

# Community Connection



## Pembroke Regional Hospital Fall 2018 Edition

*Leading, Learning,  
Caring For You*

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

Website [www.pembrokeregionalhospital.ca](http://www.pembrokeregionalhospital.ca) / Facebook [www.facebook.com/pembrokeregionalhospital](http://www.facebook.com/pembrokeregionalhospital)

### Accreditation Canada Gives Pembroke Regional Hospital Top Marks For Excellence

Pembroke Regional Hospital has been Accredited with Exemplary Standing by Accreditation Canada, an independent, not-for-profit organization that sets standards for quality and safety in healthcare and accredits health organizations in Canada and around the world.

Exemplary Standing is the highest rating possible and is awarded to organizations that go above and beyond the requirements and demonstrate excellence in patient care and quality improvement.

"We received an abundance of praise from Accreditation Canada for the people and the care we deliver here at PRH and while I've known for some time that this is an exceptional place, this really proves it" said PRH President and CEO Pierre Noel.

As part of the accreditation survey, the Pembroke Regional Hospital underwent a rigorous evaluation process. Following a comprehensive self-assessment, a team of four external peer surveyors conducted a four day on-site visit in September during which they assessed the leadership, governance, clinical



programs and services at PRH against Accreditation Canada's national standards for quality and safety.

"It's been a remarkable accreditation journey this time and it has really been because we took a different approach from what we've done in the past," Mr. Noel said.

"Together we really approached the accreditation process through a continuous quality improvement lens rather than from a

standpoint of compliance. Instead of focusing on achieving an award, we all focused on engaging with one another, relentlessly pursuing improvement opportunities, celebrating our successes and then looking for new improvement opportunities."

According to the final report, PRH met 99.2% of the nearly 1,800 standards and fully met all of the Required Organizational Practices - essential practices that must be in place in order to keep patients safe and minimize risks.

The report noted that the "Pembroke Regional Hospital staff are knowledgeable, professional and committed to providing high quality care to their community. They have embraced quality improvement and the accreditation process as part of their ongoing quality journey to ensure patient and family-centred care is delivered in alignment with their strategic goals."

Mr. Noel attributed the success of the accreditation process to the ongoing hard work and commitment of many people – all of the hospital staff, the leadership team, Board members, physicians and volunteers.

### PRH Horticultural Committee Is Awarded For Beautification Efforts

Pembroke Regional Hospital was recently recognized by the City of Pembroke's Parks and Recreation Committee for its work in maintaining the hospital's landscaping and gardens with a *Keeping Pembroke Beautiful* award under the category of Institution.

The PRH Horticultural Committee which carries out this work is comprised of staff who volunteer their time to maintain both the internal and external plants and gardens.

To celebrate this achievement and the ongoing work of the committee, a reception was held for the group on November 2nd.

Pictured here with the glass plaque are, from left, Amy Kuehl, Paulette Szabon, Anna Mary Grattan, Mike Godbout, Committee Chair Carleen Clouthier, Melissa Jackson, Sabine Mersmann and Kerry McDonald.

Missing from the photo are: Melissa Breen, Susan Gagnon-Michaud, Shannon Reckzin, Tara Gallagher, Shelley Sypes, Tanya Parker, Janice Hunt, Trudi Wren, Kevin Juillette and Dennis Blimkie.



### PRH Is Recognized For Championing Organ and Tissue Donation



**Francois Lemaire, PRH Vice-President of Patient Services – Acute Care and Chief Nursing Executive, left, Karen Johnson, TGLN Director of Hospital Programs, Pierre Noel, PRH President and CEO, and Sean Smith, TGLN Organ and Tissue Donation Coordinator.**

Pembroke Regional Hospital has been recognized by Trillium Gift of Life Network, Ontario's organ and tissue donation and transplantation agency, for its outstanding efforts to integrate organ and tissue donation into quality end-of-life care.

