Thank-you

Our Family of Hospitals • CHEDOKE • CHILDREN’S • GENERAL • HENDERSON • JURAVINSKI • McMaster • ST. PETER’S
I am pleased to provide you with the 11th annual edition of “Nursing Achievements” for Hamilton Health Sciences. This publication acknowledges and celebrates the tremendous commitment, drive and energy that is evident each and everyday within Nurses at Hamilton Health Sciences.

2009 proved to be a challenging year. We encountered a precedent setting downturn in our economy coupled with a new worldwide threat of H1N1 influenza. Despite these uncertainties the Nurses at HHS met the challenges and obstacles “head on” in order to provide the necessary care for their patients and families and also to maintain cohesive teams within their respective units.

But also 2009 proved to be a very rewarding year. We welcomed our Nursing colleagues at the St. Peter’s site to the HHS Nursing team. We have very quickly begun to leverage our collective nursing expertise across all of our sites in order to enhance the care of our patients, and in particular our seniors population.

I believe the highlight of the year was HHS being awarded designation as a Best Practice Spotlight Organization by the Registered Nurses Association of Ontario in April, 2009. This designation is an acknowledgment of a three year commitment HHS Nurses made to the dissemination, implementation and evaluation of RNAO Best Practice Guidelines. Through the leadership and commitment of countless nurses and their professional colleagues across all of our sites we achieved significant positive patient outcomes in the areas of falls and pressure ulcer prevention.

This Nursing Achievements publication is a testament to the depth and breadth of nursing expertise exhibited by nurses in all roles and in all areas across HHS. HHS nurses are providing leadership and influencing nursing care provincially, nationally and internationally through research activities, presentations at conferences, and through formal publications.

It is indeed my privilege to be the Chief Nursing Executive at HHS working with such committed and skilled nurses. Thank you on behalf of your patients for being there each and everyday!

Sincerely,

Nancy Fram
Vice President Professional Affairs and Chief Nursing Executive, Hamilton Health Sciences
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# Contact

For inquiries, or submissions to next year’s report, please contact:

Office of the Chief of Nursing Practice,  
Juravinski Cancer Program,  
Juravinski Cancer Centre,  
Hamilton Health Sciences  
699 Concession St.,  
Hamilton ON L8V 5C2

Stacey Beaulieu,  
Administrative Assistant  
(905) 387-9711 ext. 64951  
Stacey.Beaulieu@jcc.hhsc.ca  
www.hamiltonhealthsciences.ca
Moments of Excellence

Moments of Excellence are gathered from the minutes of the NAC Monthly Meetings.

FEbruary 2009
• T. Babineau, C. Reis, A. Pizzacalla, A. John and E. Stirling have been invited to present on behalf of the HHS Hospital Elder Life Program (HELP) at the 2009 International HELP Conference being held March 27 & 28, 2009, in Rhode Island.
• HHS will be the featured site at the conference.
• Congratulations to each of the presenters!
• M. El-Zouhairi, RPN, has established and continues to run a Recognition Program on Ward F4 at the Henderson. As part of this program, a staff member is regularly nominated as “employee of the month”.
• P. Fischer, BScN, MN, BA, GNC(c), has been invited to speak at the CGNA Conference in May. Her presentation will be: Fracture?, think Osteoporosis!: A program for improving assessment and treatment of osteoporosis in older patients with hip fractures.
• J. Phillipchuk, RN, BScN, successfully defender her Master’s thesis on December 16, 2007 and has now fulfilled the requirements for Masters of Science / Adult Health Nurse Practitioner program form Daemen College in Amherst, NY.
• O. Cheifetz along with J. Park Dorsay’s 90 minute workshop titled “Cancer and exercise: let’s get moving!” has been accepted at the 2009 National Physiotherapy Conference in Calgary, at the end of May. This is the same workshop that was presented at CANO last year.
• A paper presentation for the CanWell project was also submitted to the same conference. If it is accepted there are funds in the CanWell grant for presentation costs.
• Congratulations to L. Martelli-Reid, S. Hapke, N. Knox, M. Miscione, J. Poirier, C. Zywine, and D. Bryant-Lukosius. The work of this team related to managing shortness of breath in patients with lung cancer is attracting international attention and was recently highlighted in the North American publication called, “Oncology Nursing News”.

March 2009
• K. Alvarado acknowledged that Jan Park Dorsay, APN was interviewed Feb 17 on CHCH TV about the collaborative CanWell program led by HHS Chief of Physiotherapy, Fidelma Serediuk for cancer survivors at the YMCA.
• Erlene Seaborne, in her role as chair of the LHIN Joint Replacement Education Committee, for leading the development of the LHIN Joint Replacement Patient Education Booklets. These booklets received LHIN approval and will be used to educate all patients in the area who are having a hip or knee replaced.
• The Hospitalized Elder Life Program (HELP) staff, including the geriatric CNSs and the Elder Life Specialists, have been invited to present, as the feature hospital, at the March 27 & 28th International HELP conference in Rhode Island.

April 2009
• Deb Walker, staff nurse, 3X MUMC is being presented the Council of Ontario Universities Programs in Nursing (COUPN) Preceptor Recognition Award.
• M. Janes, J Wilson, W Seidlitz of NICU, MCH, their abstract “Outcomes of Late-Preterm Infants at McMaster Children’s Hospital (MCH): A Retrospective, Single-Center Comparative Study” has been accepted for presentation at the Canadian Paediatric Society 86th Annual Conference, June 23-27, 2009 in Ottawa
• M. Janes and J Pinelli, APNs, NICU MCH their abstract “Does a Risk Scoring Tool Target RSV Prophylaxis Effectively in 33-35 Completed Weeks Gestational Age Infants?” has been accepted for presentation at the Canadian Paediatric Society 86th Annual Conference, June 23-27, 2009 in Ottawa
• S. Dore APN, as co-investigator, presented at CNA in March regarding interface of midwifery and nursing including results of different health professionals towards birth.
MAY 2009
• “The Knight Steel Award is presented to the staff of Hamilton Health Sciences – Hospital Elder Life Program in recognition of their innovative implementation of evidence-based practice and excellence in the hospital care of older adults. Their efforts have been shown to improve important patient outcomes and establish new international standards of quality in geriatric care.” (description of the Knight Steel Award)

JUNE 2009
• S. McLachlin, a RN on Holbrook Ward 26 at Chedoke was a runner-up for the Canadian No-Nonsense Award sponsored by ZICAM and the recipient of the Nursing Excellence Award
• K. Robinson, Clinical Nurse Specialist at the Henderson, Orthopedic, Medicine & Emergency Program, received the Research Award and the 2009 Orthopedic Nursing Speakers Award
• E. Seaborne, Clinical Nurse Specialist at the Henderson, Orthopedic & Medicine Program, received the 2009 Orthopedic Nursing Speakers Award

• J. Ross, MUMC OR Technician was nominated by her colleagues for the Practice and Innovation Awards at the RPNAO Annual General meeting
• J. Wiernikowski, Chief of Nursing Practice at the JCC, along with her colleagues, received a publication of their article “A mixed-method evaluation of nurse-led community-based supportive cancer care”
• E. Coker, M. Montemuro from St. Peter’s are working with A. Pizzacalla, K. Robinson from HHS and L. Schindel Martin from Ryerson University on adapting the Gentle Persuasive Approaches in Dementia Care curriculum for acute care over the next few months.
• E. Coker and S. Rivers will be presenting “Relationship Centred Care Framework at Work – The Development of a Guiding Framework” at the 15th National Conference on Gerontological Nursing in Banff – co-authored also by M. Montemuro.
Moments of Excellence

SEPTEMBER 2009

- K. Drake and I. Travale, NPs, Cardiac and Vascular Program, 5 South, General Site, submitted an abstract that was accepted and will be presented at the CCCN Conference in Edmonton: “Can a Medical Prediction Rule Detect Post Cardiotomy Delirium”.

- I. Dyjach, RN, 6 West Spine Unit, General Site, received a Preceptorship Award of Excellence in the Spring of 2009.

- V. Fortier, HHS Senior Consultant Nursing Recruitment, presented at the Ontario Hospital’s Associations’ Internationally Educated Health Professional Employment Conference in the spring of 2009.

- P. Haycock, RN, BA BScN/MS, 7 West Neurosurgical Unit, General site, the RNAO IABPG, the Advanced Clinical Practice Fellowships Newsletter published her article in May 2009 describing her thesis research: “Lived Experience: Taking a Closer Look at the Community Health Care Nurse Mentoring Relationship in the Advanced Clinical/Practice Fellowship Program”.


- C. Martin, ACNP, Neurosciences and Trauma Program, General Site, presented at the World Federation of Interventional Neuroradiology and the Congress of the Canadian Neurological Sciences Federation: “Cost Analysis between Coiling and Clipping Ruptured and Unruptured Intracranial Aneurisms: The Hamilton Experience”.

- D. Mings, Corporate CNS Skin and Wound and A. Oliverio, Clinical Educator, Rehabilitation Program, for their leadership in a very successful RNAO Open House for Skin and Wound Care at the Juravinski Cancer Centre on June 3rd, 2009.

- B. Morgan, RN, BScN, Professional Affairs, was invited faculty member at the RNAO Summer Institute in June 2009. She participated in a panel presentation: “Case Application: Planning for Sustainability as Part of the Change Process”.

- S. Nicosia, APN, Acute Spinal Cord Injury Unit, General Site, was the invited alumnus speaker at Mohawk College’s Health Sciences Convention on June 15, 2009.

- L. Smith, RN(EC), Clinical Education, 7 West Neurosurgery, General site, has been identified by her peers as having made a significant contribution to the planning of the World Federation of Neuroscience Nurses International Conference held in Toronto May 23rd – 27th, 2009.

- S. Tryon, RN, Emergency Department, General Site, is the recipient of the Provincial Nurse Educators’ Interest Group Scholarship Award presented at the Registered Nurses Foundation of Ontario Dinner. She is completing her Master of Nursing at D’Youville College.

- K. Alvarado, and the HHR Demonstration Project Steering Team for the development and completion of the April 2009 RN/RPN Utilization Toolkit Project, an initiative identified by the Ontario Ministry of Health and Long-Term Care

- K. Harkness, Heart Function Clinic, MUMC site, successfully defended her PhD dissertation on Monday, June 22, 2009: “Heart Failure Patients and Caregiver Emotions”. Her thesis was chaired by Dr. A. Campos, supervised by Dr. H. Arthur and other examining committee members including Dr. K. Teo, R. L. Ryan, Dr. M. MacDonald and Dr. J. Tranmer.

- J. Munro, RN, Registration Coordinator, Maternity Registration, MUMC site, received the 2009 Pat Mandy Award.

- J. Phillipchuk, RN, MSN, Community Liaison Coordinator, Professional Affairs, MUMC site, was inducted into the Theta Sigma Tau Nursing Honour Society, at Daemen College in Amherst, NY on May 11, 2009. This is a very prestigious honour – a graduate must maintain 90% average/GPA 3.85 or higher to qualify.

- S. Stevens, RN, Home Parenteral Nutrition Coordinator, Digestive Diseases & Surgery Program, MUMC site, submitted an abstract that has been accepted by the Education Affairs Committee of the American College of Gastroenterology: “Epidemiology of Blood Stream Infections in a Hospital-

“To climb steep hills requires slow pace at first.”

– William Shaepeare
Moments of Excellence

Based, Home Parenteral Nutrition Program”. Her poster will be presented at the College’s 74th Annual Scientific Meeting on October 23rd, 2009, in San Diego, California.

• J. Wiernikowski, RN(EC), MN, NP-Adult, CON(C), and the EBN Committee about their work for the publication of an article “Spreading the word: How a healthcare organization is promoting evidence-based practice among frontline nurses” in the Canadian Health Services Research Foundation’s Number 22, April 2009 issue of “Promising Practices in Research Use”
• H. MacKenzie, RN, Behavioral Health Program, St. Peter’s site, has successfully earned the CNA certification in Gerontological Nursing.

OCTOBER 2009

• The following RNs were recognized for their professional, caring and supportive approach in the care of patients and their families. D. Heap, RN expressed her gratitude with a letter that was published in the “In Praise of Nurses” section of the College of Nurses (CNO) “The Standard”: J. Caswell, L. Elliott, S. Fazzalari,
• J. Gordon, L. Kadwell, D. Main, R. Patak, P. Precious D. Ross, and T. Ungaro, (McMaster site), S. Barclay and H. Thomas (JCC).
• J. Humphrey, Clinical Manager of Behaviour Health, St. Peter’s site, completed her Masters of Science in Health Service Administration from D’Youville College in Buffalo in August 2009. She was awarded the “Building Capacity through Education Award of Recognition” from the Alzheimer Society of Hamilton and Halton in June 2009. She also received the John Miller Inspiration Award from St. Peter’s Hospital in June 2009. J. Humphrey plays a very active role on the Hamilton Chapter of Gerontological Nursing Association as co-chair of the Education Committee.

