



Thought *du jour*...



“Teamwork is the ability to work together toward a common vision. It is the fuel that allows common people to attain uncommon results.”

Andrew Carnegie



Members of the TAVI team celebrate the success of the new cardiac procedure.

Collaboration Between Departments Leads to Successful New Cardiac Procedure

By Heather Sheen

Through an intense collaboration between the Cardiovascular Operating Room (CVOR) team and the Cardiac Cath Lab staff, Southlake recently became the first community-based hospital in Canada to offer the transcatheter aortic valve implantation (TAVI) procedure.

TAVI is a minimally invasive procedure that was developed to treat patients diagnosed with symptomatic severe aortic stenosis (AS), a condition that occurs when the aortic valve becomes narrowed and deformed.

Marion Segriff, the third patient to undergo the procedure said, “My family and I received the V.I.P. treatment in every aspect of care provided by Southlake. Each time that I came to the Hospital, every staff member, including volunteers, doctors, and everyone in-between, surpassed my expectations of care and support.”

Patients being considered for a TAVI procedure must undergo a resource-intensive process to determine if they will benefit from the procedure. While the collaborative TAVI team consists of staff from the Cardiac Surgery and Interventional-Invasive

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tradition is cherished, change is welcomed

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::: **News in Brief** :::

Register Online for Canada Savings Bonds in October

Looking for a safe, simple, and secure way to plan for your future? In October 2011, Southlake employees can register online for the Canada Savings Bond (CSB) payroll savings program.

CSB's offer competitive interest rates, no fees, and security because it is fully backed by the Government of Canada.

The minimum contribution is only \$2 per week and the amount you select will be automatically deducted from each pay. Your deductions will start with your first pay in December, and then you can watch your savings grow by selecting *Manage My Payroll Savings Plan* at www.csb.gc.ca/employee.

If you have already purchased these bonds through the Payroll Savings Program, your deductions will continue and you don't need to sign up again.

More information about the registration dates will be provided in the October 7, 2011 issue of *Lifeline*.

Caring for Our Patients – Caring for Ourselves

Be sure to mark your calendar on Friday, October 28, 2011, for the eighth annual Mental Health Academic/Clinical Day, called "Mental Health Trends & Treatments: Caring for Our Patients – Caring for Ourselves."

The event, brought to us by the Department of Psychiatry and Mental Health Programs, will take place from 8:30 a.m. to 4:00 p.m. in the Lecture Hall, Level 6, Medical Arts Building. The registration fee is \$175, and includes continental breakfast, nutrition breaks, and lunch.

Make sure to apply before September 30, 2011 for the early bird registration fee which is \$60 for Southlake staff, and \$140 for non-Southlake staff. You can also apply for the group rate for four or more registrants at a reduction of \$25 each.

For more information, please contact Janet Giannini at 905-895-4521, ext 2437 or by email at jgiannini@southlakeregional.org. See you there!

ArtStroll: Southlake's Newest Art Addition



The Art Enrichment Committee is proud to announce the launch of *ArtStroll*, the newest addition to Southlake's Art Program.

While some of the paintings have already been posted, starting in October 2011, patients and staff can take a stroll through Levels 1 and 2 of the Hospital. They can visit such areas as the Art Gallery, the Michael Reeve's collection, the Norman Knotts collection, and a number of historically related pieces currently on display.

In addition, the Hospital has a collection of more than 500 pieces of artwork, that patients, staff and visitors can enjoy between tests, during lunch breaks, or while waiting for a loved one to receive treatment.

Stay tuned for updates about the tour's event date.

Stay Informed:

Stay informed: IPAC rates can be found on www.southlakeregional.org, under "Our Performance"

::: News in Brief :::

What are Reusable Items?



A lot control sticker on a reusable item.

The Sterile Processing Department, Distribution, Environmental Services, and the Joint Occupational Health and Safety Committee have seen a dramatic decrease in the number of reusable items being returned for reprocessing, resulting in additional costs to the hospital.