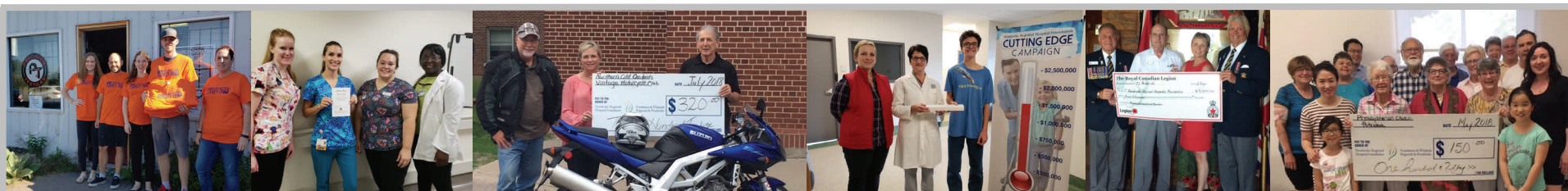
At a special presentation held October 24th, the hospital received three awards.

The first was the Provincial Conversion Rate Award for meeting or exceeding the target of a 58 per cent conversion rate set by TGLN. Organ donation is a complex process and the conversion rate reflects how well TGLN and PRH work together to save lives. This is the first year PRH has received this award.

In addition, for the second time, the

hospital received the Provincial Routine Notification Award for achieving a 100 per cent routine notification rate throughout 2017/2018. Routine notification is the rate at which hospitals notify Trillium Gift of Life Network when a patient has died and there may be potential for organ and/or tissue donation.

Additionally, Francois Lemaire, Vice-President of Patient Services – Acute Care and Chief Nursing Executive who is the local Executive Lead for TGLN was awarded the Hospital Donation Champion Award given to healthcare professionals who are exceptional advocates for organ and tissue donation, while Dr. Tom Hurley, Kristie Tousignant, Tina Davidson and Kim Haley were recognized as Hidden Heroes.



Pembroke Regional Hospital Foundation



Fondation de l'Hôpital Régional de Pembroke

# Health Care Together



www.prhfoundation.com



**Lisa Edmonds,**  
PRHF Board Chair

## A MESSAGE FROM YOUR BOARD CHAIR

"To our generous community donors: We are so grateful for your continued support. Take pride knowing that your donations to the PRH Foundation remain 100% local and ensure that families across Renfrew County can access state-of-the-art health care, with cutting edge infrastructure and equipment. Please continue to make local families and their health care needs a charitable priority by supporting our *Cutting Edge Campaign*."



## CUTTING EDGE CAMPAIGN

Your support impacts local health care as we pull together to raise the last \$900,000 for the upgrading and modernizing of our in-patient surgical floor and supporting the Orthopaedic Program at the Pembroke Regional Hospital!

## 2018 HOLIDAY INN EXPRESS DR. KIM ARMSTRONG TURKEY TROT

On Sep 29, hundreds flooded the streets of downtown Pembroke to run/walk in support of regional health care. The 14th annual Turkey Trot netted over \$20,000 for the *Cutting Edge Campaign*.



### THANK YOU TURKEY TROT PARTICIPANTS, VOUNTEERS & SPONSORS!

**Title sponsor:** Holiday Inn Express Pembroke. **Race sponsors:** Kelly + Kelly Lawyers Professional Corporation; Moncion Metro; Ry-J's Climbing Adventures'. **Timing sponsor:** Jamieson-Mackay Forming & Construction. **Volunteer shirt sponsor:** Precision Textiles. **Prize sponsors:** Roy & Associates; The Co-Operators—Perri-Rae Boell & Associates; CUPE Local 1502, PRH. **KM Marker sponsors:** Canadian First Financial Centres—Doug Liot; Pembroke Professional Firefighters Association; The Brick, Pembroke. **Gold Sponsors:** Active Chiropractic Family Health Centre; Best Western, Pembroke; Funding Innovation; Johnston & Mackie; Kings' Sports; Murphy Funeral Home; Ontario Nurses Association; Petawawa Electric; Petawawa Physiotherapy & Sports Injury Clinic; Shampoo Room; Speedpro Signs, Pembroke; Valley Apex; Wilderness Tours. **Silver & Silent Auction sponsors:** 2 Combat Engineer Regiment / 2 Engineer Equipment Troop; Mr. Alan & Mrs. Dolores Armstrong; Bee Gee Farms; Brum's Dairy; Chamber of Secrets; Mr. Wayne & Mrs. Wendy Chaput; Culligan Water; East Side Mario's; Fifth Ave. Collection, Gwen Greenstock; Goodyear-Valley Tire & Supply Ltd.; Home Depot; House of Hair; Island Brae Golf Club; Mr. Paul & Mrs. Charlene Jackson; Janna & Kerry's Over Easy Bar & Grill; Milano Pizza Beachburg; Mulvihill Drug Mart; 104.9 myFM; Natural Beauty; New Star Restaurant; Nick's Chicken House & Pizzeria; Mr. Pierre & Mrs. Penny Noel; OK Tire; P&G Pumping; Parkview Dental—Dr. Munro; Pembroke Business Improvement Area; Pembroke Golf Club; PRH Wood Working Factory; Mr. Chris & Mrs. Judy Purdy; Running Goat Timing; Running Room; Sandstone Imports; Snap-on Tools; Sunshine Gift Shop; Tents Moments; Thai Gardens; The City of Pembroke; Tony & Jill's No Frills; Victoria Sweet; Mrs. Nancy & Mr. George Warren