NOVEMBER 2009

• M. Cran, Information & Communication Technologies, Education Clinician, has been selected as a Nurse Peer Leader for the Hamilton Niagara Haldimand Brant LHIN, led by the RNAO. This initiative is designed to promote and foster nurses’ awareness of and involvement in eHealth into the nursing community utilizing Ontario’s Local Health Integration Network (LHIN) system.
• D. Behr, RN, PACU, Perioperative Program, Henderson site was successful in her application for an RNAO Advanced Clinical Practice Fellowship
• J. Benner, RN, E4, Orthopedics, Henderson site was successful in his application for an RNAO Advanced Clinical Practice Fellowship
• M. Pratt, RN, MSc(c), Nursing Resource Team has published an article entitled “The Impact of ERI, burnout, and caring for SARS patients on hospital nurses’ self-reported compliance with infection control.”
• J. Wiernikowski, Chief of Nursing Practice JCC, had 3 abstracts accepted for the International Society of Cancer Care Nursing in Atlanta, March 2009.

DECEMBER 2009

• G. MacKenzie RN, CNS, from the Stroke Prevention Clinic in the Neuroscience Ambulatory Clinic at the General site was successful in obtaining an Ontario Stroke System Research Grant for her study Tailored Interventions to Improve Management after TIA or Stroke (TIMS).
• J. McCabe, Education Clinician, Specialty Adult Services, MUMC site, has retired after 37 years of dedicated service to HHS.
Nursing Recruitment and Retention at Hamilton Health Sciences
by Verla Fortier

Hamilton Health Sciences employs approximately 3,000 nurses practicing at eight sites: Chedoke, McMaster Children’s, General and Regional Rehabilitation Centre, Henderson, Juravinski, McMaster, and St. Peter’s.

Our family of hospitals:

Nursing Workforce Investment
The Nursing Executive Team works together to lead HHS nursing recruitment and retention projects. The team reports to Nancy Fram, Chief Nursing Executive and Vice President of Professional Affairs and is comprised of the Chiefs of Nursing Practice: Ruth Lee at the MUMC site, Sandra Ireland at the General and Regional Rehabilitation site, Leslie Gillies at the Henderson and St Peter’s sites, Jennifer Wiernikowski at the Juravinski Cancer Program, and Verla Fortier, Senior Consultant Nursing Recruitment and Retention. In addition, the Nursing Leadership and Strategy Committee of the Nursing Practice Council advises and make recommendations on nursing recruitment and retention initiatives.

Late Career Initiative
The Ministry of Health and Long Term Care’s Late Care Initiative has been in place for five years providing nurses that are 55 years of age or older the opportunity to spend a portion of their work time in alternate roles. In 2008/2009 HHS received $102,000 for 25 nurses to enable front-line nurses to participate in this initiative.

Critical Care Nurse Training Fund
The Ministry of Health and Long Term Care’s Critical Care Nurse Training Fund assists hospitals with the costs of educating critical care nurses to the Critical Care Standards of Ontario. In 2008/2009 HHS was awarded $390,500 to train 34 nurses.

Nursing Graduate Guarantee and Reinvestment for HHS Experienced Nurses
The Ministry of Health and Long Term Care’s Nursing Graduate Guarantee has been in place for three years and is designed to support every new Ontario nursing graduate (RN or RPN ) transition to practice. In 2008/2009 HHS hired 115 RN nursing graduates and 15 RPN graduates. The MOHLTC provided HHS with 2.5 million in salary dollars for nursing graduate orientation and a total of $359 thousand in investments for mid career nurse mentorships and mid career nurse project development. Each year HHS hosts a “Breakfast with the Chief Nursing Executive for New Nursing Graduates” for McMaster, Mohawk, and Conestoga fourth year nursing students.
Internationally Educated Nurse and English as a Second Language Nurse Integration Project

In April 2009, Citizenship and Immigration Ontario and Citizenship and Immigration Canada announced $800 thousand and three year funding for HHS’s “Internationally Educated Nurse and English as a Second Language Nurse Integration Project”. This workforce integration project targets three groups: 1) Internationally Educated Nurses (IENs), 2) Nurse graduates of Canadian Universities with English as a Second Language (ESL) and 3) IENs with English as a first language. The goal of the project is to integrate IEN and ESL nurses into Hamilton Health Sciences by enhancing their cultural, communication and clinical competencies.

The project’s objective is to introduce a continuum of workplace integration tools and processes for IENs and ESL nurses, particularly new hires, practicing in a hospital environment. In addition, the plan is to create a capacity of experienced front line nurses to guide the development and integration of these nurses. On October 27th, Murray Martin launched the project with Sophia Aggelonitis, Member of Provincial Parliament for Hamilton Mountain. Project partners include: Mohawk College’s Bridging for Internationally Educated Nurses (BIEN), CARE Centre for Internationally Educated Nurses, Hamilton Center for Civic Inclusion (HCCI), Settlement and Immigration Services Organization (SISO), McMaster University Nursing Health Services Research Unit (NHSRU). There are seven planned priorities: 1) CARE Centre for Internationally Educated Nurse’s Workplace Communication 2) Mohawk’s BIEN Simulation Laboratory, 2) SISO Mock Interviews, 3) HCCI Cultural Competency Awareness, 4) HHS Policies and Procedures, 5) HHS Sharepoint Website, 6) HHS Networking Program.
Preceptorship Awards

WINTER PRECEPTORSHIP AWARDS

Judy Desantis, Registered Nurse, MUMC Labour & Delivery
A nursing student and two clinical educators nominated Judy. Judy can always be counted upon to precept new staff and students. She has enthusiastically and successfully precepted numerous students and new staff members over the years. She always acknowledges the skills and abilities of new staff and students while encouraging them to learn and practice new skills.

Diana Hunter, Registered Practical Nurse, Henderson F4 (Orthopedics)
A colleague nominated Diana. Diana seeks out varied opportunities and resources to support new staff and student learning. She is approachable and caring. When mistakes are made, Diana uses them as an opportunity for learning. Diana goes out of her way to acknowledge learners and makes them feel like they are part of the team.

Lorraine MacDonald-Sauer, Registered Nurse, MUMC NICU
A clinical educator nominated Lorraine for her award. Lorraine was described as not only being an expert in her clinical skills, but as a role model exemplifying a positive learning culture. Because of her kind nature and willingness to support new learners, staff members have flourished with Lorraine as the preceptor.

Carolyn Pauhl, Registered Nurse, MUMC 3C
A nursing student and a nursing professor nominated Carolyn. She was described as being helpful and encouraging while the student learned new skills. Mistakes were always handled in an encouraging manner that made the student feel comfortable and capable. There was positive growth in the student during the rotation which was attributed in large part due to the excellent teaching and support from Carolyn.

Starr Rohal, Registered Nurse, MUMC Endoscopy
A new staff member nominated Starr. Starr was described as being very supportive of the RPN role and encourages the collaboration between RNs and RPNs in providing patient care. She acknowledged that the new staff member came to the unit with her own past experience, knowledge, skills and ability. Starr encouraged the new staff member to work at her own pace and reassured her that her speed would increase with confidence. She always ensured the new staff member took a break or lunch with others.

Amy Teichmann, Registered Nurse, Henderson ICU
A nursing student nominated Amy. Amy created an open and welcoming environment for the student to meet her learning needs. During an end of life experience, the student observed firsthand Amy’s ability to comfort the family. The student was inspired by her caring and compassion.

“Success will not lower its standard to us. We must raise our standard to success.”

2009 Nursing Excellence Award Winners
SPRING PRECEPTORSHIP AWARDS

Iwona Dyjach, Registered Nurse, General 6 West
A nursing student nominated Iwona. She provided many learning opportunities for her student including skills opportunities with patients assigned to other staff. When constructive feedback was needed, Iwona was direct but in a way which was supportive of the student. From the very first day, Iwona helped the student to feel accepted as part of the team and not “just the student.”

Tara Mitchell, Child Life Specialist, MUMC Pediatric Outpatient Clinics
A new staff member nominated Tara. Tara took the time after each session with a child to take feedback from the new staff member. She encouraged the new staff member to think through problems before giving suggestions. Tara always invited the new staff member to lunch with other staff and made her feel welcome by introducing her to many different people whether they were nurses, physicians, business clerks or friends.

Donna Winn, Registered Nurse, St. Peter’s 4 West
A nursing student nominated Donna for her award. Donna was described as being very patient, willing to teach and truly interested in the student’s learning. When the student had difficulty with a skill, Donna was non-judgemental and encouraged the student. The student identified that she learned a tremendous amount from Donna, made a lot of friends on the unit and that the placement was the best one she ever had.
The Amalgamation of St. Peter’s Hospital and HHS
By Leslie Gillies

St. Peter’s Hospital specializes in enhancing the lives of seniors and those with chronic illness. A 250-bed complex continuing care hospital, St. Peter’s provides inpatient, outpatient, community-based programs and services that focus on Dementia, Aging, Palliative Care and Rehabilitation. St. Peter’s also manages the complex care beds at St. Joseph’s Healthcare, Hamilton. St. Peter’s is committed to finding ways to minimize and manage the daily effects of lifelong illness by getting to know the person behind the illness. A high-touch, low-tech approach to caring ensures that the physical, mental, emotional and spiritual needs of each patient are met every day. St. Peter’s Hospital is affiliated with McMaster University and Mohawk College.

In July 2008, St. Peter’s Hospital and Hamilton Health Sciences (HHS) joined together to ensure that seniors in this region receive the care and attention that they need and deserve. The amalgamation of St. Peter’s Hospital and HHS supported two organizations to come together to form one new corporation. The purpose is to enhance services for seniors and those with lifelong, complex medical conditions by creating a combined system that builds on the strength of both hospitals. Through this amalgamation, patients in this community benefit from a continuum of expert care ranging from acute care to chronic care to rehabilitation. For staff, this means a broader range of career opportunities as well as a single organizational structure that encourages and supports collaboration and innovation.

To ensure a successful outcome, the amalgamation was overseen by a joint Project Steering Committee reporting to HHS President and CEO Murray Martin and chaired by St. Peter’s President Donna Cripps. The Steering Committee collaborated with 20 functional integration teams to develop the detailed plans for the integration of Support Services and Clinical Services. These Functional Integration Teams (FIT) included Senior’s Health, Professional Practice, Palliative Care, Rehabilitation, Infection Control, Pharmacy, Diagnostic Imaging and Lab, Risk Management/Quality/Privacy and Medical Administration. Further “FIT” teams included Human Resources Payroll/Scheduling/Volunteers, Organizational Development/Knowledge Transfer, Finance, Security, Public Relations, IT/AV/Telecommunication, Purchasing, Health Records/Admitting/Transcription, Facilities Management, Food Services and Decision Support.

This comprehensive approach has supported the successful amalgamation of St. Peter’s Hospital and Hamilton Health Sciences. Active integration and collaborative processes are underway. St. Peter’s Hospital provides strong leadership to many clinical practice projects. HHS and St. Peter’s Hospital staff actively participate and contribute to the following nursing practice initiatives: Best Practice Spotlight Organization Committee (Best Practice Guidelines), Nurse to Nurse Conference, RN/RPN Utilization Committees, Back to Basics Initiative and the Enhancing Seniors Care Initiative. Active collaboration between the acute care sites and St. Peter’s Hospital is also evident in the introduction of Gentle Persuasive Approaches (GPA) into the acute care sites. This dynamic partnership translates into improved care for all of our patients and families at each of the HHS Sites.

St. Peter’s Hospital APN Group
Back Row: Leslie Gillies, Maureen Montemuro, Melissa Northwood
Front Row: Allison D’Hondt, Esther Coker
What is the buzz about “Back to Basics”? Focused on nursing care, the Back to Basics Working Group (B2BWG) is an innovative team that was brought together after evidence was obtained through the root cause analysis of adverse events related to pain control conducted by the HHS Acute Pain Service and data from the HHS Death and Adverse Events Review Process. The B2BWG took on the mission of addressing the data with the goal of developing and implementing a program to effectively monitor, document, interpret and communicate: vital signs, fluid balance, weights, and pain management to ensure the quality of patient care provided and reduce potential harm.

This initiative is led and facilitated by 11 point of care Back to Basics Practice Leaders, our very own RNs and RPNs. Supported by their unit managers, nurse educators and APNs these front line leaders have collected data through a chart audit process using newly created tools created by the B2BWG. The data from the chart audits will be compiled and analyzed with the findings reported back to the B2B Leaders, who will then work with their unit teams to develop an action plan to continuously improve the care provided to our patients. Results of the action plans will be evaluated against the baseline audit data to quantify improvements on each unit.

