

# Community Connection

## Pembroke Regional Hospital Winter 2012 Edition



Leading, Learning,  
Caring For You

Phone (613) 732-2811 Fax (613) 732-9986 Email [pr@pemreghos.org](mailto:pr@pemreghos.org)  
Website [www.pembrokeregionalhospital.ca](http://www.pembrokeregionalhospital.ca) YouTube Channel: [pembrokeregionalhosp](https://www.youtube.com/channel/UC...)

### Home First Guides Patients Back Home After A Hospital Stay...One Patient's Story

Until three years ago, Pembroke resident Evelyn Wren was a very active and independent 78-year-old. She lived on her own and was fully capable of driving herself wherever she needed to go.

Unfortunately, all that changed when Evelyn fell and fractured her back in August, 2009.

Numerous surgeries followed and, as a result, Evelyn ended up spending a total of nine months in hospital, both in Ottawa and at the Pembroke Regional Hospital where she completed her rehabilitation.

Rose-Mary Jamieson, Evelyn's daughter, said her mother's injury and resulting surgeries left her unable to care for herself so while she was still in hospital, Evelyn's family made the difficult decisions to sell her home and her vehicle.

Soon after, came an even more difficult decision as the family was asked to consider admission to long-term care for Evelyn, but as it turned out, it was a choice neither her family nor Evelyn was willing to make.

Instead, they began looking for alternative living arrangements, which ultimately became a case of looking to see what options might be available based on her care needs.

Through this search, Evelyn found her way into Pembroke's Heritage Manor, settling in a year after her initial injury and using community-based support services twice each day to tend to her needs.

Since returning to a home-style environment, Evelyn regained a lot of her strength and independence and, over time, has reached the point where her care needs are less and she can walk short distances – a great advancement from the time when she couldn't walk at all.

Evelyn's story is a perfect example of how the provincially-funded Hospital to Home program and Home First philosophy can benefit those in our care.

Designed to keep patients – specifically high needs seniors – safe in their homes with community supports, the underlying philosophy of the Home First - Hospital to Home program is to

get frail seniors back on their feet and living as independently as possible so that they are not admitted prematurely to nursing homes.

To achieve this, a patient's in-hospital treatment plan from admission to discharge is focused on what needs to be done in order to get a patient well enough to go home, a huge part of that being a focus on mobility and independence.

As part of the Hospital to Home program which is administered in our region by the Champlain Community Care Access Centre (CCAC), elderly patients who are discharged from hospital are offered enhanced services including nursing, therapy and personal support services in their own home.

The CCAC hospital case manager meets with the patient and their family and the hospital staff caring for that patient to determine if they meet the criteria for the program and the number of hours of care that are required to support the patient at home during the first two months after discharge. Each client is followed closely by a CCAC case manager once they return home. The case manager continues to assess the level and type of services that are needed to stay safely at home.

The Pembroke Regional Hospital was one of three hospitals in the Champlain Local Health Integration Network (LHIN) chosen to develop an improvement process for supporting the Home First philosophy throughout the hospital organization.

Working collaboratively with staff from the CCAC, PRH's project team is developing improvement processes which will be shared with all hospitals in the Champlain region, helping others like Evelyn regain their independence.

Today, nearly three years after her fall, Evelyn has advanced even further to the point where she is moving into her own apartment. "Being home has made all the difference in world," she said.

Evelyn said regaining her strength and her motivation has been a real morale booster. "At the time of my fall, the doctors told me I wouldn't walk again – but they said 'you can surprise us' – and I did. I'm still walking with a walker but I do a bit more each day."



Evelyn Wren

### In The Interest Of Public Safety, PRH Access Routes Have Changed



In the interest of public safety, the West Champlain Healthy Community Corporation (WCHCC) and the Pembroke Regional Hospital (PRH) have made changes to the Hospital's on-site entry routes in order to separate emergency vehicle traffic and public access.

"Patient and visitor safety is our priority which is why we have agreed to make these improvements to our entry points, recognizing that combined access to our Emergency Department for public vehicles, emergency vehicles and pedestrian traffic, is not ideal," said Pierre Noel, PRH President and CEO.

Improvements were made by the West Champlain Healthy Community Corporation in late fall by way of temporary measures, with permanent measures to be put into place this spring," said Jeffrey Weatherill, WCHCC President and CEO.

#### Changes include:

Creation of an access lane for Emergency vehicles only from Mackay Street.