## 2018 BLACK & WHITE GALA

More than 225 local health care champions took part in the lavish night, filled with excellent food, dance and entertainment – all to fuel exceptional health care at the Pembroke Regional Hospital. The event's success broke Gala records, netting over \$140,000.



PRH doctors taking part in the celebration.

### THANK YOU BLACK & WHITE GALA GUESTS, VOLUNTEERS & SPONSORS!

**Gift of Humanity sponsors:** BMO Financial Group; Butler GM; Church of the Sanctuary of the Beloved, Canada; EGM Insurance; Frank Carroll Financial; Freedom 55 Financial. **Gift of Healing sponsors:** Dr. Fred Matzinger, Ms. Jocelyne Brault & Family; Dr. John & Mrs. Leslie Menzies & Family; Dr. Marlene VanGentvoort; Dr. Jeff & Mrs. Janet Schultz-Jones. **Gift of Hope sponsors:** Dr. Raluca Antonescu & Mr. George Caba; Emond Harnden LLP; McKie Pools and Spas; Mulvihill Drug Mart; Mrs. Kamala Debi Mukherjee; OK Tire; Roy & Associates; Dr. Pavel & Mrs. Marcey Stefanski; Wilkies Fresh Baked Bread. **Gift of Compassion sponsors:** Buske Office Equipment; Dr. Sylvie Cantin; Great-West Life; Ms. Cynthia Lloyd—RE/MAX; MacEwen Petroleum; Manulife; MD Management; Mr. John & Mrs. Trudi Wren. **Gift of Caring sponsors:** Mr. Jim & Mrs. Ann Bertrand; Mr. Alex Decaire & Ms. Laura Murphy; First General Property Restoration Specialists; Grey Gables Inn; Mrs. Teresa Hammond; Helferty's Disaster Restoration; Kelly + Kelly Lawyers Professional Corporation; Pembroke Mitsubishi; M&R Feeds; Mr. Pierre & Mrs. Penny Noel; Physio in the Valley; Mr. Roger & Mrs. Melissa Schilf; Wave Optical. **Gift of Comfort sponsors:** Active Automated Doors Ltd.; Canadian Nuclear Laboratories; Cassidy's Transfer & Storage; Custom Draperies & Blinds; Mr. Edward & Mrs. Donna Cotnam; East Side Mario's; Dr. John & Mrs. Lynne Epps; Mr. Mark Faught—Algonquin Chiropractic; Mr. Jim & Mrs. Nancy Fogarty; Dr. Clive & Mrs. Gwen Greenstock; Dr. Colleen Haney; Dr. Fahamia Koudra; Malcom, Deavitt & Binhammer; Mr. Tim & Mrs. Theresa McCann; MIP Inc.—Kimberley Bruce; Dr. Scott Murray; Normandeau's Car Care; Petawawa Physiotherapy & Sports Injury Clinic; Mr. John & Marnie Stunt; Stanton's Window Panes; Mrs. Nancy & Mr. George Warren; Welch LLP; M. S. Whelan. **Raffle sponsors:** Star-Set Jewellers; MacKinnon Water Solutions; Dean Buchart—Royal LePage; The Insurance Man—Dave Gareau; Normandeau's Car Care; Simply Stacie; TravelOnly; Dean Sinclair—Chartered Accountants; Marlin Travel; Midas



Thank you to the Knights of Columbus, Council 1531 – They raised over \$38,000 at their annual Pat Harrington Golf Classic, on September 12th! Held in honour of the past Grand Knight for which the event was named, the annual event supports health care services and advancements at your Pembroke Regional Hospital.