Identifying reusable medical devices and equipment and placing them in the correct container – soiled bin and soiled internal linen bin – will help to ensure that there is money available for optimal staffing levels and accessible healthcare services, both of which have been shown to improve patient outcomes and satisfaction.

Signs have been posted in each of the soiled rooms to assist staff in identifying medical devices that should be placed in the soiled return bucket. A sign for identifying reusable linen that is laundered internally will also be posted.

Some examples of reusable devices are:

- Ambu bags
- Tracheal spreaders
- Chest tube insertion instruments
- Suture trays
- IV cutdown instruments
- Bedpans
- Fracture pans
- Basins

Some examples of reusable

linen are:

- Restraints
- Lifts
- Wandering vests

How do I know if an item is reusable?

- Devices that are reusable have a Lot Control Sticker and an Internal Chemical Indicator inside to track and verify the sterilization process.
- Reusable linen that is laundered internally will be marked with a “# 12” – this number represents Southlake to our external linen supplier to enable them to return items to us that were placed in the incorrect linen hamper.

Keeping Our People Safe:

- All reusable medical devices and equipment shall be considered potentially infectious and handled accordingly.
- You must wear personal protective equipment when handling reusable items.
- Before soiled reusable medical devices and equipment are transported, all sharps must be removed and disposed of at point-of-use in the appropriate puncture-resistant containers.
- Ensure all soiled devices are rinsed, bagged, and tied.

- Wipe down all patient equipment with the appropriate disinfectant.
- Never overfill pick-up bins and carts for transportation.

Submit Your Successes

Have you, or someone on your team recently received certification in a specialty, had an article published, presented at a conference, or experienced some other form of success?

Each month, *Lifeline* publishes these types of successes.

To submit a success to *Lifeline*, simply e-mail the details to corporateregionalcommunications@southlakeregional.org.

Post Your Event on the Intranet

Did you know that you can submit an event to be posted on the Intranet? The Intranet has an events calendar where any staff member, physician, student, or volunteer can post hospital-related events, including awareness weeks, information booths, farewell teas, and more.

Self-Management Tip of the Month: Use effective non-verbal communication.

Be sure you are conveying your attention through:

- Eye-contact
- Leaning forward into the conversation
- Having an open posture – arms uncrossed, body facing towards the conversation
- Align self with patient, when appropriate. For example, when looking at results, working with a menu of options, etc.
- Avoid judgmental body postures and gestures

::: **News in Brief** :::

To post an event, simply click on 'Add Event' on the right side of the home page (below the calendar), complete the form, and click 'Submit'. Remember to include details, such as the time, date, and location, and also mention the people you would like to see attend the event.

Make Sure Your Dependents Are Covered

Southlake's benefit plan will provide benefits to children of full-time staff, with current health and dental coverage, up to the age of 26, providing he/she is a full-time student at an accredited college or university.

To verify ongoing eligibility, proof of school enrolment will be required each year for students. Coverage will be maintained until August 31 of each year.

In order to continue benefit coverage, either one of the following documentation is required:

- Letter from Student Services confirming full-time status
- Photocopy of confirmation of acceptance into full-time program

Unless notified otherwise, benefits are automatically cancelled for your dependents when they turn 21 years of age.

Please send confirmation of status to Human Resources to ensure that this coverage will continue.

If you experience any problems with claims being denied, please contact Brenda Noble at ext. 2397 or Gabriele Thompson at ext. 2352.

A Heartfelt Thank You

Ruth Morton would like to thank the volunteers and staff of Southlake and the Foundation for

your gifts and well wishes for her retirement. The past 14 years have been memorable and she feels fortunate enough to have met so many wonderful people.

action360

Tip of the Month: Go for the Red – Sweet Cherries

Summer is the best time to indulge in a variety of fruits that are in season such as cherries.