Once these initial plans are developed a sustainability plan will also be executed to ensure ongoing excellence in the quality of patient care and minimization of risk or potential harm. It is the goal of this group that this initiative will catch on across HHS and that other clinical units will aspire to get Back to Basics!
On June 23, 2009, Hamilton Health Sciences celebrated our designation as a Registered Nurses’ Association of Ontario (RNAO) Best Practice Spotlight Organization (BPSO). This award reflected the incredible achievements of nursing at HHS during our 3-year BPSO Candidacy. Here are just some of your achievements that contributed to our BPSO designation:

- Participated in our BPSO Site and Unit Based Implementation Teams and Steering Committee
- Attended RNAO Workshops to train as Champions
- Implemented 10 RNAO Best Practice Guidelines
- Successfully completed RNAO Advanced Clinical Practice Fellowships
- Provided unit leadership for hospital-wide pressure ulcer prevalence and incidence audits
- Implemented best practices to reduce the incidence of pressure ulcers by 43%
- Implemented best practices to significantly reduce our patient fall rate by 19%
- Participated in a case study research project to describe your experience in implementing the fall prevention guideline
- Presented your accomplishments at an Open House
- Presented your BPSO work at external conferences
- Attended RNAO Summer Institutes
- Published an article on our fall strategy in a peer-reviewed journal
- Participated in a RNAO Workshop on the “Professionalism in Nursing BPG”
- Participated in a RNAO Workshop on the “Building and Sustaining Nursing Leadership BPG”
- Created a video to celebrate staff nurse participation (on the nursing intranet site)
- Celebrated our accomplishments

The work goes on! As a BPSO designate we will need your help to sustain and expand upon our accomplishments. Congratulations to each and every nurse at HHS. This designation belongs to you!
The RBC Child and Youth Mental Health Unit, Day Hospital, Urgent Access Clinic and Regional Outpatient Service officially opened at the McMaster site on July 6, 2009. This is the first of its kind in LHIN 3 and 4, and allows clients to move seamlessly through the child and youth mental health system. It also complements the already existing outpatient services located at the Chedoke Site.

**Inpatient unit**
The unit is designed to provide short-term care to children and youth with suspected or diagnosed serious and complex mental disorders. On the unit, the nursing role is diverse and includes: leading and co-leading treatment groups, providing direct nursing care with individual patients, setting treatment goals, establishing safety plans and evaluating patient’s progress. Nurses are also actively involved in ongoing program planning and evaluation. What makes the unit unique is the strong interprofessional approach to care. Nurses and child and youth workers work together as a dyad and collaborate to provide optimal patient and family centered care for an assigned group of inpatients. The team is complemented by a diverse team of health care professionals that includes: occupational therapists, pharmacists, psychiatrists, psychologists, social workers, and teachers. There is strong nursing leadership on the unit with both the clinical manager and clinical leader having a nursing background, and a full time clinical nurse specialist.

**Day hospital**
The day hospital is an intensive day treatment program designed primarily to function as a “step-down” from the inpatient unit by facilitating gradual readmission of patients back into community living. Secondarily, the day hospital may serve to avert an inpatient admission for certain high-risk patients, providing intensive treatment for a time-limited and pre-negotiated period. The staffing complement includes representation from nursing, child and youth work, social work, occupational therapy, psychiatry and psychology.

**Urgent Access Clinic and Regional Outreach Program**
The urgent access clinic and regional outreach program are services intended to support the inpatient and day hospital programs by providing rapid assessment and follow up services for patients discharged from the more intensive programs. The staffing complement in these clinics includes nurse practitioners, an occupational therapist, psychiatrists, a psychologist and social workers.
Nurses who initiated change

★ Behr, D., RN
Charge Nurse, Perioperative Services – Henderson Site
• Sponsored by the RNAO successfully completed a 12 week leadership fellowship. I worked on a new role for the PACU APS nurses and engaged the frontline nurses to provide seamless pain management improvement.

★ Benner, J. RN
Staff Nurse, Henderson Site
• RNAO Fellowship with a focus to develop a Delirium Resource Package for nurses caring for the frail elderly fractured him population.

★ Elliott, C., RN, BScN, CON(C), CHPCN(C) & Harrow, D., RN
Education & Development Clinician & Staff Nurse, Ward E2 – Henderson Site
• Developing and Sustaining Nursing Leadership: Both attended the de Souza Institute Oncology e-Mentorship and the RNAO Sustaining Leadership day workshops in preparation for Donna covering E2’s clinical educator role. Donna was highly successful; completed a needs assessment, made changes for how education was communicated to staff and presented and facilitated numerous inservices.

★ Forbes, M., RN, BScN, CON(C), APN-intern, Advanced Practice Nurse
JCC Site
• Patient Education: Along with patient education specialist Teresa Harper created breast cancer related Lymphedema booklet and Lymphedema arm exercises brochures.

★ ICU – All Nurses
MUMC Site
• August 2009 began a process that forever changed the way our critical care team at McMaster ICU documented care provided to our patients. Nurses began their training by shuffling across the city to Wellington Street for two full-day training sessions. Here they were introduced to the e-Care project, including an understanding of the Status Board, documentation System, and Visual Flow Sheet. Nurses also practiced on new devices like the mobile tablet. Concurrently, teams of nurses representing all ICUs at HHS met for consensus building as they established a working copy of our HHS ICU Documentation Standards. This was important since the General and Henderson ICUs will soon rollout electronic documentation and we needed to standardize our approach to documentation. In addition, MUMC ICU nurse supertrainers received additional training so they may offer support to their peers and act as information agents for both go-live and beyond. McMaster ICU nurses are proud to be the first adult critical care unit to successfully make the sweeping change to electronic clinical documentation. With continued practice they report that documenting care has become more efficient, precise, and timely.

★ Kampf, M., RN, BA
Clinical Practice & Education Clinician – Henderson Site
• Kampf, M., Cotton, A., Seroski, W., Marianne Kampf was asked to develop a pain resource package and e-learning module form a research study that was done by Dr. James Paul following the outcome of findings from RCAs that were completed on patients who had adverse event(s) while on the Acute Pain Service. Pain Resource package completed and launched in October 2009. Pain e-learning module launched in December 2009.

★ Lopez, I., RPN
Registered Practical Nurse, 6 West – General Site
• Isobel Lopez recently approached me with a clinical question regarding a patient’s insulin regime. It lead to some great discussion on the ward, as well as a case-based review and dialogue for to her nursing staff which she lead this afternoon. My support for the Diabetes expertise piece was requested. I think this is an excellent example of collaboration, patient-centred care and critical thinking. I was very proud to be part of it.
Martelli-Reid, L., RN(EC), MN, NP-Adult. APN, Lung Disease Site Team – JCC Site

- A program to support patients affected by Lung Cancer who experience Shortness of Breath was developed. Nurses within the lung site group participated in the adaptation and development of an education booklet, “Getting the Air you Need: A practical guide to coping with and managing shortness of breath.” Also, there is now a clinic that patients can be referred to for more intensive support at the Juravinski Cancer Centre called, “Take a Breather” on Tuesday afternoons.

★ Operating Room, Perioperative - RNs – General Site

- Bilopavlovic, C., Pettit, J., Allan, S., Mending Kids International – Assisted in pediatric cardiac surgical mission in Guayaquil, Ecuador.

★ St. Peter’s Interdisciplinary Falls Committee – St. Peter’s Site

- St. Peter’s Interdisciplinary Falls Committee – Developed and implemented a comprehensive hospital-wide Prevention of Falls and Fall Injury Program and continues to work on evaluating the Program using the PDSA cycle.

★ St. Peter’s Oral Hygiene Committee CCC & Aging Program – St. Peter’s Site

- Kubilius, B., Coker, E., Montemuro, M., Shilton, M., Murphy, U., Stanners, S., Valvasori, R., Runciman, D., Carnegie, T., Cialini, M., McClory, M., Dr. Szoke, L., The Oral Hygiene Committee at St. Peter’s worked with RNAO to script and produce a DVD entitled “Oral Care for Xerostomia, Dysphagia, and Mucositis”. The DVD was filmed at St. Peter’s on March 5th, and is based on the RNAO Best Practice Guideline “Oral Health: Nursing Assessment and Interventions” and features a number of our staff and patients. RNAO launched the DVD on June 3rd during a celebration at St. Peter’s. On November 6th, RNAO was recognized by the Canadian Dental Association (CDA) for their work in promoting Oral Health. The CDA announced that the DVD “will help in the wide-spread implementation of this guideline and have a positive impact on patient outcomes”.

★ St. Peter’s Skin and Wound Council CCC & Aging Program – St. Peter’s Site

- Marriage, R., Coker, E., Tait, D., Gudeon, M., Duffle, D., Todoroff, C., Montemuro, M., Moros, K., Zanmit, L., Winn, D., Gibbons, A., Truman, T., Virk, M., Ch, D. Elton, L., Runciman, D., Rivers, S., Northwood, M., The St. Peter’s Skin and Wound Council continues it’s travels around the PDSA cycle to continually improve the processes and tools used at St. Peter’s to reduce the incidence of Stage 2 and greater pressure ulcers. Members have been translating the knowledge provided in the RNAO Best Practice Guidelines into action at the bedside, This has involved building and learning together.

★ Walter, L.L., RN(EC), BSc, BScN, MN/ACNP, NP-Adult. Nurse Practitioner, Specialty Adult Services, Adult Congenital Cardiology – MUMC Site

- Assisted in setting up Regional Cardiology Rounds video teleconferencing across sites.

★ Ward 3B & Ward 3C – MUMC Site

- Pauhl, C., Sawicki, S., for their role , hard work and dedication in developing documentation and intervention sets for the e-care for inpatient pediatrics.

★ Zywne, C., RN, MSN Advanced Practice Nurse, Head & Neck DST – JCC Site

- Smoking Cessation Minimal Contact Intervention - implementation of this initiative throughout the Juravinski Cancer Program.
Alvarado, K., RN, PhD, CHE
Director, Surgical Oncology & Orthopedics – Henderson Site

Andreychuk, S., RN(EC)
Nurse Practitioner, NICU – MUMC Site
• Andreychuk, S., Bioethics Education and Needs of Neonatal Staff. Canadian Association of Neonatal Nurses, Montreal PQ, February 2009.

Barbato, B., RN, BScN
Clinical Manager, Peri-operative Program – General Site
• Barbato, B., Gauthier, L., Dr. Jolly, S., Mercuri, M., National Variations in Post Percutaneous Coronary Intervention Access Site Care: possible implications on resource allocation. Canadian Cardiovascular Presentation, Edmonton, AB, October 2009.

Bilopavlovic, C., RN, BScN, CPN(C), RNFA, CNOR
Registered Nurse First Assistant, Cardiac & Surgery – General Site
• Bilopavlovic, C., Percutaneous Aortic Valve Replacement: Program Planning and Nursing Implications Encountered During the Implementation of a New Program. The Depth of Perioperative Nursing: What Lies Beneath Conference, St. John’s, NF, June 2009.

Cran, M., RN, BScN
Education & Development Clinician for ICT – MUMC Site
• Cran, M., Nursing and eHealth. Dignity for All: A Community Meeting on Addressing Poverty in Hamilton – RNAO Hamilton Chapter Event, Hamilton, ON, November 2009.

Di Sabatino, S., RN, BScN, MSN
Clinical Practice & Education Clinician, Acute Medicine – General Site

Elliott C, RN, BScN, CON(C), CHPCN(C)
Education & Development Clinician, Ward E3 – Henderson Site
• Elliott, C., Ruiz, B., Staff Retreat – How One Oncology Unit Fosters Hope, Meaning and Resilience. Annual Canadian Association of Nurses in Oncology Conference, Montreal, PQ, October 2009.

Ireland, S., RN, PhD
Chief of Nursing Practice – General Site
• Ireland, S., Mackenzie, G., Gould, L., Dassinger, D., Koper, A., LeBlanc, K., Tailored Interventions to Improve Management after Stroke or TIA. World Federation of Neuroscience Nurses Conference, Toronto, ON, June 2009

Lee, R., RN, BScN, MScN, PhD
Chief of Nursing Practice – MUMC Site

Martelli-Reid, L., RN(EC), MN, NP-Adult
APN, Lung Disease Site Team – JCC Site
• Martelli-Reid, L., Zywina, C., Matone, J., Mitton, J., Rand, C., YES WE CAN implement a minimal contact intervention for smoking cessation in 3 minutes or less! 13th World Conference on Lung Cancer, San Francisco, CA. July 2009.
- **Misener, C., RN**  
  Staff Nurse, RACE Team, Neurosciences and Trauma – General Site  

- **Norman, D., RN, BScN, CCRN**  
  Clinical Outreach Specialist, Critical Care Outreach Education Program – MUMC Site  
  - Norman D, Cupido C, Jennings B, Huang L.  
    Viability of high-fidelity simulation to trial a donation-after-cardiac-death protocol. 9th Annual International Meeting on Simulation in Healthcare (Work in progress), Orlando, FL, January 2009.  
  - Norman D, Watson J, Chen R. P., Lloyd R., Huang L.  
    Teaching appropriate documentation during resuscitative events to practicing nurses and nursing students: an innovative approach to interprofessional education using clinical simulation. 9th Annual International Meeting on Simulation in Healthcare (Work in progress), Orlando, FL, January 2009.  
  - Huang L, Norman D, Chen RP.  
    Addressing hospital-wide patient safety initiatives with high-fidelity simulation. 9th Annual International Meeting on Simulation in Healthcare (Work in progress), Orlando, FL, January 2009.  
  - Huang L, Norman D.  
    Simulation assisted systems analysis of hospital morbidity and mortality. 9th Annual International Meeting on Simulation in Healthcare (Work in progress), Orlando, FL, January 2009.