### UPCOMING FOUNDATION EVENTS

- Nov 1-26** — Elementary students are encouraged to submit their art for the Holiday Card Contest
- Dec 9** — Dobbs Family & Grey Gables Festive Open Houses
- Mar 2** — Connect to Care Radiothon with 104.9 myFM



## 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:

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

I wish to pay by:

- Cash    Visa    MasterCard    American Express  
 Cheque (payable to Pembroke Regional Hospital Foundation)

Card #: \_\_\_\_\_

Expiry: \_\_\_\_ / \_\_\_\_   Signature: \_\_\_\_\_

### DONOR INFORMATION

Donor Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Please contact the Foundation Office to make a donation, organize a fundraiser, or participate in one of our many charity activities & events:

705 Mackay Street, Pembroke, ON, K8A 1G8 / 613-732-2811 Ext. 7408 / foundation@prh.email / prhfoundation.com

## PRH Supports Patients Who Smoke While Maintaining A Smoke-Free Property

For over a decade, the Pembroke Regional Hospital has remained committed to helping patients who smoke while maintaining a smoke-free property for the health of its patients, visitors and staff.

Ambulatory Programs Manager Martin Burger says staff are trained to help patients who smoke to deal with the symptoms of nicotine withdrawal as well as those who are interested in quitting. The program used to help patients quit smoking was developed by the University of Ottawa Heart Institute (UOHI) in 2002. It follows a systematic process to identify, provide treatment, and offer follow-up to patients who smoke. This program has since become a standard of care. PRH has partnered with UOHI in the use of this program since 2006.

“All inpatients are asked if they smoke upon admission,” said Sara McKean-Schulthies Respiratory Therapy Team Lead. “If they are identified as a smoker, counselling to assist with quitting smoking (smoking cessation) is offered and provided.”

As part of the smoking cessation program, nicotine replacement products are offered to all inpatients identified as smokers. Upon discharge from the hospital, patients are offered a referral to a community-based smoking cessation program.

From April 1st, 2017 to March 31st, 2018, 1,078 tobacco users who were admitted to PRH were offered tobacco addiction treatment. Of those, an estimated 229 people quit smoking.



More recently, Mr. Burger said that counselling for those quitting smoking and referrals to community-based resources has been offered to outpatients through several of the hospital's outpatient clinics. Since doing so, 300 tobacco users were referred to community-based smoking cessation counselling. This has led to an estimated additional 54 people quitting smoking in the past year.

“We continue to have the tools, the system, and a team approach to more effectively support

smokers while they are admitted to hospital,” said Mr. Burger, adding that a representative from the Heart Institute also comes to PRH twice a year to provide education to staff on available therapies and counselling methods.

For the health and safety of PRH staff, nicotine replacement and smoking cessation counselling is readily available through employee support programs.

Recognizing the dangers of second-hand smoke, PRH was an early adopter for going smoke-free property-wide, including all parking lots in 2010; a movement that was provincially legislated effective January 1st, 2016.

As a smoke-free facility, as mandated through the Smoke-Free Ontario Act, no person shall smoke tobacco products, vapour products or a prescribed product or substance on hospital property. PRH works together with staff, commissionaires, PRH parking authority and the Renfrew County and District Health Unit's Enforcement Officer to enforce the smoke/vapour free environment.

PRH is committed to providing a smoke-free environment which promotes a healthier community and a healthy workplace.