Considered as a "super fruit," one cup (250 mL) of raw sweet cherries provides 81 calories. Sweet cherries are loaded with antioxidants and are a source of vitamin C, potassium, and dietary fibre.

We often associate cherries with pies or preserves. Why not try something different which you can eat as part of your breakfast or snack, like a cherry scone?

Here is a recipe for you to enjoy:

Sweet Cherry Scones
Servings: 12 scones

Ingredients

- 1½ cups whole Ontario sweet cherries
- 2 cups all-purpose flour (or whole wheat flour for a healthier option)
- 2 tbsp granulated sugar
- 1 tbsp baking powder
- ½ tsp salt
- 2 tbsp each of cold butter and vegetable oil (or non-hydrogenated margarine for a healthier option)
- ¾ cup milk (or low-fat milk for a healthier option)
- 1 tsp vanilla

Adapted from: Foodland Ontario

1. Pit cherries and coarsely chop. Drain on paper towel.
2. In a large bowl, stir together flour, sugar, baking powder, and salt.
3. Using pastry blender or fingers, work butter into small bits.
4. Stir in drained cherries.
5. Make a well in the centre. Stir together oil, milk, and vanilla. Pour into well and stir just until firm dough forms.
6. Turn out onto lightly floured surface. Knead three times.
7. Divide in half. Pat each half into ¾ inch-thick, 6-inch circle. Cut each into six wedges.
8. Lightly grease or coat baking sheet with cooking spray.
9. Place scones slightly apart on sheet.
10. For sparkle, sprinkle tops with 1 tbs more sugar.
11. Place on rack above centre of oven, and bake at 450°F (230°C) until golden, for approximately 10 to 12 minutes.

This information is brought to you by York Region Community and Health Services, Nutrition Services Department. This information is solely for educational purposes and is not intended as substitution for consultation with a health professional or qualified expert.

A Brief Word With Our New Electrophysiologist, Dr. Alfredo Pantano



On August 12, 2011, Southlake welcomed Dr. Pantano, our new Electrophysiologist. Prior to joining the team, Dr. Pantano completed his electrophysiology fellowship at Royal Jubilee Hospital in Victoria, British Columbia. Following his training, he worked at the University of Alberta for seven years before becoming a full-time staff member at Southlake.

What was your first job?

My first job was during the summer at a bicycle repair shop when I was 16 years old. I worked at the repair shop for over three summers.

This was a great experience because it allowed me to do something that I loved. As sport biking was something that I was passionate about and good at, it definitely wasn't a struggle to wake up everyday for work.

I was so passionate about the sport that people back home in Argentina still consider me to be a bicycle repairman by profession rather than a doctor.

I participated in sport biking for 15 years and was a part of the Argentinean national team for a couple years. If I hadn't gone to University and hadn't been so caught up in my studies, I would probably still be involved in sport biking.

Who do you most admire?

The person that I admire most is Lance Armstrong. Despite being a cyclist in a sport that I love, I also admire him for maintaining an athletic skill despite being sick with cancer.

Lance is someone with perseverance and charisma and I am in awe at how successful he's been at cycling despite his expected limitations. I think that he provides inspiration to those under similar circumstances to be the absolute best that they can be.

What do you like best about working at Southlake?

There are great people to work with at Southlake and everyone has gone out of their way to be helpful and welcoming towards me.

I also enjoy working with Dr. Verma and Dr. Khaykin. I had read a lot regarding their studies prior to joining Southlake, and while at Southlake, I have participated with them in a collaboration of multi-centre trials. I feel very lucky to have joined such a great team.

Give an example of when you have witnessed "shockingly excellent service" at Southlake?

Southlake's *shockingly excellent service* extends beyond the region and even the country. For example, in the last few years, Southlake's Electrophysiology Program has become one of the most successful programs in Canada with amazing international recognition.

I first learned about what the Electrophysiology group was doing through reading their articles while I was practising at the University of Alberta. I also found out more about the department through networking with members of the Cardiology Department.