Public access to the Hospital is limited to Deacon Street.

A one-way, drop-off lane for patients has been created on the north side of Deacon Street.

All parking on the north side of Deacon Street is designated accessible parking only.

Public parking for all other patients and visitors is now located on the south side of Deacon Street in the newly-redeveloped and gated parking lots.

### Learn More About Your Hospital

Would you like to learn more about your hospital, its programs and services, or other health-related topics of interest?

We have a variety of topics and speakers available as well as an overview of our Hospital as part of a new multi-media presentation called *Your Hospital, Caring For You*.

If you know of a service club, church group, community group or other organizations who would be interested in scheduling a guest speaker or presentation, please contact our:

Public Affairs and Communications Coordinator  
phone: (613) 732-3675, ext. 6165 or email: [pr@pemreghos.org](mailto:pr@pemreghos.org)

### Versions Francaises Disponibles

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

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



**Through the Foundation, individuals, businesses, service clubs and community organizations continue to help advance the quality of our local healthcare and we are extremely grateful for this support.**

#### Third Party Events

We are privileged to be the recipient of proceeds from events that are organized independent of the Foundation.

The **2011 Knights of Columbus Pat Harrington Golf Classic** was a resounding success, raising over \$31,000. In total, the Knights of Columbus have donated more than \$400,000 to the Pembroke Regional Hospital Foundation. That's a real hole-in-one for local healthcare!

#### Bequests and In-Memoriam Gifts

Leaving a *Legacy Gift* is one of the most important statements one can make. By planning this personal gift, individuals ensure that the spirit of their values and their name live on - enhancing the health and well-being of their community and family members long into the future.

Recently, the PRH Foundation was named the beneficiary of a legacy gift from **Johanna Marguerite Mayhew**. Marguerite and her predeceased husband, Grenville, were active community members and strong advocates for local healthcare.

They were grateful for the care they received over the years and gifted their estate to several local healthcare charities.



#### Monthly Giving Club

We invite you to join our new **Healthcare Together** Monthly Giving Club. It's an easy way to support our local healthcare needs throughout the year. A monthly \$20 donation generates an annual \$240 income tax receipt. If 450 people join the club, that's over \$100,000 each year for our Hospital. By pulling together, we are building a healthy community. Please visit our website or call the Foundation office for more information.

**We are a registered charity organization and all gifts are receipted.**

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

## *Black & White Gala*



Since 2004, the Foundation in partnership with devoted community leaders, has hosted the elegant annual Black & White Gala.

To date, this event has raised over a half a million dollars for local healthcare.

In 2011, Scotiabank sponsored the Black & White Gala with a \$10,000 *Gift of Humanity*, bringing their total investment in local healthcare to **more than \$101,000!**

Donations can quickly add up over time!

Please mark **October 13, 2012** on your calendar for this year's Signature Event.

## Board of Directors 2012

**Marnie Stunt, Chair**

**Robert Cotnam**

**Frances Lemke**

**Brendan Mark**

**Kate Quinn**

**Robert Holmes**

**PRH President and CEO Pierre Noel  
(Ex-Officio)**

**PRH Board Chair Barbara Schoof  
(Ex-Officio)**

**The Mission of the Pembroke Regional Hospital Foundation is to support the services and programs integral to the advancement of healthcare and the total well-being of the citizens of Pembroke and the surrounding communities by raising, managing and distributing funds to the Pembroke Regional Hospital.**

## Renfrew County's Heartwise Exercise Sites Involved In Latest Pilot Project For Those Living With Diabetes

The diabetes outreach team of the Renfrew County Diabetes Education Program (RCDEP) which is administered by Pembroke Regional Hospital recently partnered with the Ottawa Heart Institute (OHI), the Diabetes Regional Coordination Centre (DRCC) and three Heartwise Exercise sites in Renfrew County to run a pilot exercise programs for clients living with diabetes and/or at risk of developing diabetes.

The three Heartwise sites include the Best Western Fitness Centre in Pembroke, Pikwakanagan Fitness Centre in Golden Lake and Fun, Fit & Fully Alive at the Whitewater Bromley Community Health Centre (WBCHC) in Beachburg.

#### **Key objectives of the program included the following:**

Provide a safe environment for clients with diabetes and/or prediabetes to exercise.

Motivate clients with diabetes and/or prediabetes to integrate exercise into daily routine.