- **Potts, L., RN, BHealthAdm(C)**  
  Staff Nurse, ICU – Henderson Site  

- **Ruiz, B., RN, CON(C)**  
  Clinical Manager, Ward E3 – Henderson Site  
  - Ruiz, B., Elliott, C., Staff Retreat – How One Oncology Unit Fosters Hope, Meaning and Resilience. Annual Canadian Association of Nurses in Oncology Conference, Montreal, PQ, October 2009.

- **Stevens, S., RN**  
  Home Parenteral Nutrition Coordinator, Ward 2F – MUMC Site  

- **Wiernikowski, J., RN(EC), MN, NP-Adult, CON(C)**  
  Chief of Nursing Practice, Juravinski Cancer Program – JCC Site  
  - Wiernikowski, J., *Elevating Excellence in Oncology Patient Care: Canadian Standards and Competencies for Oncology Nursing*. Go Public: Global Leadership Forum for Cancer Control, Ottawa, ON, September 2009

- **Zywne, C., RN, MSN**  
  Advanced Practice Nurse, Head & Neck DST – JCC Site  
  - Zywne, C. / Martelli-Reid, L., Matone, J., Mitton, J., Rand, C., *YES WE CAN implement a minimal contact intervention for smoking cessation in 3 minutes or less! World Conference on Lunch Cancer*, San Francisco, CA, July 2009.
Conference Presentations – ORAL

- Alvarado, K., RN, PhD, CHE
  Director, Surgical Oncology & Orthopedics – Henderson Site
  • Alvarado, K., The Role of the RPN Within the Healthcare Team. Inter-professional Collaboration & The Practical Nurse Strategic workshop, Delta Meadowvale Resort and Conference Centre, Mississauga, ON, March 2009.

- Andreychuk, S., RN(EC)
  Nurse Practitioner, NICU – MUMC Site

- Antoni, K., RN, MHSc, ACNP
  Nurse Practitioner, Acute Pain Service/Perioperative Services – General Site
  • Antoni, K., Sawhney, M., Pain Management...in a Clinical Setting. Canadian Association of Advanced Practice Nurses Conference, St. John’s , NF, September 2009.
  • Antoni, K., Pain Management – what you didn’t learn in school. Canadian Association of Advanced Practice Nurses Conference, St. John’s, NF, October 2009.
  • Antoni, K., Pain Management – a little science and a little art. HHS Trauma Rounds, Hamilton, ON, September 2009.

- Barbato, B., RN, BScN
  Clinical Manager, Peri-operative Program – General Site
  • Barbato, B., Gauthier, L., Dr. Jolly, S., Mercuri, M., National Variations in Post Percutaneous Coronary Intervention Access Site Care: possible implications on resource allocation. Canadian Cardiovascular Congress, Edmonton, AB, October 2009.

- Coker, E., RN, MScN, MSc
  Clinical Nurse Specialist, CCC & Aging – St. Peter’s Site

- D’Hondt, A., RN
  Ward 2 West, Rehabilitation & Assessment Unit – St. Peter’s Site

- Dix, J., RN, BScN, MSN – MUMC Site
  • Dix, J., Is Meth a Done Story for Opioids in Pregnancy? Don’t Abstain From Learning the Truth. Neonatal Conference, Niagara Falls, ON, October 2009.

- Emergency Department RNs – Henderson Site
  • Schumacher, C., Van Berkel, E., Using Evidence-Based Practice to Mentor New Graduate Nurses in an Emergency Department. New Graduate Breakfast, 2009.

- Fisher, P., RN, BScN, BA, MN, GNC(C)
  Clinical Nurse Specialist, Seniors and Rehabilitation – Chedoke Site
Fortier, V., RN, BA (Hons), MHSc
Senior Consultant Nursing Recruitment & Retention – Chedoke Site
• Fortier V., Allen D., Helping Internationally Trained Nurses (IENs) Become Successful in the Workplace: Integration Success the Hamilton Health Sciences Story and College of Nurses IEN Knowledge Translation Project Report. Toronto, ON, June 2009.

Goldsmith, R., RN
Pediatric Thrombosis Nurse Coordinator, 3F Clinic – MUMC Site

Haycock, T., RN, BA, BSN/MS
Education & Development Clinician, Ward B3 South/B3 North – General Site
• Haycock, T., Exploring the Lived Experience of Community Health Care Nurses and their Mentors in the Advanced Clinical Practice Fellowship Program. McMaster University School of Nursing – Nursing Seminars, Hamilton, ON, March 2009.

Ireland, S., RN, PhD
Chief of Nursing Practice – General Site
• Ireland, S. & Kirkpatrick H. Implementation and evaluation of the RNAO Prevention of Falls and Fall Injuries in Older Adults Best Practice Guideline in three Ontario Acute Care Hospitals: A Case Study (April 2009). RNAO Best Practice Spotlight Organization Launch. Toronto, ON.

Jennings, B., RN, MSHSA
Program Manager, Pediatric Critical Care, Respiratory Therapy and Outreach Programs – MUMC Site

Jones, L., RN
Pediatric Surgery Nurse Coordinator, 2Q Clinic – MUMC Site
• Jones, L., “Under Pressure” – An Extreme Case of Constipation. Canadian Association of Pediatric Surgeons (CAPS) and Canadian Pediatric Surgical Nurses Interest Group (CAPSNIG) Annual Conference, Halifax, NS, October 2009.

Lee, R., RN, BScN, MScN, PhD
Chief of Nursing Practice – MUMC Site
• Lee, R., An Over View of the Meaning of Culture in the Health Care Context. Linking the 3 C’s of Palliative Care: Comfort, Communication and Culture Conference, Toronto East General Hospital, Toronto, ON, October 2009.

Martelli-Reid, L., RN(EC), MN, NP-Adult
APN, Lung Disease Site Team – JCC Site
• Zywien, C., Martelli-Reid, L., Matone, J., Mitton, J., Rand, C., YES WE CAN implement a minimal contact intervention for smoking cessation in 3 minutes or less! 21st Annual CANO Conference, Montreal, QC, October 2009.
• Martelli-Reid, L., APN’s: Do They Make a Difference?, invited speaker, 4th Annual Ontario Thoracic Cancer Conference, Niagara-on-the-Lake, ON, March 2009.

Martin, C., RN(EC)
Nurse Practitioner, Neuroscience Program – General Site
• Martin, C., Dr. Klurfan, P., Dr. Gunnarsson, T., Cost Analysis and Clinical Outcomes for Coilings Versus Clipping of Intracranial Aneurysms: the Hamilton Health Sciences experience. Congress of the Canadian Neurological Sciences Federation, Halifax, NS, June 2009
Conference Presentations – ORAL

- **Mishko, L., RMN/CPN, BScN**
  Clinical Nurse Specialist, Supportive Care – JCC Site

- **Norman, D., RN, BScN, CCRN**
  Clinical Outreach Specialist, Critical Care Outreach Education Program – MUMC Site
  • Jennings B, Zeman M, Norman D, Flaherty B. Does high-fidelity simulation facilitate staff preparation for the ethical and clinical care of patients and families in *Donation after Cardiac Death (DCD)*? Canadian Bioethics Society Conference, Hamilton, Ontario, June 2009. (presented by B. Jennings)
  • Norman D, Cupido C, Jennings B, Zeman M, Huang L. Combined use of high-fidelity simulation and standardized patients to establish a *donation after cardiac death protocol*. International Pediatric Simulation Symposium and Workshops, Florence, Italy, April 2009 (presented by L. Huang).

- **Phillipchuk, J., RN, MSN**
  Community Liaison Coordinator, Professional Affairs, Cultural Outreach Program – MUMC Site

- **Reis, C., RN, BScN, MSc(T)**
  Clinical Nurse Specialist, Wards 3X, 3Y & 4Y – MUMC Site
  • Reis, C., John, A., *The Hospital Elder Life Program: Our Experience at Hamilton Health Sciences*. Bone and Joint Network Teleconference, Toronto/Hamilton, October 2009

- **Rivers, S., RN, MSc, GNC(C)**
  Clinical Practice & Education Coordinator – St. Peter’s Site

- **Robinson, K., CNS**
  Clinical Nurse Specialist, Wards E4 & F4 – Henderson Site
  • Robinson, K., Pepper, H., *Not Just a Broken Hip*. RNAO – Care For The Elderly Conference, Toronto, ON, October 2009.

- **Sardo, A., RN(EC), MS/ACNP, CNC(C), EN(C)**
  Nurse Practitioner-Adult, Regional Joint Assessment Program – Chedoke Site

- **Snelling, R., RN, BScN, CCRC, CON(C), CCRP**
  Research Nurse, Clinical Trials Department – JCC Site

- **Travale, I., BScN, MScN, RN(EC)**
  Nurse Practitioner, Cardiac Surgery & Director Cardiac and Vascular Unit – General Site

- **Wiernikowski, J., RN(EC), MN, NP-Adult, CON(C)**
  Chief of Nursing Practice, Juravinski Cancer Program – JCC Site
  • Wiernikowski, J., *Cancer Survivorship: A delightful dilemma*. Oncology Grand Rounds, Credit Valley Hospital, Mississauga, ON, November 2009.

- **Zywine, C., RN, MSN**
  Advanced Practice Nurse, Head & Neck DST – JCC Site
  • Zywine, C. / Martelli-Reid, L., Matone, J., Mitton, J., Rand, C., *YES WE CAN implement a minimal contact intervention for smoking cessation in 3 minutes or less!* CANO Conference, Montreal QC, October 2009.
External Professional Associations/Committees

- **Alvarado, K.**, RN, PhD, CHE, Director, Surgical Oncology & Orthopedics – Henderson Site
  - Co-Investigator, Nursing Health Services Research Unit (NHSRU)
  - Director of Research & Education, Nursing Leadership Network of Ontario

- **Antoni, K.**, RN, MHSc, ACNP
  Nurse Practitioner, Acute Pain Service/Perioperative Services – General Site
  - Completed 7 year term as an executive member of the Canadian Association of Advanced Practice Nurses (CAAPN)
  - Member – Canadian Pain Society (CPS), including Nursing Special Interest Group
  - Member – Nurse Practitioner Association of Ontario (NPAO)
  - Member – Registered Nurses Association of Ontario (RNAO)
  - Member – HHS Obstructive Sleep Apnea Working Group

- **Behr, D.**, RN
  Charge Nurse, Perioperative Services – Henderson Site
  - Hamilton Representative – Ontario PeriAnesthesia Association Board of Directors

- **Bilopavlovic, C.**, RN, BScN, CPN(C), RNFA, CNOR
  Registered Nurse First Assistant, Cardiac & Surgery – General Site
  - Hospitality – Operating Room Nurses Association of Ontario
  - Treasurer – Operating Room Nurses Association of Hamilton and District

- **Clause, R.F.**, RN, BScN, MHSc
  ACNP, Ward s 3C & 3 B, Pediatrics – MUMC Site
  - Pediatric Sector Advisory Group with the College of Nurses of Ontario. The advisory group nurses share information on trends and issues in their practice sectors that facilitate or hinder nurses’ ability to practice according to College standards. These groups also allow the College to share knowledge across the practice sectors

- **Cran, M.**, RN, BScN
  Education & Development Clinician for ICT – MUMC Site
  - RNAO Hamilton Chapter – IT Executive Network Officer
  - LHIN 4 RNAO eHealth Peer Leader

- **Dix, J.**, RN, BScN, MSN, Clinical Nurse Specialist, Ward s 3C & 3 B, Pediatrics – MUMC Site
  - Pediatric Sector Advisory Group with the College of Nurses of Ontario. The advisory group nurses share information on trends and issues in their practice sectors that facilitate or hinder nurses’ ability to practice according to College standards. These groups also allow the College to share knowledge across the practice sectors

- **Haycock, T.**, RN, BA, BSN/MS
  Education & Development Clinician, Ward B3 South/B3 North – General Site
  - Councillor, Ontario central Canadian Association of Neurosciences Nurses

- **Ireland, S.**, RN, PhD
  Chief of Nursing Practice – General Site
  - Journal Referee: Canadian Journal of Neuroscience Nursing
  - Champion for Innovation and Knowledge Translation: Provincial Coordinating Council Ontario Stroke Network
  - Ontario Stroke System Research Committee member
  - Director: Mohawk College Alumni Association Council
  - Reviewer: RNAO PhD Fellowship Review Committee
  - 2009-2012 HNHB LHIN RNAO Best Practice Spotlight Organization Candidacy Steering Committee Member.
  - Director Stroke Prevention: System-Linked Research Unit McMaster University
  - Affiliate Investigator Decision-Maker: Nursing Best Practice Research Unit, University of Ottawa
External Professional Associations/Committees