What is the last thing you do before you go to bed at night?

Read stories to my kids ages 6, 4, and 3. I consider my children and my family my biggest satisfaction.

Vicki Cousins: Providing Inspiration During Difficult Times

By Heather Sheen

As Southlake's Coordinator of Spiritual Care and fulltime spiritual care provider, Member of the York Region Critical Incident Stress Management Team, and Chaplain with York Region Police (YRP), Vicki was one of the first two women to be invited to join the Chaplaincy Program with YRP in the summer of 2006, a program that includes a Rabbi, an Imam, and clergy from six Christian dominations. Vicki presides at funeral services for retired YRP members, YRP family members, civilian staff and their families.

Vicki has also officiated other YRP funerals, including that of Const. Robert Plunkett, who died in the line of duty in August 2007. Vicki was one of the first two women to be invited to join the Chaplaincy Program with YRP in the summer of 2006, a program that includes a Rabbi, an Imam, and clergy from six Christian dominations. Vicki presides at funeral services for retired YRP members, YRP family members, civilian staff and their families.

From a spiritual standpoint, her role as a Chaplain and as a member of the Critical Incident and Stress Management Team presents unique insights into human grief and coping.

"Through my experience, there are some people including those in the line of duty, who do not always see the good side of humanity," said Vicki. She continues by saying, "It is important for all of us to get in touch with our spiritual core."

According to Vicki this means that while under stress and spiritual distress, the focus is not on the facts of the situation or an analysis of it, but rather in naming and exploring the feelings elicited, and identifying the next steps that will move toward healing.

While Vicki inspires others and walks with them on the path of discovering renewed hope and purpose, she recognizes the importance of taking time to replenish herself and continues to build a network of support around her.

In addition to speaking with her family and friends



Southlake and York Region Police Chaplain, Vicki Cousins, inspiring thousands at Const. Garrett Styles' funeral on July 5, 2011.

daily, she also visits her Spiritual Director once a month to explore, discern, and reflect on her own spiritual well-being. Vicki encourages everyone to find their own safe place to turn in times of spiritual and emotional need. She believes that for all of us the challenges we face are spiritual at their core, such as loss of identity, meaning or hope, feelings of deep sadness, fear and anger.

Southlake's Spiritual Care Program offers spiritual, religious, and emotional support to patients, families, staff, and volunteers, 24 hours a day, 7 days a week. "In my role as a spiritual care provider, it is both an honour and a privilege to be with people at their most painful and vulnerable moments. I stand on holy ground."

For more information on Southlake's Spiritual Care Program, please contact the Vicki Cousins at ext. 2539.

Spiritual Care Offers Grief Support Group

The *Growing Through Grief* support group will meet once a week on Tuesday afternoons, for two hours. The group will run for six weeks from October 11 to November 15 and is open to staff, physicians, volunteers, patients, and visitors. Those who are interested in participating are asked to contact Spiritual care Department. Space is limited to eight people.

Interprofessional Education at Southlake

By Shane McKenna

As Southlake expands its focus on teaching and research hospital, a Student Role Observation Initiative was launched this summer. In alignment with Southlake's interprofessional education efforts, this initiative was created to give students a first-hand learning experience into the roles of other healthcare members, and to teach them the importance of interprofessional collaboration in a healthcare environment.

Southlake has had role-shadow opportunities for a long while, but this initiative has a more formal process associated with it. The launch began with a group interactive presentation on teams and the components of interprofessional collaboration. It included many of the students at Southlake this summer.

"Teaching students early on about the roles of others on the healthcare team and how to recognize important team concepts, such as trust, communication, conflict, and respect will help students in creating the successful and collaborative teams of tomorrow," said Lorna Bain, Interprofessional Collaboration and Education Coordinator. "The bottom line is that by understanding these concepts and frameworks, these strategies will not only assist professionals to work together, but will ultimately help our patients and us to create a better healthcare system."