## The Lunch Box Goes Green

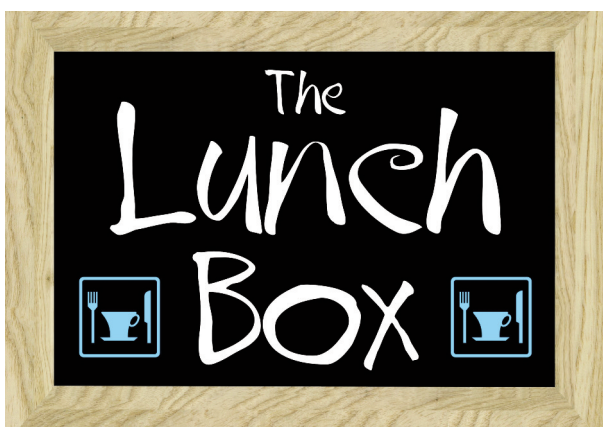
The Pembroke Regional Hospital has introduced more environmentally friendly food service products for its dine-in and take-out cafeteria customers.

Reusable cutlery and dishware including soup bowls, salad plates, cups and mugs are now available in The Lunch Box for those eating in, along with a new sorting station for the cleanup of reusable items.

For those requiring take-out, biodegradable paper products will be introduced once the current stock of Styrofoam containers has been depleted.

In addition, throughout the hospital, a standard 12 ounce paper cup for hot or cold drinks is being introduced along with paper sleeves to use with hot beverages.

These changes are part of the hospital's efforts to divert as much waste as possible from the landfill sites.



## PRH Working Hard To Prevent Patient Falls

According to a 2017 report by the Renfrew County and District Health Unit, falls are the leading cause of injury among older adults in the region.

“Falls are a serious public health concern and have a significant impact on injured individuals, their caregivers, families and friends, local health care providers and local hospitals. Falls can be prevented,” said Beth Brownlee, PRH Director of Medical, Rehabilitation and Ambulatory Care programs.

PRH has made falls prevention a priority. All inpatients are screened on admission for their fall risk. Those who are identified as high risk for falling are seen by a physiotherapist during their stay. Signage in patient rooms and individual bracelets for high risk patients are also in place.

Medical program Manager Laurie Menard said her team has done a significant amount of work to determine why each fall happens and how to prevent them from happening again.

“The team gathers within 30 minutes of every fall for a thorough review and to develop a new care plan to help avoid another fall from happening,” Ms. Menard said, adding that this practice is now implemented on other units as well. To date, this process has resulted in a 27% reduction in the number of falls taking place.

Fall prevention screening also takes place in the Emergency Department, Diagnostic Imaging and in the Ambulatory Clinics.

“PRH has also recognized that there is a lot of opportunity for our team to educate the public and help prevent falls at home through our outpatient ambulatory services,” said Ambulatory Programs Manager Martin Burger.

A provincially developed fall prevention screening tool is now being used in the hospital's Ambulatory Clinics which includes those in Tower D, Diagnostic Imaging, the outpatient Orthopaedic clinic and outpatient Rehabilitation services.

At registration, all patients 65 years of age or older are asked to complete the “Staying Independent Checklist” while waiting for their appointment. A healthcare practitioner then reviews the checklist with the patient during their visit. All patients whose self-score indicates a risk of falling, are educated on fall prevention safety at home and are encouraged to follow up with their primary care practitioner.

Working with healthcare partners to ensure patient safety by preventing patient falls not only in hospital, but at home and in the community is also helping to reduce the number of fall-related visits to the Emergency Department and hospital admissions, an outcome that benefits all.



Laurie Menard

## Stroke Patients At PRH Are Benefitting From Increased Therapy Time

Regional stroke patients are reaping the benefits of increased direct therapy time during their stay at Pembroke Regional Hospital.

According to Beth Brownlee, Director of the Medical, Rehabilitation and Ambulatory Care programs at PRH, best practice research shows that increasing a stroke patient's daily amount of therapy time results in better outcomes in their ability to participate in everyday activities. The hospital's Rehabilitation department has spent the last two years working to increase the amount of direct therapy time or time that a stroke patient is actively participating in face-to-face rehabilitation therapy during his or her hospital stay.

“The team has been tracking and measuring this time since May 2016 and since implementing changes in the fall of 2016, the average amount of therapy time per patient has increased to over 90 minutes per patient, per day.”

In addition to direct therapy, a patient's daily schedule includes group activities, self-directed exercises, patient specific activities, social dining, exercise classes, education classes and other therapies provided by



Beth Brownlee



Martin Burger

nurses and social workers. Ambulatory Programs Manager Martin Burger said that some of the improvements initiated by staff included development of daily schedules for patients and families as well as morning team meetings where patient priorities are set.

