



Nanci Frank

Welcome Nanci

Middlesex Hospital Alliance (MHA) welcomes Nanci Frank to her new role as pharmacist, clinical consultant at Strathroy Middlesex General Hospital (SMGH). "I am very happy. Strathroy – the town and the hospital –

are both so friendly," she says.

Frank earned her BSc Pharmacy at the University of Michigan, and has worked in many different settings in Canada and the United States – including St. Joseph's and LHSC.

Most recently, Frank worked as a locum pharmacist in the London area – at retail stores, nursing homes, Fanshawe College and the University of Western Ontario. "I worked at many different stores, sometimes one day a week for a year, while other jobs would be full-time at one site for a number of months. Working like that helps develop your people skills and you become pretty adaptable," she says.

Frank spent 14 years in the United States, eight of them in Los Angeles. "I actually worked in Hollywood," she says, but this pharmacist-to-the-stars is seriously tight-lipped about providing any details on movie stars and their pharmacy needs. She also worked at the UCLA Medical Center. "UCLA is such a huge site, they claim it has more hallways than the Pentagon. I learned so much there. We did a lot of drug studies and worked on setting up a home-care program. There was such a variety of people and projects."

Frank also enjoys the variety she has encountered at MHA in her first few months on the job, and she is still working to meet everyone on the floors at SMGH. "Every day is different. I am so much smarter than I was seven weeks ago," she says with a laugh. One project she is diving into is Safer Healthcare Now!, a national project that involves medication reconciliation with the goal of improving patient safety.

"I'm very glad to be here," says Frank. "I think you appreciate Canada more once you've lived someplace else."

New MHA Web Site Goes Live

www.mhalliance.on.ca



Get Fit At Four Counties!

A fitness program in the physiotherapy department at Four Counties Health Services (FCHS) offers classes that combine weight training and cardiovascular exercise in a circuit format. Participants learn safe exercise techniques including how to weight train and use the equipment properly. They work at their own level and progress at their own pace.

Classes are held Tuesday and Thursday afternoons at 3:45 and 4:45 p.m., and Saturday mornings at 8:45 a.m. The cost is \$100 (\$5 per class) for each ten-week session of two classes per week. Payment for the full session is required. To learn more or to register, call (519) 693-4441 (between 8 a.m. and 4 p.m.) and ask for Jane in Physio.

United Way Donations Up

By Liz Grimster

MHA staff celebrated a very successful United Way campaign in January with cake, coffee and prizes.

The staff pledges for both sites totalled more than \$8,000. Sixteen per cent of FCHS staff pledged \$1,996 in this campaign – an increase of 10 per cent of staff who contributed and \$1,236 more in pledges than last year. Seventeen per cent of SMGH staff pledged \$6,154 – an increase of nine per cent of staff who contributed and \$3,261 more in pledges.



United Way Up!

Left to right:
Deanna Nemeth, London-Middlesex United Way representative;
Dianna Cooper, RPN and FCHS campaign champion;
Brian Lessard, chair, London-Middlesex United Way board of directors;
Pam Brown, RN and SMGH campaign champion

Pam Brown and Dianna Cooper were this year's on-site champions for the campaign. They devoted many hours to engaging the staff by promoting the campaign, collecting pledges and inspiring others to sign on for payroll deductions. Brown even went the extra mile – or staircase, in this instance – to raise an additional donation of

\$300 from the SMGH physicians by her participation in the "One Million Steps" stair climb at One London Place.

Nancy Maltby-Webster, MHA's chief operating officer, is a member of the United Way London-Middlesex cabinet, representing county health care.

United Way's involvement in Middlesex County reaches from the Strathroy Area Youth Services and the Stevenson Children's Camp to SARI Therapeutic Riding and the Women's Rural Resource Centre of

Strathroy & Area, to name just a few examples. The largest nongovernmental funder of social services in London and Middlesex County, United Way strengthens our community through a network of more than 80 programs at 40 community agencies. "This successful campaign is another example of how community-minded our people are," says Mike Mazza, CEO of MHA. "We care about people in our work – and in our community."

