

GivingMatters

Fall 2021 Newsletter

How YOU help care for patients at Guelph General Hospital



Guelph General Hospital's most significant medication safety initiative is made possible by YOU.

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- 70 donor funded Medication Safety Carts have arrived
- Ed Herold shares his patient journey through the integrated stroke program
- Together, We Care fundraising campaign exceeds \$32 million of the \$34 million goal!

THE FOUNDATION OF
GUELPH
GENERAL HOSPITAL

Saving lives and improving health, together with our community

You improve the safety of patients at Guelph General.

As part of Guelph General's ongoing commitment to providing the highest quality and safest care, the Hospital has been working on the most significant medication safety initiative in its history. Donors like you have been right there, improving the safety of virtually every patient at GGH.

Just about every patient admitted to Guelph General Hospital needs some form of medication. Each and every day, about 800 prescriptions are processed! For our nurses, administering medication is a big part of their job, one which requires a lot of time and responsibility. Your generosity is helping them carry out their medication rounds with greater ease, accuracy and confidence, thanks to the best equipment.

The medication safety initiative has taken years in research and planning with involvement across the Hospital. It involves transforming the current pen-and-paper process for prescribing, dispensing and charting into an electronic process that incorporates modern medication safety practices, dispensing equipment and software.

Phase 1 is complete and already being implemented. It involved customizing and implementing a software solution to allow physicians to electronically send prescriptions to the Hospital's pharmacy.

Phase 2 focuses on administering and dispensing medications. Through your caring generosity, GGH was able to purchase 70 medication safety carts so that every

nurse on shift has a dedicated cart. These carts will allow the electronic process to continue from the prescription all the way through to the nurse giving medications to their patients.

"I'm so excited to have our nurses try these new medication carts," said Nicole Gautier, Professional Practice Educator at GGH. "Nurses will have their own dedicated cart and computer for charting during their shift. They'll be able to take the cart to the medication dispensing cabinet (see page 3) to load it up with the medications for all their patients. Each patient will have an assigned drawer on the cart. These drawers will stay locked until the nurse gets to the patient's bedside and scan the patient's barcode on their wristband which will open the drawer. Nurses can do all their documentation right there, and then take the cart to their next patient."

Your generosity means so very much. It supports our exceptional team of nurses to complete one of the most fundamental tasks that they do each and every day.

All 70 carts have arrived and the Hospital hopes to have the carts in operation in February. Between now and then, there is lots more work to do. For example, the Pharmacy Department continues to create barcodes for every medication and dosage. Informatics and IT continue to set up the software that will enable electronic Medication Administration Records (eMARs) to be generated in pharmacy. It's these eMARs that nurses will be able to access from the computer on their medication safety cart.

This medication safety initiative has been a massive undertaking that has required a hospital-wide effort, and the effort extends beyond the Hospital walls into our community.

The medication safety carts and all the computer components to power them cost just over \$3 million, funded by thousands of donations made by caring members of our community.

"Your generosity means so very much. It supports our exceptional team of nurses to complete one of the most fundamental tasks that they do each and every day, and it will impact every patient who comes into our Hospital. Thank you from the bottom of our hearts," expressed Melissa Skinner, Vice President of Patient Services & Chief Nursing Executive, GGH.



Liz Tottenham Au, RPh, BScPhm, eMARs Project Lead at GGH, shows carts being labeled as funded by donors.

Cover photo: Nicole Gautier, Professional Practice Educator at GGH stands with grouping of medication carts that have been assembled with their computer components.

YOU *make patient care better at Guelph*



Chelsea Harris, RPhT, Pharmacy Department, GGH stands with medication cabinets that she is preparing for use.

Generosity repeats itself as the Hospital expands its fleet of medication dispensing cabinets

It was nearly twenty years ago that generous donors to the *Partners for Better Health* campaign enabled Guelph General Hospital to invest in what was a new standard in medication safety – automated medication dispensing cabinets.