Increase the number of diabetes clients participating in exercise programs.

Increase awareness of diabetes prevention and management through enhanced physical activity.

The diabetes outreach team worked closely with the exercise sites to ensure that both staff and clients received the appropriate support, education and counselling related to their diabetes and exercise program.

"The prevalence of obesity and the incidence of diabetes has increased substantially in our population over the past decade with Renfrew County's

prevalence rates for diabetes, obesity and inactivity being among the highest in the province," said Karen Roosen, Diabetes Education Coordinator at Pembroke Regional Hospital.

"Population health statistics for Renfrew County provided through the Champlain LHIN show that 60% of our adult population is overweight and/or obese and 44% are physically inactive.

The known percentage of adults diagnosed with diabetes in Renfrew County is 4.6%, however the percentage population at risk for diabetes is 18-20%," Mrs. Roosen said.

Renfrew County's aging population, increasing obesity rates and sedentary lifestyles are significant contributing factors to higher prevalence rates for diabetes and other chronic conditions resulting in decreased quality of life.

According to the 2008 Diabetes Clinical Practice Guidelines, structured physical activity programs are effective in increasing physical activity, improving blood glucose, reducing the need for diabetes medications (oral or insulin) and producing modest but sustained weight loss. Studies also demonstrate that 50-60% of type 2 diabetes is preventable with lifestyle modifications, with physical activity having the greatest impact.

The pilot program which ended March 1 will be evaluated in April at which time the next steps for program expansion will be determined.



**Karen Roosen**

## Who Is My Nurse?

### Improvements Make It Easier To Identify Those Providing The Care

Who is my nurse? For many years, nurses were easily identified by their distinctive white caps, white uniforms or capes. These hallmark signs have become a thing of the past.

During a Hospital visit or a Hospital stay, patients encounter many people, many of whom are in uniform, and nurses are not easy to identify. Patients may inadvertently disclose or discuss personal health information with a person who is not a nurse, or may seek personal assistance from a person who is not a nurse. This can cause a delay in treatment, or embarrassment over giving out sensitive personal information.

We don't want that for our patients. Illness and hospitalization are stressful times as it is and we want you to know who your nurse is, so to assist you, the Pembroke Regional Hospital has implemented some changes so patients and families can easily identify who is providing their care.

These changes, in part, have been in response to patient and staff feedback received through satisfaction surveys. There was an overwhelmingly positive response from the medical staff, and the patients suggesting that there was a need to have nurses readily identified.

The changes have also come as a result of a rise in hospital infection rates and the emergence of "super-bugs" which prompted a review of dress codes.

To date, several changes have been implemented to help patients easily identify their nurse. Registered Nurses (RNs) and Registered Practical Nurses (RPNs) can now be identified by the large, coloured title badge they wear attached to their ID badge. For a registered nurse, RN is clearly printed in gold on a blue background, and for registered practical nurses, RPN is written in blue on a gold background.



**Registered Nurse Collinda Elliott, left, and Registered Practical Nurse Deborah Beauchamp, right, visit with Pembroke resident Dorothy Hebert, their new ID tags visible for their patient to see.**

The Hospital is constantly finding ways to improve patient care and patient safety. Identification badges promote patient safety in a chaotic environment. It is critical in an emergency situation that we know who we are communicating with. This reduces the chance of error.

In addition, a change to the Hospital's dress code now restricts the wearing of uniforms to only those employees who are required to for infection control purposes.

The Pembroke Regional Hospital believes patient and staff safety is very important. It is hoped that these initiatives will have a positive impact on both patient safety and patient satisfaction as we strive to meet the needs of our patients and staff.

## Physician News In The Region



The Upper Ottawa Valley Medical Recruitment Committee recently awarded the second annual Family Medicine Residency Bursaries named in honour of Dr. Joseph Foohey to Dr. Anne-Marie Savoie, second from left, and Dr. Sarah Clouthier, second from right.

In attendance for the presentation of the \$3,000 bursaries were Community Recruiter Alyson Olsheski, left, Dr. Joseph Foohey, centre and UOVMRC Chairwoman Debbie Robinson, right.

The bursary application is open to all family medicine residents considering a career in family medicine with preference given to applicants planning to establish a practice in one of the communities served by the Committee.



Earlier this year, the UOVMRC announced the successful recruitment of Dr. Linde Corrigan, front row centre, who was born and raised in Pembroke and plans to establish a practice in the area served by the Committee when she completes her family medicine residency program next year.