The pilot welcomed its first cohort of students – Christine Rowe, Brittany Bulgin, and Jen Quigley – all nursing students from Seneca College and Georgian College. All three students identified the role of four healthcare professionals that they wished to know more about. They were then given two of their choices and the opportunity to spend a full-day observing each profession.

Ultrasound Technicians, Dieticians, Lab Technicians, Occupational Therapists, Social Workers, and Crisis Workers were some of the professions among the list that were observed. During the Student Role Observation experience, students had the opportunity to view the classroom learning principles they had learned about through a variety of interactions including team meetings, rounds, patient assessments, and treatments, as well as all of the other regular tasks the professionals perform during their day.

Following the experience, each student was asked to complete a reflective assignment that focused on related questions and learning opportunities.

"It is important to recognize that in healthcare it takes more than one person; it is the combined effort of all members that really impacts the care that a client can receive," said Jen Quigley, Georgian College nursing student. "I would recommend this opportunity to other students because as members of the healthcare team, it is important to be open to growth. This opportunity can help foster synergy among members to significantly improve client care."

For more information on this initiative or other issues pertaining to interprofessional collaboration and education, please contact Lorna Bain, at ext. 2274 or lbain@southlakeregional.org.



Marlene Niemi, Ultrasound Team Leader, demonstrates how to use an ultrasound machine to Georgian College student, Jen Quigley.



Christine Rowe, Seneca nursing student observes a day in the life of Kathy Baker, Medical Lab Technician.



Jacqueline Hornick, Registered Dietitian, teaches Seneca College nursing student, Brittany Burgin, how to review patient charts and formulate a diet plan.

Axiom News Stories – Recognizing Our People

SEPTEMBER 2011

At Southlake, we are continuously seeking out new opportunities to recognize individuals, whose actions and behaviours align with our corporate Vision and Values. As such, the Recognition Service Team is pleased to introduce a six month pilot project between Southlake and Axiom News—a media outlet that published positive news stories about employees who contribute in meaningful ways to their workplace. Three stories a week will be published on the Hospital's Intranet and website, and excerpts from a number of articles will be published in Lifeline on a monthly basis.

This month, *Lifeline* is pleased to highlight the following exceptional members of the Southlake team:



Lori Shier

When the opportunity to try something new arose, Lori Shier, RN grabbed hold of the reins by embracing the task of serving as a clinical resource when the Hospital implemented an information technology project, called Horizon Surgical Manager (HSM).



Cathy Chignall

Cathy Chignall knows what it's like to have someone she loves seriously ill in the hospital.

“Constantly being reminded of the fragility of life keeps you grounded and humbled about the small efforts people make on a daily basis,” Cathy explains.



Sarah Hill

Sarah Hill, a Program Clerical Support Worker in the Cardiac Clinic, received praising feedback from a woman, who was trying to arrange follow-up care for her husband after he'd been discharged.

She said that Hill had an “exquisite telephone rapport,” before adding that this experience has cast Southlake Regional Health Centre in a bright light.



Elaine Yau

Southlake Physiotherapist, Elaine Yau says she was honoured to receive an Inspire Excellence Award nomination for her work with a student initiative, and added that being tasked to supervise a clinical session with four students also served as a valuable learning experience.



Gary McCullough

Manager of Occupational Health and Safety, Gary McCullough was honored with a *Shockingly Excellent* form for volunteering to serve as a tour guide at the 2010 Take Our Kids to Work Day.

“It's so easy to say you're too busy or you can't be bothered, but all it takes is saying, 'I'll do it.' It was rewarding, it wasn't hard at all, and it was kind of fun,” says Gary.

“They got an idea of what actually goes on here,” Gary added. “Some of them seemed to be interested and, you never know, they might end up working in healthcare.”

To read the full articles on the above individual's, as well as many other members of the Southlake Team, please visit the home page of the Intranet or the corporate website.