As a bonus for their generosity, the staff who pledged had their names entered in a draw to win "a day with pay" and gifts displayed in the cafeterias at FCHS and SMGH.

And the winners are...

Jane Adema	<i>Throw blanket</i>
Jeff Fraser	<i>Day off with pay</i>
Stephanie Hall	<i>Set of glasses</i>
Jim Herbert	<i>Day off with pay</i>
Kerri Jones	<i>Card collection</i>
John Ly	<i>Throw blanket</i>
Judy Peters	<i>Roots sports bag</i>
Cathy Swan	<i>Desk calendar</i>
Nancy Switzer	<i>Birdhouse</i>
Sharon Zborowski	<i>Day off with pay</i>

Volunteers are always welcome!

By Judy Peters

Small deeds make a world of difference when you volunteer at Middlesex Hospital Alliance.

We value our volunteers and their contributions. Volunteers help staff and patients at both FCHS and SMGH. On the patient wards, they help stock linen carts and visit with patients. In the lobby, they direct visitors. And they also assist patients coming into hospital for day surgery.

If you know a student (must be 14 years of age or older) who wants to build volunteer hours or you're an adult who wants to share your knowledge and skills through volunteering, please contact Judy Peters at Volunteer Services to book an interview or fill out an application. Call SMGH and ask for extension 5539 or call FCHS and ask for extension 2467.



Pandemic Planning for MHA

An influenza pandemic is an outbreak of a new type of flu virus that spreads rapidly from one country to another. Infectious-diseases experts warn that a global influenza pandemic is overdue. The symptoms will be the same as those of our regular seasonal influenza – fever, muscle pain and weakness, headache, tiredness, dry cough and sore throat – but will result in more serious complications and deaths in all age groups (not just the very young and very old). Predictions are being made for a 35 per cent attack rate; in other words, approximately one-third of the population will be affected. Since it cannot start until the specific strain of virus is identified, vaccine development will take time.

What can MHA employees expect? And what will be expected of you? As it will be essential for hospital staff and health-care providers to be able to continue working, the antiviral Tamiflu has

been purchased for influenza prevention and treatment of MHA employees, physicians and volunteers – everyone who will be working in the hospitals during a pandemic.

The MHA Pandemic Planning Team is reviewing plans that outline how patients will receive care and how staff will be protected. Formed in the spring of 2006, the team comprises representatives from departments at both sites. It has met frequently over the last year, and its final draft plan is now being reviewed by senior administration, as well as partners and leaders.

The plan consists of two portions: an overall plan – staged according to the World Health Organization's Pandemic Alert Phases – and individual departmental plans.

Once approved, the plan will be available to all of the staff at MHA.

By Yvonne Richardson, Infection Control

Change – that constant factor – is coming to the laboratory services at Middlesex Hospital Alliance

Previously employed with London Health Sciences Centre, David Shadd has a great deal of experience in laboratory services. He was contracted to look at a revised laboratory-services model for MHA. Here are some of the observations from his review:

- on a per-test basis, the lab at FHCS is an extremely high-cost centre due to its overhead and low volume
- significant cost savings can be achieved by merging all MHA testing into one lab (the staff reductions will be minimal)
- point-of-care testing for basic assessment at FCHS could reduce cost and improve efficiency

Many of Shadd's recommendations will be implemented, and the initial communication with directly-affected staff has already begun. Led by Shadd, an implementation team will guide MHA through this process. Lab staff will be engaged, throughout, to ensure that everyone is well informed. Senior administration hopes to complete the changeover quickly.

Emerging Model for Lab Services

By Trevor Whittingham

Leading the way for a CT at MHA

By Danielle Bruce



Maryanne Cundick, RN, was the first staff member to make a gift to the CT scanner campaign.