She anticipates opening her practice in early 2014.

## PRH Welcomes Another New Full Time Emergency Department Physician

Dr. Tatiana Jilkina, who was born and raised in the former Soviet Union, settled into the ED last fall and Dr. Tom Hurley, Chief of the Emergency Department said Dr. Jilkina has been a welcome addition.

"I have been very impressed with Dr. Jilkina. Her unique skills, specifically those with respect to care of the elderly will complement our current emergency physicians," Dr. Hurley said.

Dr. Jilkina said she always had an interest in medicine with several uncles in her large family embracing the medical profession, all of them trained as surgeons.

After completing her medical degree in Russia, as well as further specialized training there to become a surgeon, Dr. Jilkina moved to Ecuador where she completed residency in both general and vascular surgery. She remained in Ecuador until August, 1999 at which time, married to a Canadian diplomat, she emigrated to Canada and, along with her husband, went on a diplomatic mission to Panama.

"When I returned to Canada I had the option of becoming a family physician or taking the lengthier route to becoming a surgeon," Dr. Jilkina said, noting that while she enjoyed the surgical field, she opted instead to take on the challenge of family medicine.

"It's very challenging in that you have to be trained to know about so many different things – it's more complicated in the fact that you deal with many age groups and ailments – especially in ED work since you never know what the next person coming through the door will present with," she said, noting that she also enjoys more of the human experience in family medicine as emotions play a large part in patient assessment and treatment.

Dr. Jilkina completed her residency in Family Medicine at the University of Ottawa in 2009 at which time she took an additional year to study post graduate family medicine and enhanced skills for care of the elderly.

"The specialized training in geriatric medicine I found to be very eye-opening as it wasn't an aspect that was touched on much during my residency," Dr. Jilkina said, noting the importance of having such training when so many patients she sees are senior citizens.



**Dr. Tatiana Jilkina**

And it was during her time at the University of Ottawa that Dr. Jilkina got to know more about practice opportunities in the Ottawa Valley. As an International Medical Graduate (IMG), there is a required commitment for a five-year minimum return of service in a designated underserved community.

With a desire to stay relatively close to Ottawa as she and her husband, now a retired Canadian diplomat, have a son studying science at the University of Ottawa, Dr. Jilkina said she did a number of shifts in various areas providing coverage for other physicians in Pembroke, Barry's Bay, Arnprior and as far away as Manitoulin Island.

When it came time to make a choice, however, she said she chose Pembroke because of the people who are part of the healthcare team at PRH.

"From day one, I felt supported and welcomed here – there was a real team effort here which is well-structured and works really well," Dr. Jilkina said, adding that she always suspected she would enjoy practicing medicine in a smaller community because one is able to do a lot and apply all of one's knowledge and skills.

Dr. Michael Ferri, the Hospital's Chief of Staff said he very happy to be able to welcome Dr. Jilkina, noting that she is a great addition to the Hospital's healthcare team and to the community.

"Dr. Jilkina is someone we have known for a while now. She is efficient, professional and comes highly trained – we are very proud to have her working in our emergency department," Dr. Ferri said.

Dr. Jilkina speaks English, Russian and Spanish and while she admits that medicine is her true passion, she does make time for other activities such as scuba diving, tennis, golf and evenings at the theatre when she's not working.

"One thing I find very special here is the number of long-serving physicians who are still practicing locally – that says something about their dedication to the profession and I think that speaks volumes for the care that patients receive here," she said.

## Take Our Kids to Work™ Program A Hit With Grade 9 Students This Past November



Coordinated by Karen McEwen, Director of Professional Practice, Policy, Ethics and Education, and Wanda Edmonds, one of our administrative support staff, PRH hosted 27 grade nine students from high schools throughout the region. The program provides students with an effective learning opportunity in a safe and patient-sensitive manner.

Left, Dr. Tom Hurley, Chief of Emergency Medicine talks about the use of some of the trauma room equipment.

The Hospital's staff and physicians are extremely committed to the success of this program and support it through their presentations, demonstrations and departmental tours.

Right, Recreational Therapist Susan Gagnon-Michaud talks about her role at the Hospital and shares with students some of the activities she does with the patients.



Highlighted careers included infection prevention and control, lab services, nursing, information technology, patient information and communication, dietary services, plant services, mental health services, diagnostic imaging, emergency medicine and paramedic services, and rehabilitation services.