Those machines have been workhorses, but they are now at end of life with parts and service no longer available as of December 2021. Replacing them was an urgent priority.

Thankfully, our caring community responded generously once again, enabling our Hospital to replace and expand its entire fleet of automated medication dispensing cabinets. Twenty-eight new cabinets have been

purchased with close to \$2.2 million in funds donated to the *Together, We Care* fundraising campaign.

These cabinets replace the existing ones. Plus, for the first time, the Hospital will have one in its Diagnostic Imaging Department, and a new cabinet with highly specialized medications in the new Trauma Room within the Linamar Emergency Department.

Managing medications is a critical part of patient care. These cabinets create a smarter, safer and simpler process for getting the right medication to the right patient, helping to improve the patient healthcare experience.

The new cabinets have greater storage capacity and better reporting and tracking capabilities. With barcode reading capability, they also support the Hospital's most significant medication safety initiative, which includes transforming the labour intensive pen-and-paper medication process' into one that is electronic.

"Donor investments in technology like this help us provide quicker, better and safer diagnosis and treatment, improved outcomes and patient comfort," said Suzanne Bone, CEO of The Foundation of GGH. "We are so grateful."



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Dr. Gary Stamp, Orthopaedic Surgeon, Chief of Orthopaedic Surgery, GGH poses between the new (L) and old (R) mini C-arm.

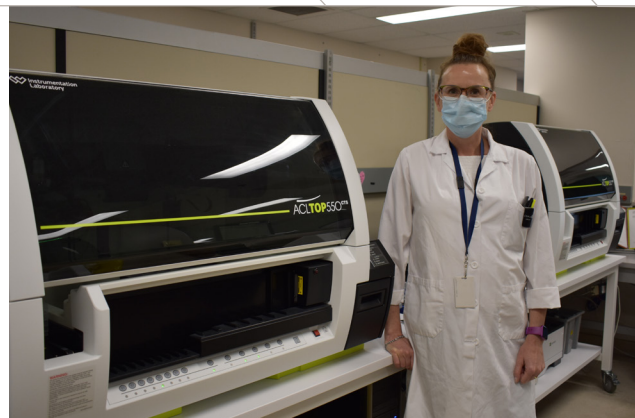
You provide better care for patients receiving orthopaedic surgery

Orthopaedic surgeons have a new mini C-arm to provide even better care to their patients. It was purchased with proceeds from the 50/50 Hospital Lottery. It replaces the Hospital's original one that was purchased 28 years ago!

A C-arm is a type of X-ray machine that allows surgeons to evaluate bones in "real time." It's like taking video of a patient's anatomy and it allows surgeons to check fracture alignment during surgery. It also ensures that the rods, plates and screws are in the proper position without having to make a large incision to directly visualize the fractured bone.

A mini C-arm is a mobile unit used on small body parts including hands, ankles and feet to look for fractures or dislocations of wrists.

The new C-arm emits far less radiation which is safer for patients, and the image quality is much better.



Tammy Thomson, Hematology Charge Technologist at GGH with the new coagulation analyzers.

Thanks to donors, GGH's Blood Lab has improved diagnostic tools

Physicians may need to assess how well a patient's blood will clot to understand the risk of bleeding during and after surgery. This is called coagulation testing. It is also used to diagnose and monitor the treatment of bleeding and clotting disorders.

Recently, donations made to the \$34 million *Together, We Care* campaign funded two new coagulation analyzers. The analyzers, along with software upgrades and set up fees, cost \$100,000.

The new analyzers replace ones that were at end of life. As with all new technology, there are upgrades.

One upgrade is that the new analyzers perform pre-analytical checks on all samples to look for interfering substances that could impact the accuracy of results. With the old analyzers, technologists had to visually assess the sample.

Tammy Thomson, Hematology Charge Technologist at GGH, remarked, "To provide the best possible patient care, we need the best possible tools and technology. We're thankful for everyone who has donated to the *Together, We Care* campaign."