If you wish to see a team member receive this impressive level of recognition, please complete a *Shockingly Excellent* Form and share a specific story about how the individual delivered *shockingly excellent service* or honoured one of Southlake's four values.

Shockingly Excellent forms can be accessed on the home page of the Intranet and submitted electronically. Hardcopies of the form are also available at all staff entrances, outside of the Hospital's main mail room, in Suite 403 at the Tannery Mall, and on Level 5 of the Medial Arts Building.

Gratitude is Always in Season



What part can you play?

1. Being aware of the *IGive to Southlake Program*

Beginning in September, you will be seeing a lot more of the *IGive to Southlake* brand throughout the Hospital. Recognize that grateful patients are all around us and that the *IGive to Southlake Program* helps them to help the Hospital.

2. Help to promote the Program

As part of the Southlake Family, if a patient or family member tells you how grateful they are for their experiences at Southlake, please direct them to one of the *IGive to Southlake* Kiosks by the Central Elevators or in the lobby of the Cancer Centre. Otherwise, please direct them to the Foundations website at www.southlakefoundation.ca or call 905-836-7333.

3. Share grateful patient stories

Pass along to the Foundation any copies of 'thank you' letters or cards that you receive from patients or their loved ones. We want to hear patient stories and perhaps have a chance to share their experiences with others.

Over the last few months, a number of strategies have been unfolding that will help to market and raise awareness about Southlake Foundation's grateful patient program, *IGive to Southlake*.

The *IGive to Southlake* program aligns perfectly with Southlake's vision of delivering '*shockingly excellent service*' by creating an avenue for patients and their families to express thanks for that excellent care.

In addition to being a meaningful way for patients and their families to honour a Southlake employee for care they have received, the *IGive to Southlake Program* also helps address Southlake's priority needs and permits us to continue our tradition of delivering exceptional healthcare in our community.

Southlake employees and physicians can be proud when a patient takes the time to express just how much you mean to them.

Southlake offers something special to everyone in our community. And that's something for which we can all be thankful.

For more information about the IGive to Southlake Program, please contact Gabe Meranda at gmeranda@southlakeregional.org or 905-836-7333 ext. 221.

Southlake Finds Innovative Solution to High Demand for MRI Services

Southlake has found an innovative solution to tackling the high and growing demand for magnetic resonance imaging (MRI) services in nearby communities. Recently, the Hospital added a temporary portable MRI unit to its array of diagnostic equipment until a new, state-of-the-art MRI suite is completed sometime in 2012.

“I wish to acknowledge the efforts of the MRI team in finding an innovative solution to immediately addressing wait times for MRI exams at Southlake,” said Dr. Dave Williams, President and CEO. “We’re very pleased to be able to provide our patients with this temporary solution, as it can mean a substantially shorter wait time for their diagnostic exams.”

Newmarket resident Frank Oppedisano – a hair stylist at a local salon – was among the first of many patients, who will benefit from the portable unit. Frank was scheduled to have an MRI on his shoulder in late September, but thanks to the new machine, he was called up for an appointment at the end of July.

“I’m thrilled about the new MRI unit at Southlake,” said Frank. “As a stylist, having a shoulder injury is uncomfortable and restricting, so I was pleasantly surprised to be seen nearly two months before my initial appointment. I’m grateful that other people, who may be far worse off than I, will also be able to benefit from the unit.”

For Jennifer Verkaik, Medical Radiation Technologist, a portable MRI unit is nothing new. Jennifer was a volunteer for the 2010 Olympic Games in Vancouver, and spent more than 80 hours in a unit scanning world-class athletes for their various injuries.

“Providing healthcare for athletes at the Olympics was both a privilege and an absolute honour,” said Jennifer. “Southlake’s community can feel very confident in knowing that the technology that was

only available to care for the world’s best in sport, is now available here at home in Newmarket.”

