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***October 28 – November 1 is Canadian Patient Safety Week
Campbellford Memorial Hospital and Its Patient Safety Advocates Put
Patient Safety First Every Day of the Year***

Campbellford Memorial Hospital is celebrating Canadian Patient Safety Week (Oct. 28 – Nov. 1), with information displays and a variety of activities to celebrate its dedication to providing safe care for patients and their families. Canadian Patient Safety week is a national annual campaign that started in 2005 by the Canadian Patient Safety Institute to inspire extraordinary improvement in patient safety and quality.

“It takes a team to create and foster a culture that emphasizes safe patient care. At Campbellford Memorial Hospital, our patient safety advocates across the hospital are making a difference,” explains Brad Hilker, CMH President and CEO, adding: “I’m really proud of our team’s on-going focus on continuous quality improvement initiatives that ensure our patients receive the best care possible, safely and with positive outcomes. Providing safe and quality patient care requires dedication and vigilance each and every day of the year.”

Since 2009, the hospital has had a program in place to profile the work of its patient safety advocates and how in their words they support the hospital’s values and its commitment to patient safety. Each is interviewed and their stories are shared with the broader hospital community including a variety of hospital committees.

Take for example, hospital team members Sarah Rubin and Cathy Power, sharing their expertise with passion and demonstrating a drive for excellent care with genuine empathy for patients.



Sarah Rubin grew up in Brighton, got her degree in Science from the University of Waterloo, her degree in Nutrition from the University of Saskatchewan and completed an accredited internship at the Saskatoon Health Region. Having returned “home” to this area, Sarah now serves as Campbellford Memorial Hospital’s Clinical Dietician, a role that she says, keeps her challenged and involved in a number of patient-centred ventures at the hospital.

Preserving

Today, Sarah provides dietary counsel and support to outpatients referred to her by community doctors. Her role includes partnership with Wendy Toms, CMH's Diabetes Program Manager to deliver the Diabetes Education and Healthy Heart Program. Sarah also shares her expertise with patients participating in hospital-initiated Interdisciplinary Chronic Disease Management Program. This initiative is offered in partnership with the Trent Hills Family Health Team and Community Living to area patients who are managing conditions such as chronic obstructive pulmonary disease or congestive heart failure. The program was developed by CMH when it recognized a need for an integrated chronic disease management service that was accessible to the local community. The hospital-based interdisciplinary team includes a dietician, physiotherapist, recreational therapist, pharmacist, and discharge planner. Outside the hospital, the Trent Hills Family Health Team has a physician team that can also refer its patients to the program.

When a patient is admitted to the hospital, they receive a food restrictions form to indicate which foods they do not wish to eat. Based on this information, and the diet their doctor orders, an appropriate menu is selected for them. If a patient has special nutritional requirements, then a doctor may refer them to Sarah and her team. Sarah also leads the hospital's Dietary team making sure that patients are getting a proper diet that meets their nutritional requirements while under care at the hospital. This team includes 8 professionals including cooks and dietary aids preparing and delivering food. "Diet plays a big role in the healing process. Whether a patient is receiving nutrients through a feeding tube or requires food that has a modified texture, it is up to us to make sure our patients receive the right kind of food to help them heal," Sarah explains.

Cathy Power, a Cook Aid, is part of the Dietary team. Cathy values the time she can spend with patients delivering meals, meeting their special dietary needs and making them feel better while under care at the hospital. She notes that CMH is a smaller hospital, serving a largely rural community with a number of elderly, longer-term patients. "It's the relationships developed with these patients that makes Campbellford a special place to work," she says.

Together with her colleagues, Cathy is responsible for preparing meals that meet the many different dietary requirements of patients. For example, some patients require their food to be minced or pureed, and can't have anything with texture. Others require a gluten-free diet and cannot eat anything with wheat or are lactose-intolerant and can't have food with milk or milk products.

Cathy has been a member of the hospital's Dietary Team for 12 years and has earned her Food Handler Certificate and has a Diploma in Food Service from Loyalist College in Belleville. Like many others at CMH, she is committed to ensuring that patient safety is a key priority at the hospital. Within the Dietary team, that means ensuring the special dietary needs of patients are met, all food is prepared with the proper safety requirements, proper hand washing is completed and when visiting patients in isolation for meal delivery, the proper masks and clothing is worn.

CMH's Dietary team prepares three nutritious meals a day for 37- 40 patients/day depending on patient volume and also operates the hospital's cafeteria for lunch. Diabetic patients also receive snacks between meals to help keep their blood sugar levels regular.

Preserving

Like many of their peers and co-workers, Sarah and Cathy are proud of the work they do, and enjoy being able to support Campbellford, the Trent Hills community, and the surrounding Northumberland Region.

“This community has embraced its hospital with funding and other support. It’s one of the reasons why our hospital is a recognized centre of excellence in smaller community and rural health care. When you are a patient here, you can see first-hand how your support is working for you. We are known for the great relationships we build between our staff and our patients. Our community feels ownership in our hospital, and that has led to so many benefits – beyond obvious fundraising,” says Sarah.

“This is a small hospital and that is what makes it special. We are able to spend a little more time with patients when we deliver their meals, getting to know them. We can take the time to share a friendly smile and conversation. We can go that extra step for people that might not be possible in a larger facility. I think this is a great place to work,” adds Cathy.

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