All equipment used in the direct care of patients at Guelph General Hospital is funded by a caring donor – **like you**

YOU *save lives and improve health*



Together, our community cared for Ed Herold

Ed Herold is a retired professor who taught for more than thirty years at University of Guelph. He finished work in 2005 and has enjoyed many years of travel with his wife, Yvette. On a cruise late in 2019, Ed began to feel weak and had trouble walking. The situation didn't improve once they were home, so Yvette drove him to GGH's Emergency Department (ED). There, following a CT scan, they learned that Ed had had a mild stroke. He was admitted for follow-up care.

On his return home, Ed began working with a Stroke Recovery Team recommended by GGH staff. The Hospital's integrated stroke program meant that Ed's patient journey was seamless, starting with his care at GGH through to rehabilitation resources in the community.

Unfortunately, in mid-December, just two weeks into his post-stroke rehabilitation, Ed was back in our ED with low sodium levels that caused extreme weakness. He had also contracted a blood infection and ended up needing hospital care for almost two weeks. His condition was serious, and he suffered from a distressing delirium for many days. A further CT scan ruled out a second stroke, and an MRI helped ensure nothing else was missed. Happily, medication and good nursing care managed to address both problems, and Ed was able to go home on Christmas Day.

The Stroke Recovery Team continued working with Ed at home for three months: the Herolds credit its comprehensive approach for his improvements. Ed appreciates the physiotherapist, occupational



Ed, while vacationing with his wife Yvette, in Cinque Terre, Italy 2018.

therapist, dietician, social worker and speech therapist who all helped him. The Herolds are grateful to the Hospital for managing interactions with the team, ensuring that the service was halted when Ed was in Hospital, and setting it up again when he could go home. The couple didn't have to worry about it at all.

Ed is most thankful to the Stroke Unit nursing staff who were all so calm, patient and "exceptionally caring." He especially remembers a nurse named Paige who helped him take a shower after being in bed for six days. "She treated me very well, as a real person." Yvette wants to mention the hospitalist, Dr. Valbuena, who took time to call her when Ed was being transferred to a new ward. "She went beyond what is required to make sure I was informed."

Ed continues to improve by walking and swimming as much as possible. When asked about his hospital time, he quips that the food was much better than expected — especially the porridge!

According to provincial annual report cards released by the Ontario Stroke Network and the Institute for Clinical Evaluation Services, local residents such as Ed Herold are receiving exceptional stroke care and rehabilitation at Guelph General Hospital. We're grateful to our generous community donors for the role they play in that success.

Donations are still being accepted towards a powerful new MRI scanner for Guelph General Hospital, to help family, friends and neighbours like Ed.



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YOU are part of our healthcare team



Our \$34 million *Together, We Care* campaign will make three projects possible. Here's an update about one of them.

You are improving care and comfort for our most vulnerable newborns and their families. That's because your generous donations to *Together, We Care* will help fund a renovation and expansion of the existing Special Care Nursery (SCN) and ensure our Women's and Children's programs have the best possible patient care equipment.

Much of the equipment needed for the new and expanded SCN has already been purchased and is in use in the existing SCN. This means your caring gifts are helping new babies and their families right now.

\$710,482 in donations have funded new infant warmers, incubators, and cribs, as well as equipment to monitor and treat jaundice and devices to support breastfeeding

including a breast milk freezer and warmer.

There is also good progress on the renovation/expansion plans and we hope to have exciting news to share soon!

Most of our fundraising initiatives since November 2016 have supported the campaign's three priorities, including the SCN project. We are so grateful for your on going support. You help Guelph General Hospital be the best we can be, for all those we love.



Community Events

Community members and businesses help make patient care better at Guelph General Hospital.

Wellington Brewery



During May, Wellington Brewery donated 25 cents from every SPA sold and offered a direct donation option at the checkout from their online ordering system added up to \$4,213.70 to support *Together, We Care* campaign.

Oliver & Finn's Tower Climb



They wanted to climb the CN Tower stairs to raise money but it was cancelled. Instead they climbed the equivalent in local stairs and raised \$1,267!