Employees make gifts to help raise funds for a CT scanner

In February, every MHA employee received a letter explaining why staff support is so crucial to the CT scanner campaign. When employees donate, you are not only helping patients, you are assuring that this sophisticated technology is available for you and your loved ones, as well.

Maryanne Cundick, a Registered Nurse in the Day Surgery Unit at SMGH, was the first MHA employee to respond to the letter. A longtime supporter of the SMGH Foundation, she signed up for a monthly payroll deduction in support of the campaign. "CT will help make an improvement for health care," she says. "It will help the patients and our community."

Payroll deductions are a convenient way to donate to the CT scanner campaign.

You can also make a onetime donation to honour a coworker, as a tribute to a loved one or to celebrate a special occasion. Any amount is greatly appreciated.

Staff members who contribute to the CT scanner campaign will have their names entered into a draw to win one of the following prizes:

- A round of golf for two at Wardsville Golf & Country Club, Wardsville, Ont.
- A round of golf for two at Fire Rock Golf Club, Komoka, Ont.
- A spa day for one at Soul, Mind & Body Spa, Strathroy, Ont.
- One of two pairs of tickets to the 2007 Fleetwood Country Cruize In, courtesy of Rod Parker and Paul Sullivan of RBC Dominion Securities

Contact either the Four Counties Health Services Foundation or the Strathroy Middlesex General Hospital Foundation to make a donation and make a difference.



NEW Radio Station

A new local radio service – My Broadcasting Corporation – was launched in January 2007. The broadcast-licence application was approved by the CRTC in early October, and MHA was one of the area organizations that supported the application. The station at 105.7 FM reaches into Newbury and Glencoe, and is committed to being a voice for community businesses and organizations.

"We are extremely excited about providing a new radio service to the area, and are truly looking forward to working with you in developing this facility to reflect the community," says station owner Andrew Dickson. The station also streams live at www.myfmradio.ca.

accreditation

MIDDLESEX
HOSPITAL
ALLIANCE

Accreditation 2007

MHA is undergoing accreditation this year – and parts of this process have changed. Most notably, there is an increased emphasis on client (patient) safety and clearly identified Required Operational Practices (ROPs) – essential practices that organizations must have in place in each of five categories: culture, communication, medications, workforce/worklife and infection control.

Accreditation occurs every three years; our last accreditation took place in 2004. We pay for this voluntary process, conducted by the Canadian Council on Health Services Accreditation. It is very much a two-way street: we look to our peers for their review and approval of our practices and, in turn, they teach us their best practices – practices that we will integrate into our practices.

The evaluation and review of MHA is not focused solely on the hospital sites. It also involves interviews with individuals and focus groups drawn from our health-care partners – such as Community Care Access

Centre and Victorian Order of Nurses – in this region and our clients.

Accreditation is not simply a seal of approval, it is an active, inclusive process with self-assessment, peer review, partner input and, ultimately, integration of best practices. This review cycle encourages teamwork and change.

A major part of the evaluation process is the surveyor's rating which includes focus-group input, client interviews, team interviews, site tours and a review of our self-assessment.

Four teams, comprising combined staff from SMGH and FCHS, will guide the MHA accreditation. Put together last year, these teams will be working throughout most of 2007. Please assist them in any way you can. Upon completion, this accreditation will recognize an allied organization – Middlesex Hospital Alliance.

Why be Accredited?

- Enables effective self-assessment
- Shows commitment to quality
- Is an educational process that benefits all staff
- Gains valuable advice from surveyors
- Identifies best practices

MHA Objectives for Accreditation

- To achieve accreditation status for MHA
- To integrate accreditation standards based on the best practices of other hospitals into MHA planning and processes
- To develop an ongoing plan for client safety at MHA
- To enhance client service through positive practice

Pic(s)?

Names
List

accreditation

Time Line