- **Jennings, B., RN, MSHSA**  
  Program Manager, Pediatric Critical Care, Respiratory Therapy and Outreach Programs – MUMC Site  
  • Member, Pediatric Critical Care Network (PCCN)  
  • Member, Nursing Sub-committee of the Critical Care Expert Advisory Panel

- **Kampf, M., RN, BA**  
  Clinical Practice & Education Clinician – Henderson Site  
  • President OPANA – Ontario PeriAnesthesia Nurses Association, term 2009 – 2011

- **Lee, R., RN, BScN, MScN, PhD**  
  Chief of Nursing Practice – MUMC Site  
  • Hamilton Health Sciences Representative to the Committee for Partnerships in Research (CPRN), School of Nursing, Faculty of Health Sciences, McMaster University  
  • Hamilton Health Sciences Representative to the Undergraduate Nursing Education Committee, McMaster University School of Nursing  
  • Affiliated Member, Joint Centre of Excellence for Research on Immigration and Settlement

- **Martelli-Reid, L., RN(EC), MN, NP-Adult**  
  APN, Lung Disease Site Team – JCC Site  
  • Director at Large, Canadian Association of Nurses in Oncology, Membership  
  • Member of the Provincial Lung Cancer Team, Cancer Care Ontario  
  • Member of the Symptom Management Guidelines Development Team, Cancer Care Ontario  
  • Member of the Lung Disease Site Provincial Guideline Group for the Program in Evidence-Based Care, Cancer Care Ontario

- **Nagel, K., RN, MHSc(N)**  
  Clinical Research Coordinator, Pediatric Hematology/Hemophilia/Thrombosis – MUMC Site  
  • Rapid response to Ministry of Health and Long-term Care Health System Planning and Research:  
    • April 2009, Point of care testing and clinical volumes, and patient outcome  
    • May 2009, Models of care, targeted outreach/screening and potential equity-related considerations for children with type II diabetes.

- **Norman, D., RN, BScN, CCRN**  
  Clinical Outreach Specialist, Critical Care Outreach Education Program – MUMC Site  
  • Member, Canadian Network for Simulation in Healthcare (CNSH)  
  • Member, Simulation Guidelines Working Group

- **Pilgrim, A., RN**  
  Nursing Case Manager, 4 West, CCC & Aging – St. Peter’s Site  
  • Represents St. Peter’s on the Regional Vascular Access Network

- **Poole, N., BScN**  
  Education & Development Clinician, Ward F4 & E4 – Henderson Site  
  • Regional Director for Hamilton/Niagara and Marketing Director for OPANA

- **Reis, C., RN, BScN, MSc(T)**  
  Clinical Nurse Specialist, Wards 3X, 3Y & 4Y – MUMC Site  
  • Co-Chair, Committee for Enhancement of Elder Friendly Environments (CEEFE), Sub-committee of the Regional Geriatric Program, Central

- **Sardo, A., RN(EC), MS/ACNP, CNC(C), EN(C)**  
  Nurse Practitioner-Adult, Regional Joint Assessment Program – Chedoke Site  
  • Communications Director, Canadian Association of Advanced Practice Nurses

- **Travale, L., BScN, MScN, RN(EC)**  
  Nurse Practitioner, Cardiac Surgery & Director Cardiac and Vascular Unit – General Site  
  • MOHLTC: Critical Care Task Force: Nursing Sub-committee

- **Virag, M., RN**  
  Staff Nurse, 6 West – General Site  
  • Co-organizer of the Brain Tumor Foundation Spring Sprint for Research – Hamilton Event

- **Walter, L.L., RN(EC), BSc, BScN, MN/ACNP, NP-Adult**  
  Nurse Practitioner, Specialty Adult Services, Adult Congenital Cardiology – MUMC Site  
  • Member – International Society for Adult Congenital Heart Disease Nursing Network  
  • Member – Canadian Council of Cardiac Nurses  
  • Newsletter Editor – Canadian Adult Congenital Heart Network  
  • Reviewer – Pilot Project College of Nurses of Ontario quality Assurance Program

- **Wiernikowski, J., RN(EC), MN, NP-Adult, CON (C)**  
  Chief of Nursing Practice, Juravinski Cancer Program – JCC Site  
  • President, Canadian Association of Nursing Oncology  
  • Member, Canadian Breast Cancer Foundation, Research Advisory Committee & Research Review Panel (co-chair)  
  • Member, Oncology Nursing Program Committee, Cancer Care Ontario

- **Young, A., RN, BA, CPN(C)**  
  Education & Development Clinician, Perioperative – MUMC Site  
  • Treasurer, operating room Nurses Association of Canada (ORNAC) Planning Committee 2009 Conference
Completed Educational Advancements

★ Abay, M., RN
Staff Nurse, 8 South, Acute Medicine — General Site
• Critical Practice Orientation, General Site

★ Andrychuk, S., RN(EC)
Nurse Practitioner, NICU — MUMC Site
• Clinical Ethics Summer Institute, Hamilton Health Sciences, Hamilton ON, July 2009

★ Begin, E., RN, BN
Staff Nurse, Burn Unit — General Site
• Successful completion of Bachelor of Nursing Degree from Charles Sturt University, December 2009

★ Behr, D., RN
Charge Nurse, Perioperative Services — Henderson Site
• Currently enrolled in the BScN program at the University of Victoria, BC

★ Bland, R., RN, BScN, CON(C), CHPCN(C)
Clinical Manager, Chemotherapy Suite — JCC Site
• Successful CON(C) recertification

★ Booth, E., RN, MN
Education & Development Clinician, Specialty Adult Services — MUMC Site
• Successful completion of Master of Nursing: Advanced Nursing Practice, Athabasca University, September 2009

★ Clement, D., RN
Staff Nurse, Ward E3 — Henderson Site
• Successful completion of CAN Certification of Oncology Nursing CON(C)

★ Cosman, T., RN(EC), MN, ACNP
Nurse Practitioner, Per-operative Cardiovascular Service — General Site
• Successful completion of the Adult Nurse Practitioner Exam and registration as Registered Nurse (Extended Class)

★ Deforeste, S., RN
Staff Nurse, Burn Unit — General Site
• Successful completion of Critical Practice Orientation

★ Devries, M., RN
Staff Nurse, Burn Unit — General Site
• Successful completion of Critical Practice Orientation

★ Di Sabatino, S., RN, BScN, MSN
Clinical Practice & Education Clinician, Acute Medicine — General Site
• Successful completion of Masters of Science in Nursing, D’Youville College, Buffalo, NY

★ Elliott, C., RN, BScN, CON(C), CHPCN(C)
Education & Development Clinician, Ward E3 — Henderson Site
• CAN Hospice Palliative Care Nurse Certification

★ Staff Nurse, Ward E3 — Henderson Site
• CNA Hospice Palliative Care Nurse Certification

★ English, D., RN
Staff Nurse, 8 South, Acute Medicine — General Site
• Critical Practice Orientation, General Site

★ Fischer, B., RN
Staff Nurse, Ward E3 — Henderson Site
• CNA Hospice Palliative Care Nurse Certification

★ Girodat, M., RN
Pediatric Hemodialysis Nurse, Unit 3C18 — MUMC Site
• Nephrology Nursing Certificate from Georgian College with Honours, March 2009

★ Hanna, N., RN, BN
Clinical Educator, BTU/PACU — General Site
• Successful completion of Bachelor of Nursing Degree from Charles Sturt University, December 2009

★ Heska, K., RN
Staff Nurse, 8 South, Acute Medicine — General Site
• HHS Preceptor Workshop, General Site

★ Hickson, J., RN
Staff Nurse, Burn Unit — General Site
• Successful completion of ACLS, October 2009

★ Hone K., RN
Staff Nurse, Ward E3 — Henderson Site
• CNA Hospice Palliative Care Nurse Certification

★ Humphrey, J., RN
Clinical Manager, Behavioural Health — St. Peter’s Site
• Masters of Science in Health Service Administration, D’Youville College, Buffalo, NY, August 2009

★ Ironside, L., RN
Clinical Educator, 6 South, Neurosciences & Trauma — General Site
• Awarded Advanced Trauma Care for Nurses certificate, St. Michaels Hospital, Trauma Program, September 2009

★ LeBlanc, B., RN, CON(C)
Staff Nurse, Ward F3 — Henderson Site
• Canadian Nurses Association Certification in Oncology Nursing, CON(C)

★ Leach, K., RN, BScN, CON(C)
Primary Care Nurse, JCC Clinics — JCC Site
• Canadian Oncology Nursing Certification — Canada CON(C) Recertification, April 2009

★ Lafleur, M., RN CON(C)
Primary Care Nurse, JCC Clinics — JCC Site
• Successful Recertification of the Canadian Nurses Association for Oncology, CON(C)

★ LaRocque, C., RN
Staff Nurse, CCC & Aging — St. Peter’s Site
• Recertified for Canadian Nursing Association Specialty Certification in Gerontological Nursing
Completed Educational Advancements

★ Lewis, E., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• Critical Practice Orientation, General Site

★ Levett, D., RN  
Staff Nurse, Ward E3 – Henderson Site  
• CNA Hospice Palliative Care Nurse Certification

★ Mayhew, A., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• Critical Practice Orientation, General Site

★ Mendez, D., RN, CON(C)  
Staff Nurse, Ward F3 – Henderson Site  
• Canadian Nurses Association Certification in Oncology Nursing, CON(C)

★ Molenear, I., RN  
Staff Nurse, Ward F4 – Henderson Site  
• Completion of BScN degree from Ryerson University, June 2009

★ Nancekivell, K., RN, BScN  
Staff Nurse, ICU West – General Site  
• Successful completion of BScN degree from Ryerson University

★ Phillipchuk, J., RN, MSN  
Community Liaison Coordinator, Professional Affairs, Cultural Outreach Program – MUMC Site  
• Convocation: Master of Science Nursing/Adult Health Nurse Practitioner

★ Praljak, A., RPN  
8 South, Acute Medicine – General Site  
• IV Certification Course, Mohawk College

★ Quinn, R., RN, BScN, PNC(C)  
Education & Development Clinician, Women’s Reproductive Health & Newborn Care Program – MUMC Site  
• Successfully achieved Canadian Nurses Association Certificate in Perinatal Nursing 2009  
• PNC(C) Nurse Certified (C) Canada

★ Reid, C., RN, CCRP  
Research Nurse, Clinical Trials Department – JCC Site  
• Successful certification as a Certified Clinical Research Professional (CCRP) by the Society of Clinical Research Associates

★ Robinson, K., CNS  
Clinical Nurse Specialist, Wards E4 & F4 – Henderson Site  
• Completed BScN degree from Ryerson University, June 2009

★ Saunders-Roy, M., BA, RN, CON(C)  
Education & Development Clinician, Ward F3 – Henderson Site  
• Canadian Nurses Association Certification in Oncology Nursing, CON(C)

★ Schoonderbeek, L., RN, BN  
Staff Nurse, Burn Unit – General Site  
• Successful completion of Bachelor of Nursing Degree from Charles Sturt University, December 2009

★ Seguin, C., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• Critical Practice Orientation, General Site

★ Taylor, H., RN, BN  
Staff Nurse, Burn Unit – General Site  
• Successful completion of Bachelor of Nursing Degree from Charles Sturt University, December 2009

★ Theriault, K., RN, Case Manager, CCC & Aging – St. Peter’s Site  
• Recertified for Canadian Nursing Association Specialty Certification in Gerontological Nursing

★ Thorson, B., RN, CON(C), CCRP  
Research Nurse, Clinical Trials Department – JCC Site  
• Successful certification as a Certified Clinical Research Professional (CCRP) by the Society of Clinical Research Associates

★ Ture, A., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• HHS Preceptor Workshop, General Site

★ Turner, S., RN  
Case Manager, CCC & Aging – St. Peter’s Site  
• Recertified for Canadian Nursing Association Specialty Certification in Gerontological Nursing

★ Van Hardeveld, S., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• Critical Practice Orientation, General Site

★ Virag, M., RN  
Staff Nurse, 6 West – General Site  
• Currently enrolled as part-time student in the post RN to BScN program at Ryerson University

★ Ward 3Z – RNs – MUMC Site  
• Kang, D., Zettel, T., Successful completion of the new 3-day de Souza Chemotherapy and Biotherapy Course

★ Ward E3 – RNs – Henderson Site  
• Butchart, T., Hargreaves, S., Obidi, E., Nichol, M., Robinson, A., Lindo, T., Cornelius, T., Santos, I., Kempa, G., Donnelly, S., Successful completion of the new 3-day de Souza Chemotherapy and Biotherapy Course

★ Ward F3 – RNs – Henderson Site  
• Heelam, E., Amenudzie, Y., Successful completion of the new 3-day de Souza Chemotherapy and Biotherapy Course

★ Young, L., RN, BScN, CON(C)  
Primary Nurse, Supportive Care – JCC Site  
• Completed BScN degree at Ryerson University, Toronto, June 2009

★ Zizek, N., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• Critical Practice Orientation, General Site
★ Antoni, K., RN, MHSc, ACNP
Nurse Practitioner, Acute Pain
Service/Perioperative Services –
General Site
• Research Bursary created by
CAAPN Executive in 2009 as the
Karen Antoni Research Bursary
– available to Canadian Advanced
Practice Nurses to offer financial
support for research initiatives.