Left, Respiratory Therapy Team Leader Martin Burger demonstrates the correct technique for intubation on a mock patient.



## Caught On Camera...



**Above:** This past November, Jeff Dermann, Chris Seabert, Dr. Scott Murray, Patrick Mulroy, Paul Newman and Shawn Silver all sported moustaches as part of the "Movember" movement to raise vital funds and awareness for men's health, specifically prostate cancer.

**Below:** Patricia Bearisto of The Log Cabin Quilters, centre, recently donated more than 20 baby quilts and blankets made by the ladies of the quilt guild to the Hospital's Maternal Child Care program. Accepting the beautiful creations were Connie Greene, RN, left, Mary Ann Voxland, RPN, Patti Rebis, RN, and Teena Nagora, RN.



## Renfrew County Diabetes Education Program Provides The Tools And Knowledge To Better Self-Manage A Chronic Disease

Fifteen years ago, Eganville resident Mike Felske was diagnosed with Type 2 diabetes and, like anyone newly diagnosed with a medical condition, in that moment of diagnosis he felt alone - as if he was the first and only individual to have it.

Soon after, it was recommended he enroll himself in the Diabetes Education Program at Pembroke Regional Hospital and since doing so, he has not only been given the tools to help him manage the disease, but he and his wife Lorna are also helping others after establishing a peer-based support group in their area.

The Renfrew County Diabetes Education Program as it is now known, is administered by the Pembroke Regional Hospital and is delivered across five hospital sites and nine outreach sites in Renfrew County: Pembroke Regional Hospital, Deep River and District Hospital, St. Francis Memorial Hospital, Renfrew Victoria Hospital, Arnprior and District Memorial Hospital, Rainbow Valley Community Health Centre in Killaloe, Whitewater Bromley Community Health Centre in Beachburg, Algonquins of Pikwakanagan Family Health Team in Golden Lake, Petawawa Centennial Family Health Team, Fairfield's Eganville & Area Residence in Eganville, Arnprior Villa Retirement Residence, Quail Creek Retirement Residence in Renfrew, Supples Landing, and Riverview Heights retirement residences in Pembroke.

All sites offer a multi-disciplinary approach to screening, diagnosis, treatment, education and follow-up.

Attributing the value of the education to successful management of her husband's diabetes, Lorna said she and Mike attend sessions every few months or as needed to

ensure they are kept up-to-date with the latest information about disease management.

"In medicine, things are always changing so we're always learning and we recognize this is his life on the line so learning as much as we can through the education component is huge," Lorna said.



**Lorna and Mike Felske**

She added that, as a spouse, learning how to recognize the symptoms of low blood sugar as an example is not only important but helpful, and together they learn about many other aspects of disease management such as nutrition, portion sizes and how to adjust your lifestyle when things change, such as when Mike had switched from taking oral medication to taking insulin because his condition changed.

"When you're diagnosed you can feel overwhelmed with all that you have to think about and remember. Having supports like this in the community and experts you can speak to directly leave you feeling confident in your ability to manage what ails you," Lorna said, adding that despite all the information that is now available

on-line, it can be hard to sift through it all to not only determine what is accurate but also what is up-to-date.

It's for that reason Mike and Lorna made the decision five years ago to run a support group in Eganville for those living with diabetes which has up to 20 participants per session.

Feeling fortunate to have been able to participate in a community program like the one run by PRH, Mike and Lorna saw the benefit of paying it forward and sharing what they learn with others, many of whom are older yet still looking for ways to better manage their disease.

"Our advice to others is to take advantage of the programs offered right in our community - the staff who work with you are amazing and take you through everything step-by-step. The information we get every time we go is very good and we share it all in our support group," Mike said.

The Renfrew County Diabetes Education Program offers clinics for groups and individuals at all sites and while the hours of operation vary, both day and evening appointments are available. Public education sessions are also offered and hosted by individual sites or in collaboration with other sites and/or community partners such as the Canadian Diabetes Association, pharmacies, and local recreation programs, among others.

Mike Felske says the program has not only helped to empower him by giving him a better understanding of why things happen and what he can do to positively manage his disease, but it has also given him the tools needed to prolong his life through chronic disease management.

"With everything I've learned, it's saved a few years of my life, I'm sure," he said, and for he and his wife, having that extra time is priceless.