Occupational Therapist Sonya Silver said the Rehab team which includes physiotherapists, occupational therapists, rehabilitation assistants, and nursing staff “have worked hard to make changes to allow the therapists to spend more time one-on-one with our patients.”

“The more time spent with our patients means better outcomes for patients who benefit from shorter hospital stays,” added Physiotherapist Chris Seabert.

PRH Physiatrist Dr. Debbie Timpson stated that “In collaboration with staff, patients and families, the entire team has found ways to optimize the amount of therapy that our patients receive daily. This helps our patients to achieve their rehab goals more quickly and transition home sooner.”

## PRH Auxiliary Makes \$53,000 Contribution To The Hospital At Fall Fashion Show



In addition to showcasing the latest fashions available at the Sunshine Gift Shop, representatives of the Pembroke Regional Hospital Auxiliary recently presented a cheque in the amount of \$53,000 to PRH President and CEO Pierre Noel at the Fall Harvest of Fashions show which took place Sept. 28th at Our Lady of Lourdes Church hall in Pembroke.

The \$53,000 contribution marked another substantial payment towards the Auxiliary's \$500,000 pledge in support of the Hospital's orthopaedics program and inpatient Surgical floor upgrades. To date, \$209,000 has been paid, leaving another \$291,000 to be raised through the group's fundraising endeavours which include operation of the gift shop and Mural Café at PRH.



## A Spotlight On...Our General Surgeons

In the past year, nearly 6,500 surgeries took place at the Pembroke Regional Hospital. Many of these were performed by members of the hospital's general surgery team which is comprised of Dr. Adel El fitori, Dr. Colleen Haney, Dr. Erika Lee and Dr. Amanda Williamson.

General surgery is a specialty that covers a variety of areas of the body including abdominal contents (esophagus, stomach, small bowel, colon, liver, pancreas, gallbladder, appendix, etc.). General surgeons also care for patients whose diseases involve the skin, breast and soft tissue. In addition, they perform surgeries following trauma, surgeries to repair hernias and a variety of procedures such as endoscopies or colonoscopies used in the screening or diagnosis of disease.

"I'm very proud of our department," said Dr. Haney who has been Chief of Surgery at PRH for the past four years. "We offer a very good service to patients in the Ottawa Valley and our team is widely respected in Ottawa."

One reason for that, she said, is in part from the respect they have gained in the region as an academic centre for surgical education.

"Over the last several years, we have seen a lot of growth in opportunities for surgical education and we now regularly have Surgical Residents as part of our team so that they can gain experience in community-based practice," Dr. Haney said.

She added that the Residents speak highly of their time at PRH and said that having them as part of the team also benefits the surgeons as they must stay current in their knowledge and expertise, and they are able to gain up-to-date knowledge in the surgical field from the Residents.

Patients also appreciate having the Residents on board as it means a team approach to their care, and it helps to validate their surgeon's expertise knowing that he or she is teaching the next generation of surgeons right here at home.

The hospital's general surgeons are also ensuring that the community-based patient experience is well-represented at the regional level by participating in various quality improvement networks within the Champlain Local Health Integration Network, particularly those in the areas of breast cancer, endoscopy, melanoma and colo-rectal cancer.



**Dr. Colleen Haney, Dr. Erika Lee, Dr. Amanda Williamson and Dr. Adel El fitori**

**Dr. Adel El fitori** chose a career in medicine after joining an immunization program as a volunteer to vaccinate children in Africa. He came to Canada as an international medical graduate who earned his medical degree with a specialty in General Surgery in Libya in 1993. Dr. El fitori was one of the trauma leaders at the Ottawa Civic Hospital in 2006 and joined the PRH general surgery team in 2007 after completing his surgical residency and fellowship in laparoscopy and trauma at the University of Ottawa. He developed the laparoscopic surgery program at PRH in 2007, and trained local surgeons to perform advanced laparoscopic surgeries. Thanks to the efforts of Dr. El fitori and the surgical team, PRH was the first hospital in Ontario in 2009 to perform most general surgeries laparoscopically. When he isn't working, Dr. El fitori is active in many charitable organizations throughout Pembroke, Deep River, Eganville, Ottawa and abroad with a passion for assisting refugees and other people in need.