★ Behr, D., RN
Charge Nurse, Perioperative Services
– Henderson Site
• Awarded $13,000 from the RNAO
for an Advanced Practice Leadership
fellowship, August – November 2009

★ Bilopavlovic, C., RN, BScN,
CPN(C), RNFA, CNOR
Registered Nurse First Assistant,
Cardiac & Surgery – General Site
• Awarded Health Professional
Bursary, Helen Semple Bursary &
Margaret R. Charters Nursing Bursary.

★ Chauhan, U., RN, MN, ACNP(D),
BScN, CGN(C), Staff Nurse, Digestive
Diseases – MUMC Site
• Recipient of 2009 Canadian
Association of Gastroenterology
(CAG) & Canadian Society of
Gastroenterology Nurses and Associate
(CSGNA) Nurse bursary. This bursary
will support the attendance to the 2009
Canadian Digestive Diseases Week
held in Banff, February 27, 2009

★ Deacon, M. RN
Unit Leader, Ward 4Y – MUMC Site
• Recipient of the 2009 MUMC site
Nursing Excellence Award

★ Desantis, J., Hunter, D.,
MacDonald-Sauer, L., Pauhl, C.,
Rohal, S., Teichmann, A., Dyjach,
I., Winn, D., Nurses – Various Sites
• These nurses are all recipients of the
Preceptorship Awards of Excellence in
2009. Clinical Practice and Education
launched these interdisciplinary awards
to recognize outstanding preceptors.

★ Forbes, M., RN, BScN, CON(C),
APN-intern, Advanced Practice Nurse
– JCC Site
• Awarded de Souza Fellowship,
de Souza Institute, March 2009

★ Haycock, T., RN, BA, BSN/MS
Education & Development Clinician,
Ward B3 South/B3 North – General Site
• Marjorie Stanton Award for
Excellence in application of Nursing
Theory in Research, Master of
Science in Nursing Program,
D’Youville College, Buffalo,
NY, 2009

★ Humphrey, J., RN
Clinical Manager, Behavioural Health
– St. Peter’s Site
• Building Capacity through
Education Award of Recognition from
the Alzheimer Society of Hamilton
and Halton, June 2009
• John Miller Inspiration Award from
St. Peter’s, June 2009

★ Kaagwa, E., RPN
Ward 4 West, CCC & Aging –
St. Peter’s Site
• Winner Women’s Opportunity
Award, Soroptimist International –
Dundas, Ancaster, Flamborough,
July 2009

★ Mammoletti, B.A., RN
Staff Nurse, Labour & Delivery –
MUMC Site
• Winner Evidence Based
Nursing Award

★ Munro, J., RN, PNC(C)
Maternity Registration Coordinator –
MUMC Site
• Pat Mandy Award recipient,
June 2009

★ Nicosia, S., RN(EC), NP-Adult
Advanced Practice Nurse,
6 West – General Site
• 2009 Mohawk College Alumni of
Distinction Award for Health recipient
• Nominated for 2009 premier’s Award
in the community college category

★ Phillipchuk, J., RN, MSN
Community Liaison Coordinator,
Professional Affairs, Cultural
Outreach Program – MUMC Site
• Induction into Sigma Theta Tau
International: Nursing Honor Society,
Daemen College, Amherst, NY,
May 2009

★ Reis, C., RN, BScN, MSc(T)
Clinical Nurse Specialist, Wards 3X,
3Y & 4Y – MUMC Site
• Knight Steel Award, HELP Team
HHS in recognition of their innovative
implementation of evidence-based
practice and excellence in the hospital
care of older adults, March 2009

★ Roche, L., RN
Pediatric Neurology Nurse, Ambulatory
Pediatrics, 2 G Clinic – MUMC Site
• Recipient of the Family Centred
Care Award (Nominated by peers,
clinic physicians & patients)

★ Ross, J., RPN
Staff Nurse, Operating Room, Perioperative
Services – MUMC Site
• Received the RPN of the Year Award
for Excellence and Innovation for
her contribution in significant ways,
on an ongoing basis, to RPNAO and
whose efforts have enhanced nursing
practice in Ontario”. Registered Nurses
Association of Ontario, RPNAO Annual
General Meeting and Conference,
Mississauga, ON, April 2009

★ Vadivelu, S., RN, MScN (Candi.),
PGDHM. Education & Development
Clinician – JCC Site
• Awarded de Souza Institute Fellowship

★ Virag, M., RN
Staff Nurse, 6 West ~ General Site
• Recipient – Professional Tuition
Reimbursement Fund

★ Wiernikowski, J., RN(EC), MN,
NP-Adult, CON(C)
Chief of Nursing Practice, Juravinski
Cancer Program – JCC Site
• Learnt., L. Dr. Tozer, R., Biggs,
K., Wiernikowski, J., Hamilton Fire
Fighters Award of Distinction in
Oncology Patient Education 2009
in recognition of the “Out of the
Shadows” patient education program
for breast cancer patients at the JCC

★ Zywine, C., RN, MSN
Advanced Practice Nurse, Head &
Neck DST – JCC Site
• 2010 de Souza Fellowship Award,
de Souza Institute, Toronto, ON,
January 2009
Research Projects and Grants

★ Ireland, S., RN, PhD
Chief of Nursing Practice – General Site
• 2009-2011: Tailored Interventions to Improve Management After Stroke or TIA II. Ontario Stroke System (co-investigator).
• 2008-2010: A Point-of-Care Quality Assurance Project Evaluating Rapid Access to Carotid Ultrasound in Patients experiencing Recent Symptoms of Transient Ischemic Attack (co-investigator).
• 2008-2009: Tailored Interventions to Improve Management after Stroke or TIA Pilot Study (principal investigator). Ontario Stroke System.

Hireland, S., RN, PhD, Chief of Nursing Practice – General Site
• 2009-2011: Tailored Interventions to Improve Management After Stroke or TIA II. Ontario Stroke System (co-investigator).
• 2008-2010: A Point-of-Care Quality Assurance Project Evaluating Rapid Access to Carotid Ultrasound in Patients experiencing Recent Symptoms of Transient Ischemic Attack (co-investigator).
• 2008-2009: Tailored Interventions to Improve Management after Stroke or TIA Pilot Study (principal investigator). Ontario Stroke System.

★ Lee, R., RN, BScN, MSch, PhD
Chief of Nursing Practice – MUMC Site
• Co-investigator, (Akhtar-Danesh, N., Principal Investigator, Baumann, A., Landeen, J., Lawlor, Y.) Perceptions of Professionalism: Exploration of Nursing Students and Faculty, Project funded by Nursing Education Research Unit, McMaster University School of Nursing, and Arts Research Board, McMaster University, 2008- 2010.
• Co-investigator, (Fortier, V., & Baumann, A., Principal Investigators, Lee, R., Fram, N., Blythe, J., McMaster University Nursing Health Sciences Research Unit). Internationally Educated Nurse (IEN) and English as a Second Language (ESL) Nurse Integration Project. Funded $800,000 by the Ontario Ministry of Citizenship & Immigration and Citizenship and Immigration Canada, 2009-2012.
• Co-investigator, (Devins, G., Principal Investigator; Beiser, M., Noh, S., Rodin, G., Irish, J., Siu, L., Mah, K., Co-investigators) Cultural Syndromes, Coping, and Illness Intrusiveness in Cancer. Project funded by the Canadian Institute of Health Research (CIHR)

★ MacKenzie, G., RN, BScN, MSc
Clinical Nurse Specialist, Stroke Prevention Clinic – General Site
• Ontario Stroke System: A Point-of-Care, Quality Assurance Project Evaluating rapid access to carotid ultrasound in patients experiencing recent symptoms of transient ischemic attack, Co-investigator, 2009-2010, $111,950.

★ Martelli-Reid, L., RN(EC), MN, NP-Adult. APN, Lung Disease Site Team – JCC Site
• Hsien Seow, Gregory Pond, Lorraine Martelli-Reid, Jonathan Sussman. Do patients with higher burden of symptoms use more cancer services?: A pilot study at the Juravinski Cancer Centre, Juravinski Cancer Centre Foundation
• Dr Peter Ellis, Dr John Goffin, Dr Sara Kuruvilla, Ms Lorraine Martelli-Reid, Dr Jonathan Sussman, Dr J.C. Cutz, Dr Shannon Trainer. Improving the Delivery of Care for Patients with Lung Cancer. Academic Health Sciences Corporation AFP Innovation Fund

★ Nagel, K., RN, MHSc(N)
Clinical Research Coordinator, Pediatric Hematology/Hemophilia/Thrombosis – MUMC Site
• Kraus De Camargo, O., Gorter, JW, Nagel, K., et al., An international meeting to facilitate the use of the International Classification of functioning. CIHR meetings, planning & dissemination grant: Human Development Child & Youth Health competition. Oct. 2009, fully funded.

★ Vadivelu, S., RN, MSCh (Candi.), PGDM. Education & Development Clinician – JCC Site
• Conducting a research study at the Juravinski Cancer Centre on “Supportive care needs of patients recently diagnosed with advanced stage colon cancer”. Funded by De Souza Fellowship and the JCC Foundation Education Award.

★ Walter, L.L., RN(EC), BSc, BScN, MN/ACNP, NP-Adult. Nurse Practitioner, Specialty Adult Services, Adult Congenital Cardiology – MUMC Site
• Euro Heart Survey – Pregnancy Registry in Patients with Structural Heart Disease
Aranduque, J., RN  
Staff Nurse, 8 South & 8 West, Acute Medicine – General Site  
• Level 4 BScN Preceptor, Mohawk/McMaster University School of Nursing

Behr, D., RN  
Charge Nurse, Perioperative Services – Henderson Site  
• In combination, the RNAO and HHS made it possible for me to invest in myself and the place I work

Bergin, J., RN  
Staff Nurse, 8 South & 8 West, Acute Medicine – General Site  
• Level 4 BScN Preceptor, Mohawk/McMaster University School of Nursing

Bilopavlovic, C., RN, BScN, CPN(C), RNFA, CNOR  
Registered Nurse First Assistant, Cardiac & Surgery – General Site  
• Instructor – Operating Room Nursing Certificate Program, Mohawk College  
• Instructor – Registered Nurse First Assistant Program, Mohawk College

Chovaz, D., RN  
Staff Nurse, Ward 3 East & 3 West, Palliative Care – St. Peter’s Site  
• Preceptor to Level 4 BScN Students, MoMac/McMaster

Complex Continuing Care & Aging Program – Staff  
St. Peter's Site  

Griffin, D., RN  
Staff Nurse, 8 South & 8 West, Acute Medicine – General Site  
• Level 4 BScN Preceptor, Mohawk/McMaster University School of Nursing

Cotton, A., RN, BScN, MEd  
Education & Development Clinician, Women’s Reproductive Health & Newborn Care Program ~ MUMC Site  
• Assistant Clinical Professor, McMaster School of Nursing  
• PBL Tutor, N4P04/Q04 Students  
• Clinical Tutor, N4J07/K07 Students  
• Oskamp, M., Quinn, R., Cotton, A., Cran, M., To enhance knowledge and quality care of women with diabetes in the Women’s Reproductive Health & Newborn Care program, the group developed a series of 6 evidence-based, creative e-learning modules

Dix, J., RN, BScN, MSN – MUMC Site  
• Clinical Tutor, McMaster School of Nursing

Elliott, C., RN, BScN, CON(C), CHPCN(C)  
Education & Development Clinician, Ward E3 – Henderson Site  
• The de Souza Institute provided a weekly provincial teleconference study group. Caroline presented the session on Care for the Patient and Caregiver

Endoscopy Unit – RNs  
MUMC Site  
• Candy, J., Rohal, S., Preceptors for new staff

Fisher, P., RN, BScN, BA, MN, GNC(C)  
Clinical Nurse Specialist, Seniors and Rehabilitation – Chedoke Site  
• Clinical Lecturer, McMaster University School of Nursing

Groenwegen, K., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• Mentor, New Grad Initiative

Haycock, T., RN, BA, BSN/MS  
Education & Development Clinician, Ward B3 South/B3 North – General Site  
• Clinical Faculty Appointment with McMaster University School of Nursing

Hendrick, N., RN  
Staff Nurse, 8 South & 8 West, Acute Medicine – General Site  
• Level 4 BScN Preceptor, Mohawk/McMaster University School of Nursing

Ireland, S., RN, PhD  
Chief of Nursing Practice – General Site  
• Assistant Clinical Professor, McMaster University  
• Clinical Tutor Nursing HTH 4L02 and N4J07/K07, Fall, Winter and Spring Semesters

Jennings, B., RN, MSHSA  
Program Manager, Pediatric Critical Care, Respiratory Therapy and Outreach Programs – MUMC Site  
• Clinical Lecturer, McMaster University School of Nursing  
• Instructor, Ryerson University Post RN Program

Leach, K., RN, BScN, CON(C)  
Primary Care Nurse, JCC Clinics – JCC Site  
• Mohawk College of Applied Health Sciences: instructor for Oncology Certification Course – Distance Ed.

