

the SPIRIT

MISSION, VALUES AND PASTORAL SERVICES

The following Easter Services were provided for our patients and families and presided by our chaplains: Good Friday Reflection Service and Stations of the Cross, Interfaith Easter Prayer Service on Holy Saturday and the Eucharist was celebrated in the chapel on Easter Sunday with Monsignor Dominic Pizzacalla presiding. Each of the services were well attended by both patients and their families. Patients expressed gratitude for these services which enables them to attend during their hospitalization.



KEEP IN TOUCH!



CONGRATULATIONS

ARIEL JACKSON!

Congratulations to Hotel Dieu Shaver's Manager of Human Resources – Ariel Jackson – for successfully completing her Master of Business Administration. To celebrate, the human resources department surprised Ariel with a cake to commemorate this great accomplishment.



INTRODUCING THE DESIGNATED STROKE POD

In April 2015, Hotel Dieu Shaver Health and Rehabilitation Centre implemented a new rehab service delivery model, referred to as the POD Model. The goals of this transformation included: *Adding value to the patient experience, Achieving better patient outcomes, Improving program performance, Strengthening interprofessional collaboration, Advancing best practices and expertise.*

Since implementation, Hotel Dieu Shaver's key performance measures have shown positive results with; length of stay, Functional Independence Measure, FIM efficiency, percentage of patients meeting their target length of stay and patient satisfaction scores.

In 2017, a Stroke POD Planning Committee was formed to complete a program review and to further align our POD model with the Canadian Stroke Best Practice Guidelines. This committee membership included frontline clinicians, physicians, and members of Hotel Dieu Shaver's management team. Three areas of opportunity were identified; timely access to rehabilitation, rehab intensity and further advancement of best practice care.

Following the recommendations of this committee, the PODs were re-configured to create one Dedicated Stroke Pod. This re-organization is intended to achieve further quality improvement and alignment with the Canadian Stroke Best Practice Guidelines.

In order to effectively measure quality improvement, Hotel Dieu Shaver will monitor the following indicators; Patient Rehab Intensity time, Percentage of patients meeting their target length of stay, Number of days to access Stroke Rehabilitation, FIM Efficiency Scores.

We look forward to the implementation of our Designated Stroke POD, as it is an innovative approach to providing stroke rehabilitation. Hotel Dieu Shaver's Designated Stroke POD will be implemented on Tuesday, April 3, 2018.

FEATURED EMPLOYEE: STACEY GILROY

Current Position/Role: Diet Assistant

How long have you been with HDS? Almost two years

What you like about your job? My favourite part of my job is getting to interact with the patients. I meet the most interesting and inspiring people and have made some wonderful new friends along the way.



Any advice for someone coming into your line of work? Be open-minded, positive and have patience and understanding. Good time management skills are very important to this role.

Hobbies/Interests: My absolute favourite thing to do is spend time with my family. I have four beautiful kids who are my whole world. I also like to try and stay active, try new things and be creative!

PATIENT STORY: MEET GEORGE MCCABE

From where I came from, this place is heaven.

George McCabe and his wife Tracy had been staying at their condo in Florida for about a month. On December 6, a day after Tracy flew back home, George decided to take his motorcycle out for a ride.

Riding since he was 18 years old, George also trained on motorcycles as an officer with the NRP, before retiring over a year ago.

A missed stop sign at an intersection was all it took. He was thrown from the motorcycle and went 27 feet in the air before bouncing back to the ground for another 20 feet, landing finally on his head.

Florida laws don't include wearing a helmet, but being Canadian, George was in the habit of wearing one. When he saw the helmet later on, "it had a big crack in it, like an egg."

He was taken to Fort Myers Trauma Centre. Because he was in the U.S., his insurance company wanted his surgery to be done in Canada, but the hospital didn't feel he could be transferred. Due to his head injury, George was unconscious and doctors were unable to operate until he was stable.

His operations included putting a plate on his pelvis, screws in his hip, and three pins in his toes. Doctors treated him for a sprained wrist, bruised lungs, road rash and minor brain damage. He had also bitten off a section of his tongue, which had to be glued and

stitched back on.
On December 13th, a doctor and paramedic took a heavily-medicated George by Learjet to Niagara Falls, New York airport to meet the ambulance that would take him to GNGH.



Happy to be back in Canada, a week later, he was even more relieved when he got the news that he would be coming to Hotel Dieu Shaver Health and Rehabilitation Centre.

Since arriving to Hotel Dieu Shaver, George has been working hard to reach his goal. "It's a nice place to be. But I want to go home."

He credits the physiotherapy he receives daily with his recovery and for putting him back on a routine. George also needs more time for his brain injury to heal, as it affected his eyesight.

"The doctor can't believe how well I've progressed. From the time I got here, they've been working on every part of my body that moves," he says. "Everyone's been good, from the physiotherapists to the doctors. They explain everything that's going on, and the nurses are so friendly and do the little things to keep you comfortable."

He also credits his friends and family for giving him the strength to recover. "I feel great. I'm happy to be alive. When I knew I was going to live and to see my granddaughter again, words can't describe it."

BADGE BUDDIES

The hospital will be purchasing Badge Buddies, for all of the clinical staff and staff that interact directly with patients on the unit. These colour coded badges clearly identify staff by their designation RN, RPN or Social Worker. As per the sample picture provided, these tags sit behind our current identification tags and display the staff members role in big bolded letters. The colour choice per designation is in line with the colours used by the Niagara Health System to make it even easier for our patients to identify our staff. It is anticipated that these will arrive in May, so that they can be given out during Nurses Week scheduled from May 7- May 14, 2018.



Happy
Spring



**Thursday, June 14, 2018
5:30pm - 8:00pm**

Club Roma

125 Vansickle Road, St. Catharines

\$15.00 per ticket

For tickets:
905-685-1381 ext. 84214 or
nadine.champis@hoteldieushaver.org