**Dr. Colleen Haney** chose a career in medicine after visiting Thailand as part of the Canada World Youth exchange program. After completing an undergraduate degree in kinesiology, she worked in the Yukon at a residence for adults with intellectual disabilities who also had complex health issues and that experience reinforced her chosen career path. Despite initially ruling out surgery as a specialty when she entered the University of Ottawa's

"Regional opportunities like this allow us to take part in information sharing and the sharing of best practices," Dr. Haney said. "It also ensures that our patients have full access to care and that the rural voice is represented as new systems and processes are developed."

In addition, Dr. Haney added, the team is very proud to be meeting regionally and provincially set wait times and quality outcome measures for the cancer surgeries being provided at PRH.

Dr. Haney said that the local team has also recently joined the Ontario Surgical Quality Improvement Network which helps in assessing where they stand among their peers across Ontario and internationally.

With respect to other changes in the general surgery field, Dr. Haney said technology has improved the surgeons' ability to engage with other specialties, particularly when it comes to cancer care.

She added that their ability to stay current is also highly dependent on access to a full service Diagnostic Imaging department like the one at PRH and that the surgeons meet regularly with the radiologists to speak about their patients.

As the field of general surgery continues to evolve, Dr. Haney said each member of her team brings to the table a unique skillset and area of expertise. "Laparoscopic surgery (operations performed through small incisions) is now the standard of care for many abdominal surgeries. Dr. El fitori had a lead role in initiating the PRH laparoscopic program a decade ago and we now have a strong program with best practices in modern surgery."

Dr. Lee has brought to the team new skills in oncoplastic breast surgery, new techniques that help preserve the appearance of the breast following lumpectomies, while Dr. Williamson has become the surgical champion for work in the area of quality improvement in the surgical department and the hospital.

"And in my role as Chief, I'm focused on providing patient-centred care, improved regional coordination and access to surgical care closer to home. In order to meet the new and changing challenges that lie ahead in health care, we must continue to grow and expand," Dr. Haney said.

Medical School, her third-year surgical rotation won her over. Dr. Haney graduated from general surgery residency in 2011 then came to PRH. Initially she chose the area because her husband was in the military and was based at Garrison Petawawa, but they opted to stay in the community after he retired. When she's not working, she enjoys outdoor activities and maintaining her family's little farm which has a growing flock of Corriedale sheep and an assortment of other creatures that keep life interesting.

**Dr. Erika Lee** enjoyed exploring and learning new things from an early age. Born in South Korea, her plan was to become a journalist and travel the world. While working on her undergraduate degree in health sciences at McMaster University however, she took part in a volunteer trip to central Africa's Cameroon where she worked as an interpreter for a group of doctors and was paired up with a surgeon. That trip secured her path and her passion for medicine, leading her to medical school and residency at McMaster. What she likes most about general surgery is that it's a field where you are always learning and expanding your knowledge and expertise. Dr. Lee began her practice in Pembroke in December 2017, and completed her move to the area with her husband who is a pharmacist shortly after. When she's not working, Dr. Lee enjoys the arts as a way of relaxing. She plays the piano and violin and enjoys hip hop dancing.

**Dr. Amanda Williamson** always enjoyed science, in particular, biology and the complexity of the human body. She also likes to problem-solve and work with different people. She chose general surgery as a specialty because of the wide scope of practice, the acuity of many of the surgeries, and the mix of medicine that goes along with surgery. Dr. Williamson attended medical school at the University of Ottawa after attaining a Bachelor of Science in life science from Queen's. She began her practice at PRH in 2014 where she enjoys being part of a great, supportive team and really likes the teaching opportunities she has here. She said she feels privileged to be able to help people at what is often the scariest time of their life – whether it be through a new diagnosis of cancer or when they have suddenly fallen ill and are needing an unexpected surgery. In her down time, Dr. Williamson is a sports enthusiast who enjoys baseball, scuba-diving, downhill skiing and taekwondo. She's also added "hockey mom" to her title and enjoys sports so much that she and her husband honeymooned at the Vancouver Olympics.