Lawson, L., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• Mentor, New Grad Initiative

Lee, R., RN, BScN, MSn, PhD  
Chief of Nursing Practice – MUMC Site  
• Associate Clinical Professor, School of Nursing, Faculty of Health Sciences, McMaster University  
• Examiner, Comprehensive Exam for MSc and PhD students, McMaster University, School of Nursing  
• Member of PhD and MSc Thesis Supervisory Committees  
• Research Tutor, 4L02 4th year nursing research students

Link, D., RN  
Staff Nurse, 8 South, Acute Medicine – General Site  
• Mentor, New Grad Initiative
Educational Facilitators/Teachers/Preceptors

★ MacKay, S., RN
Staff Nurse, Ward 3 East & 3 West, Palliative Care – St. Peter’s Site
• Preceptor to Level 4 BScN Students, MoMac/McMaster

★ Maley, M., RN
Staff Nurse, Ward 3 East & 3 West, Palliative Care – St. Peter’s Site
• Preceptor to Level 4 BScN Students, MoMac/McMaster

★ Martelli-Reid, L., RN(EC), MN, NP-Adult. APN, Lung Disease Site
Team – JCC Site
• Course Instructor, Preparation Course for the Canadian Oncology Nursing Certification Exam, the de Souza Institute, Toronto, ON

★ Martin, C., RN(EC)
Nurse Practitioner, Neuroscience Program – General Site
• RNAO leadership mentor for staff nurses – 7 West
• McMaster 4th year nursing student clinical tutor

★ McCabe, J., RN, BScN, MHSc, GNC(C). Education & Development Clinician, Specialty Adult Services – MUMC Site
• Faculty Tutor for 4th year BScN student, McMaster University School of Nursing
• Research preceptor for 4L02 student, Medication Reconciliation Initiative, Ward 4Z

★ Montean, J., RN
Staff Nurse, 8 South & 8 West, Acute Medicine – General Site
• Level 4 BScN Preceptor, Mohawk/McMaster University School of Nursing

★ Murchison, R., RN, BScN, BEd, MSc(T). Manager, Clinical Practice & Education – All Sites
• Assistant Clinical Professor, McMaster University, BScN Program

★ Nagel, K., RN, MHSc(N)
Clinical Research Coordinator, Pediatric Hematology/Hemophilia/Thrombosis – MUMC Site
• Clinical Faculty Appointment, McMaster University School of Nursing, 4L02 Students

★ Nancekivell, K., RN, BScN
Staff Nurse, ICU West – General Site
• Preceptor to new staff member
• Preceptor to McMaster University nursing student

★ Obreonicv, L., RN
Staff Nurse, 8 South & 8 West, Acute Medicine – General Site
• Level 4 BScN Preceptor, Mohawk/McMaster University School of Nursing

★ Pediatric Ambulatory Clinic – RNs
MUMC Site
• Elliott, L., Smith, A., Decker, K., Goldsmith, R., For dedication to preceptorship and caring for Level 4 BScN Nursing Students

★ Phillipchuk, J., RN, MSN
Community Liaison Coordinator, Professional Affairs, Cultural Outreach Program – MUMC Site
• Mentor – 4L02 students, McMaster University, School of Nursing
• Mentor – 2009 Health Research Under the Microscope, McMaster University, April 2009

★ Pilgrim, A., RN, GNC(C)
Staff Nurse, Ward 4 East & 4 West St. Peter’s Site
• Preceptor to Level 4 BScN Students, MoMac/McMaster

★ MacKay, S., RN
Staff Nurse, Ward 3 East & 3 West, Palliative Care – St. Peter’s Site
• Preceptor to Level 4 BScN Students, MoMac/McMaster

★ Pediatric Medical Daycare & Sedation Clinic
MUMC Site
• Currie, T., Greenlaw, C., Butz, R., Leder, L., For dedication to preceptorship and caring for Level 4 BScN Nursing students

★ Pollard, R., RN
Staff Nurse, 8 South & 8 West, Acute Medicine – General Site
• Level 4 BScN Preceptor, Mohawk/McMaster University School of Nursing

★ Rehab & Senior’s Health - RNs
St. Peter’s Site
• Cioffi, R., Coker, E., D’Hondt, A., Duffie, D., Humphrey, J., Montemuro, M., Northwood, M., Truman, T., White, T., The Gentle Persuasive Approaches (GPA) in Dementia Care curriculum was introduced at St. Peter’s in 2004.

★ Rehab & Senior’s Health, Behavioural Health Unit – RNs
St. Peter’s Site
• Duffie, D., Truman, T., Mackenzie, H., Ronalds-Potts, K., White T., Cioffi, R., Preceptors for Level 4 BScN MoMac/McMaster Students

★ Ross, J., RPN
Staff Nurse, Operating Room, Per-operative Services – MUMC Site
• Preceptor – Mohawk Per-operative students on an ongoing basis

★ Sabo, L., RN
Staff Nurse, 8 south, Acute Medicine General Site
• Mentor, New Grad Initiative

★ Sardo, A., RN(EC), MS/ACNP, CNC(C), EN(C). Nurse Practitioner-Adult, Regional Joint Assessment Program – Chedoke Site
• Workshop Facilitator, Measuring Outcomes, Canadian Association of Advanced Practice Nurses (CAAPN) Biennial Conference and General Meeting, St. John’s, MF, October 2009

★ Skin, Wound, Ostomy - Clinicians
MUMC Site
• Trapasso, N., Flood, B., Preceptors for new staff and nursing students

★ Stevens, C., RN
Staff Nurse, Ward 3 East & 3 West, Palliative Care – St. Peter’s Site
• Preceptor to Level 4 BScN Students, MoMac/McMaster

★ Theriault, K., RN, GNC(C)
Staff Nurse, Ward 4 East & 4 West – St. Peter’s Site
• Preceptor to Level 4 BScN Students, MoMac/McMaster
★ Travale, G., RN, GNC(C)
Staff Nurse, Ward 4 East & 4 West – St. Peter’s Site
- Preceptor to Level 4 BScN Students, MoMac/McMaster
- Preceptor for NGG Pilot Project
- Preceptor for Level 4 BScN Nursing Students as their preceptor
- Preceptor for ACNP students, School of Nursing, University of Toronto

★ Villasanta, L., RN
Staff Nurse, 8 South & 8 West, Acute Medicine – General Site
- Level 4 BScN Preceptor, Mohawk/McMaster University School of Nursing

★ Virag, M., RN
Staff Nurse, 6 West – General Site
- Preceptor for MoMac program – Level 3 & 4 students
- Preceptor for NGG Pilot Project

★ Ward 3B & Ambulatory Pediatrics Clinic – RNs
MUMC Site

★ Ward 3B, RNs – MUMC Site
- For dedication and caring for Level 4 BScN Nursing Students as their preceptor

★ Ward 3C, RNs – MUMC Site
- Grenier, M., Paulh, C., Carter, C., Pattinson, D., Campagnoni, J., Trushinski, S., King-McQuay, P., For dedication and caring of Level 4 BScN Nursing Students

★ Ward 3 West, 3 East & 4 East St. Peter’s Site
- Thompson, T., Carter, K., Dixon, K., Thibault, D., Martin, N., Stanford, T., IV Care & Maintenance, Mohawk College

★ Ward E3, RNs – Henderson Site
- Denis, S., Butchart, T., Parnaby, J., Powell, T. DiStafano, A., NGG Mentors

★ Ward 4Y, RNs – MUMC Site

★ Ward 4Z, RNs – MUMC Site
- Laughland, B., Nelson, S., Sheppard, J., Grink-VanDerGeer, C., Caco, V., Burdulis, T., Thomas, S., Court, M., Chaput, C., Harrison, J., Horansky, C., Nieuwenhuizen, H., Bonvairi, V., Eastman, S., Putoczki, K., MacDonald, J., Salt, C., Lindsay, K., Morrison, C., Gagnon, T., Hamilton, K., Olteanu, A., Hobden, S., Preceptors for new staff and nursing students
- Putoczki, K., Laughlan, B., Sheppard, J., Court, M., Mentors for New Grad Initiative (NGG) RNs

★ Walter, L.L., RN(EC), BSc, BScN, MN/ACNP, NP-Adult
Nurse Practitioner,
Specialty Adult Services,
Adult Congenital Cardiology
MUMC Site
- Clinical Lecturer, School of Nursing, Faculty of Health Sciences, McMaster University
- Preceptor for ACNP students, School of Nursing, University of Toronto

★ Wiernikowski, J., RN(EC), MN, NP-Adult, CON(C)
Chief of Nursing Practice,
Juravinski Cancer Program
JCC Site
- Assistant Clinical Professor School of Nursing, Faculty of Health Sciences, McMaster University
- Associate Member, Department of Oncology, Faculty of Health Sciences, McMaster University

★ Winn, D., RN, GNC(C)
Staff Nurse, Ward 4 East & 4 West
St. Peter’s Site
- Preceptor to Level 4 BScN Students, MoMac/McMaster

★ Wojtkowski, M., RN
Staff Nurse, 6 West – General Site
- Preceptor for Level 4 nursing students
- Preceptor for NGG Pilot Project

★ Zywine, C., RN, MSN
Advanced Practice Nurse,
Head & Neck DST
JCC Site
- Clinical Tutor for McMaster University School of Nursing – clinical/research courses/curriculum development
- e-Mentorship Program – serving as a mentor for oncology nursing development
- de Souza Institute – presenter/curriculum development for Oncology Certification Prep Course

Research Projects and Grants 31
Alvarado, K., RN, PhD, CHE
Director, Surgical Oncology & Orthopedics – Henderson Site

Cosman, T., RN(EC), MN, ACNP
Nurse Practitioner, Per-operative Cardiovascular Service – General Site

Di Sabatino, S., RN, BScN, MSN
Clinical Practice & Education Clinician, Acute Medicine – General Site
• Geriatric Emergency Management in Ontario: A Model for Senior’s Care, Volume 33, Number 3

Ireland, S., RN, PhD
Chief of Nursing Practice – General Site
• Ireland, S., (2009). Hamilton Health Sciences Centre Member Spotlight. RNAO Centre for Professional Nursing Excellence Centre Points Newsletter, January 2009

Kampf, M., RN, BA
Clinical Practice & Education Clinician – Henderson Site
• Chaired and developed with a provincial group of PeriAnesthesia nurses the 6th edition of Clinical Practice Standards for PeriAnesthesia Nursing – Published for the province in December 2009

Lee, R., RN, BScN, MScN, PhD
Chief of Nursing Practice – MUMC Site

Nagel, K., RN, MHSc(N)
Clinical Research Coordinator, Pediatric Hematology/Hemophilia/Thrombosis – MUMC Site

Travale, I., BScN, MScN, RN(EC)
Nurse Practitioner, Cardiac Surgery & Director Cardiac and Vascular Unit – General Site

Wiernikowski, J., RN(EC), MN, NP-Adult, CON(C)
Chief of Nursing Practice, Juravinski Cancer Program – JCC Site
Adams, B., RN
ICU East/South, Neurosciences & Trauma – General Site

- In November 2009 my father was admitted to the Hamilton General Hospital as a result of suffering a spontaneous brain bleed. He was admitted to the ICU East ward where he remained until he passed away. As a result we donated my father’s organs and in turn he was taken care of by the Trillium Gift of Life Network staff.

During his stay at HGH my father received the upmost respect and care from all the staff in the ICU East and after he passed away he was once again treated with the upmost respect and his dignity was preserved by the Trillium Gift Of Life staff throughout the organ donation process. As time has passed I have felt inclined to ensure that all of the staff that took care of my father may be recognized at a higher level.

There is one staff member in particular that I truly feel deserves to be mentioned as she seemed to stand alone somehow; a special ICU nurse named Bonnie encompasses everything a nurse should be and more.

Bonnie sat at the end of my Dad’s bed for 3 nights, she was his ICU night shift nurse, I can honestly say that she is an angel from heaven that was placed in our crazy world at that moment for reasons I still don’t fully understand. Bonnie was professional yet she shared her personal journey with my family members with an openness that went above and beyond her call of duty. Bonnie spoke to me from a place in her heart that touched me deeply and she would always speak to me with an open honesty that was second to none.

Bonnie was and will continue to be the perfect all encompassing package that is empathy at the very finest and she is a true example of someone doing the job they were placed on this earth to do. I have no words to express how much her daily random acts of kindness and her silent strength truly pulled me through and helped me make some of the hardest decisions of my life:

I truly feel that in these times when medical staff is so often over worked and unappreciated that it was imperative that I passed on the above note so that, if at all possible, the staff noted above receives the recognition they deserve from their bosses and in turn from their peers.

