious commitment to going green and using reusable textiles in the Operating Room – as opposed to costly and environmentally-unfriendly disposables.

According to Mario Muffo, Booth Centennial's Manager of Strategic Partnerships, “Kemptville Hospital has this year's best overall surgical linen usage for a new customer, as it touches upon all different lines of products that we have available. KDH is a great role model for going Green!”

The other Ontario hospitals presented with the award this year were Sunnybrook Health Sciences Centre, The Scarborough Hospital, Markham Stouffville Hospital, and Toronto Western Hospital.

The award was presented to the Surgical Care Unit staff at KDH by senior representatives of Booth Centennial on Tuesday October 30, and winners' names were displayed at the Ontario Hospital Association HealthAchieve Conference held in Toronto November 5 to 7.

Cathy Watson, Manager of Clinical Programs at KDH, is delighted that the hospital has been recognized with this award. “Not only are we pleased with the successful partnership and excellent quality of linen,” she said, “but we are also proud that our efforts to ‘green’ our operating rooms reduce the environmental impact without compromising patient care.”

Larry Hart was also very pleased with Booth Centennial's selection of KDH to receive the coveted Green Award. “Congratulations to the team at KDH for leading the way with the green movement,” he said. “This is what our partnership with Booth Centennial is all about, and we are thrilled to be working with both KDH and Booth.”