I truly appreciate everything that was done for my family during our time of crisis.

Bolton, R., RN
Community Health Nurse – Chedoke Site

R. Bolton runs a fabulous group – These are some comments received from patient satisfaction surveys:

- Excellent!
- Presentation by both facilitators was very well done.
- Great information – thank you
- “Teen Talk” really helps my daughter in many ways, I believe it will have huge impact on her development

Chemotherapy Suite – Nursing Staff – JCC Site

- “…You have made this difficult time in our lives so much easier for us with your caring and kindness. Thank you all so much for all you have done. You are all “Special Angels”.
- “…All the Nursing staff showed understanding, compassion and professionalism. Thank you so much for the great care, we would not have made it without you”
Letters of Recognition from Patients and Families

Clinical Trials – Nursing Staff
JCC Site
• “Having started chemotherapy treatment and participating in a test program at the Centre in January formally having been at Joseph Brant Hospital, I believe it only proper to write to express my sincere appreciation for your services with the greatest of respect for your operation.

  I find the process highly organized and without exception all of the staff, in particular the nurses, most understanding and cooperative. Your whole concept is highly effective in all respects.

  The conduct of your staff creates a most consoling atmosphere under what are definitely unfavourable medical circumstances.

  I would like in particular to highly commend Ms. R. Snelling who is responsible for my treatment. She is indeed an exceptional member of your team.

  In summary I convey my sincerest thanks to the centre and the excellent service it provides.”

Diabetes Clinic
MUMC Site
• “…She asked your excellent nurse Cheryl Miller to join us and offer her suggestions and insight as well. I have met with Cheryl previously and have always found her to be most helpful with a deep knowledge base and a warm personal approach. This time was no exception and I felt that I was receiving exceptional care…”.

HIU, Cardiac and Vascular Program – Staff
General Site
• “Words cannot begin to express how grateful we are to the McMaster Emergency Unit and the Cardiac Care Units at McMaster and the Hamilton General Hospital.

  On Christmas day 2009 I suffered a heart attack.

  Thanks to the quick response of the McMaster Emergency Unit and the Hamilton General Cardiac Care Unit I am doing very well. Within less than 3 hours form the onset of my heart attack I was treated at McMaster Emergency, transported to the General HIU where I had angioplasty and received two stent implants. As a result there was minimal damage to my heart.

  Everyone in the McMaster Emergency Unit and both the General and McMaster Cardiac Care Units (CRCU and HIU) were compassionate, caring and professional.

  The staff at both hospitals not only provided me exceptional care but also showed kindness and compassion to my wife and family.

  It seems today the press and media can only portray our health care system in a negative manner, when the truth is, the city of Hamilton and surrounding area has access to world class facilities and the best health care professionals in Canada.

  • “I just had to write Hamilton General Hospital for the expert, efficient and friendly manner which they treated my mother. My mother complained of severe chest pains on Thursday morning, was rushed to her nearest ED where her blood pressure was sky-rocketing. The doctor there was unsure of what was wrong with her and asked her if she wanted to go to the Hamilton General. I quickly said yes.

    On Friday morning, I received a phone call saying she was being taken to the Hamilton General HIU. She arrived at 1230, I arrived at 1300. The doctor looked at her chart, very graciously explained all that he was going to do. At 1345 she was taken in for her procedure, returning at 1500.

    The doctor came right after that to explain what he had done and also to answer any questions. My mother’s nurse was also very sweet and friendly to my mom. As English is not her first language she is always a little anxious about her understanding everything. This nurse made my mother feel very comfortable.

  They said she would spend the night and return to her sending hospital in the am. Her stent from last year had closed. It was all cleaned out and a new one was put in. I sat there amazed over the last 24 hours - where we went from thinking she was having a heart attack to on her way home and everything looked good.

    I cannot thank your hospital enough for the extraordinary care my mother received and also for the wonderful human approach from both the doctor and the nurse who attended my mother”.

ICU South – All Staff
General Site
• “During my stay, there were so many little acts of kindness: the silent shoes the staff wear, the warmed blankets (oh what a luxury), the respectful way the staff dealt with bodily functions, fluffing of pillows, the anticipation of a person’s needs. By these comments I hope to elaborate on what I said at the beginning – Hamilton General Hospital is a magnificent hospital, I’ve been given a new lease on life and hope for some years to come.

    It is impossible to properly articulate to you, my deep gratitude for your trying to give my husband his chance at a meaningful life. Your concern and compassionate guidance along with the care given by the wonderful staff in the ICU was truly exemplary. I feel that my husband was treated with all the respect and dignity he deserved – the kindness shown to me during those terrible days were too many to count – please know how very much they meant to me and my family.

    Even though my only experience at the HGH was in the ICU and 5 South the staff went above and beyond to ensure I was given the best care. I would surmise that the same degree of high standard of care given me is prevalent throughout the hospital. Please pass on my debt of gratitude and thanks to all staff in the ICU and 5 South.”
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**JCC Clinics – Nursing Staff**
JCC Site

- “Several months ago our world seemed out of control and quite bleak. As we started our visits everyday it soon became very clear we were not alone. You have made what began as a sad and scary beginning a time of hope and light. We cannot express in words the kindness you have shown us. Your words will remain with us always. You should be most proud of the way you conduct yourself dealing with these difficult situations.”
- “Thank you for always encouraging my mom when she is feeling down. Thank you for helping her undergo cancer. Thank you for always caring for her. I just thank God that He gave you to my mom. You are one of my mom’s blessings. God bless you!”

**Ward 2 West – All Staff**
St. Peter’s Site

- “Thank you kindly for the compassionate care you provided my beloved husband. Although it was never easy on both of us, we knew he was in the best of care at St. Peter’s. Thank you for your patience, kindness and caring ways that made his daily living easier. We couldn’t have done this without you all. He tried to remember you all by name and sometimes had a joke or story to share with each of you. He loved your interaction and making you laugh at times. On behalf of my family, a big THANK YOU to all your staff for making these few months comfortable for him.”

**Ward 4B – Nursing Staff**
MUMC Site

- “This is a small note expressing my thanks. I want you to know what awesome nursing staff you have on ward 4B. My nurse outlined the plan of care and monitored my pain. We were partners in my recovery. With the passing of time I have forgotten names but will always remember their faces. I was terrified prior to my surgery. It was needless worry. Thank you so much.”

**Ward 4C – Nursing Staff**
MUMC Site

- “Thank you so much for generously sharing your time, wisdom and skill with us. You made us feel very welcome and ensured a fabulous learning experience every day we were here.”

**Ward 4 East – All Staff**
St. Peter’s Site

- “…the purpose of this communication is to make you aware of the quality of your staff…in particular I wish to mention K who was not only efficient but also so sympathetic regarding my concerns about my nephew. When T. died in emergency at another hospital, I returned to your hospital to take care of necessary details. K was there with true sympathy — a caring professional. Please accept my sincere thanks for the short term contact with my nephew — which your entire staff made me feel that they were truly caring. I would appreciate it if you would share this with them. I am certain they do not receive enough accolades”.

**Ward 4 West – All Staff**
St. Peter’s Site

- “Thank you so much for all your care and comfort and love you gave to my mom and the rest of our family. Our hearts were always comforted because we knew our mom was in good hands—and also the best hands, when it comes to St. Peter’s Hospital. May God continue to bless the walls of this foundation and also the staff who make the foundation. God bless you all again”.

**Ward 6 West RNs & RPNs**
General Site

- “The 6 west nurses were excellent, nobody has to wait, everything was prompt. This department was great!! The nurses were so nice and couldn’t do enough to help you, what a difference. The other patients whom we talked to onward 6 West had the same things to say about how wonderful the nurses are.

    I must ask you to compliment your staff for their cooperation, flexibility, focus on safety and most importantly — working with multiple services to provide truly patient-centred care for Mrs. L. during her stay on 6 West. This woman had very complex pain requirement – palliative, chronic and also acute post surgical pain. Your staff worked in partnership with the MRP – Dr. Drew, the Palliative Care team, the Acute Pain Service and ultimately with Dr. Mantel at the Henderson Site regarding transfer to a more appropriate setting for her. This woman’s care included technology that 6 West staff are not familiar with, however they identified resources and processes to ensure that safe administration of medication could continue, as it was meeting the patient’s needs. They should know that others admired their efforts.

    We left 6 West at the general around 10:00 am this Sunday. I must tell you how impressed I was with the whole experience at the General and particularly with the nursing staff on 6 West. They really love what they are doing and it shows in their dedication, professionalism and good humor.

    I was speaking with Mr. N, in room 6W17 during my APS rounds and he told me he was touched by the way care was delivered — usually with such kindness he said. He was particularly impressed by the high level of professionalism and wanted me to share this with the staff.”

**Ward 7 South – All Staff**
General Site

- “I would like to take this moment to say thank-you for all the care and kindness that you showed in the recent passing of my beloved brother. The care which he received in his last few days of his life will never be forgotten. That you once again showed loving care not only for your patients but the family as well in their time of need.”
- “We just wanted to thank you all for the wonderful care you gave A.B. Words cannot express the wonderful care you gave her from the beginning of her illness til her death, Dec. 24. As a nursing colleague I was so impressed...”

**Ward 7 South – All Staff**
General Site
with your compassion, your kindness
and the wonderful nursing care you
gave her and also how you supported
the family. It was so nice we were
able to stay with her on her last night.
You guys were great and thanks for
providing us with a cot & lazy boy
chair. We knew when we weren’t able
to be there, she was always in good
hands and it sure gave us peace of
mind. She was a great lady who had
such compassion and graciousness and
I know you guys fell in love with her
too! She always had great things to say
about the nurses on 7 South. (Squeaky,
it was so nice of you to come to the
funeral home. Thank-you) Thanks
again for your kindness & compassion.
We will forever be grateful!”

• “To the Doctors, Nurses and staff
of 7 South; Just a small token of our
appreciation for the love and care
taken with our Best Friend and
Mother over the last few months. Your
professionalism understanding and
compassion has made us feel part of
your family. Thank-you so much at
this difficult time”

• “Words cannot begin to express
my gratitude and appreciation for
everything you did for me during my
time as a patient. My family and I
had to face one of the toughest times
of our lives, but thanks to you it was
bearable. Your care and compassion
will never be forgotten. I will think of
you often.

• “My family and I would like to
thank all the staff of the Stroke and
Trauma unit for the excellent care of
my husband. I would also like to thank
you all for the many acts of kindness
that were shown towards myself
and the rest of the family. We will
always remember you all with great
fondness.”

• “A happy heart is the best medicine
for healing the body – you sure
provided that to me and my family.
Many thanks. God bless you.”

• “To the most incredible staff of 7
South, who nursed my family member.
For the passed few months you and y
family have walked a journey with a
most wonderful woman, my aunt, my
friend, your friend and a member of
your profession. Along the way, we all
learned what courage was all about. I
think now, if we looked up that work
in the dictionary we would see M A B.
She taught us compassion, strength
and genuine heartfelt gratefulness.
Even when she was unable to speak
words, we were getting the best hugs
and kisses. You are a very unique
group of men and women who carried
a special place in my aunt’s heart.
Your love for my aunt allowed us to
go home and know that she would
be cared for with love, respect and
dignity. I remember the day the
Christmas lights went on the tree in
her room. There was major discussion
and nurses and staff coming in the
room to fix it. A very little thing to
most, but not to us. When we left
at night, you continued to play her
rosary C.D that she loved so much,
interchanging it with Christmas and
spiritual songs. I cannot tell you how
many times I would step out of that
room as my heart was breaking and
one of the angels of 7 South would
come over and hug or say how are
you? or tell me a story how my
aunt touched their heart that day.
Your love and care for my aunt and
always maintaining her dignity was
absolutely amazing. I thank you again,
although, I know....as I heard you
say it enough....you didn’t need to be
thanked because there were no limits
to what you would do for my aunt as
she was in your words, such a sweetie
and fine lady. You are the best...
and in the words of my auntie A.....
Thank-you, thank-you.

• “To the team - Integrated Stroke Unit
- 7th floor Hamilton General Hospital.
This is a belated but nonetheless
heartfelt and sincere Thank-you for all
of your wonderful work, compassion
and understanding during the time
my mother, G.B. was with you earlier
this year. We were all so grateful for
the tremendous care and attention
she received, but more than that, we
will never be able to thank you enough
for the respect, dignity and love you
showed Mom during her final days.
You do wonderful work and we cannot
tell you how thankful we are that G
was able to be placed in your care at
such a critical time in her life. Thank-
you will never seem like enough....”

“Letters of Recognition from Patients and Families

“The talent of
success is nothing
more than doing
what you can do,
well.”

– Henry W. Longfellow
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Together, we’re making a difference

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![Stacey Beaulieu](image)

**Stacey Beaulieu**
Administrative Assistant
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