In the long-term, a portable unit does not replace a permanent MRI suite, but the unit will meet patients’ imaging needs while the Hospital renovates for the new MRI machine. Once renovations are completed, the permanent suite will be located in the Main Diagnostic Imaging Department at Southlake, and will feature the Siemens Skyra 3.0 Tesla MRI machine – which is expected to provide an additional 5,000 exams per year.

While funding to operate the MRI will be provided by the Government of Ontario, the Southlake Regional Health Centre Foundation will be working closely with the Southlake community to raise the necessary funds for the renovations and the purchase of the MRI machine as part of a \$9-million, three-year fundraising plan to upgrade Southlake’s Diagnostic Imaging Department.



The addition of a portable MRI made it possible for Frank Oppedisano (centre), to receive an MRI exam almost two months ahead of his scheduled appointment. Frank is seen here with Jennifer Verkaik, Medical Radiation Technologist (left) and Paul Clarry, VP Facilities and Paramedical Services.

Southlake MRI Quick Facts

- The current MRI at Southlake – a 1.5 Tesla machine – was installed in 2005.
- In fiscal 2010 – 2011, Southlake completed more than 10,000 MRI exams.
- Southlake operates one of the most efficient single MRI departments in the province, averaging 1.9 exams per hour.
- Southlake was the second hospital to participate in the provincial MRI Improvement Initiative, and has been instrumental in helping develop leading practices in MRI.
- Southlake has a team of highly skilled Radiologists, Nurses, and Medical Radiation Technologists with specialized training in MRI.

Celebrating Our Successes

Congratulations to **Dr. Morgan, Semenchenko, Yeung, and Pitcher** on completing their Residency, the first four to do so at Southlake's Family Medicine Teaching Unit.



Judy Artindale, RN, Diagnostic Assessment Unit, was one of the first two Canadian nurses to write and pass the Radiology Nursing Certification Board exams in Chicago. Judy is now a Certified Radiology Nurse with the designation of CRN.

Congratulations to **Karen Wessel**, Nurse Educator, Eye Institute, on completing her Master's in Health Administration and Education from the University of Phoenix.

Our very own **Erin Ross** participated in the 2011 Iron Man Lake Placid on Sunday, July 24, 2011, with an overall time of 15:44:48. She swam 2.4 miles, biked 112 miles, and ran 26.2 miles. Her overall rank was 2170.

Andrea Griepsma, Corporate Communications Specialist, gave birth to a beautiful baby girl named Ava, on June 25, 2011.

Congratulations to **Jill Moore, RN**, CVICU, on receiving recertification of her CNA Critical Care credentials this past April.

Congratulations to **Janis Klein**, Director, Regional Cardiac Care Program, and **Jill Moore, RN**, CVICU, who had their abstract for an oral presentation accepted for this year's RNAO Conference. The theme of this year's conference is centred on Excellent Care for All: evidence-based practice and quality improvement. Their presentation entitled, "Walk a Mile in My Shoes: Taking Steps Toward a Healthy Work Environment," will be presented at the InterContinental Toronto Centre on October 18 and 19, 2011.

Congratulations to **Liz Virc**, Discharge Planner, Emergency, on getting a whole-in-one on the 5th hole at Kettle Creek!

Congratulations to **Nooshin Parastesh, Kimiko Sunohara, Deb Procyk, Pam Barber, Melissa Law, Diane Tischart, and Marian Barltrop** on obtaining their recent CDE designation.

Fond Farewells

Margaret Atkinson, RN, Cardiac, will be retiring on October 14, after 33 years at Southlake. We wish her all the best in the future.

Heather Delahunt, RN, Mental Health (Out-Patient) is retiring on September 29, after 27 years of service at Southlake. Heather is looking forward to her retirement and plans to return as casual.

Kathie Reid will be retiring on July 31, after working at Southlake for 21 years. Kathie works part time as a menu clerk in Food Services.

Debra Loveman, RN, TCU, will be retiring on December 10, after 38 years of employment. She hopes to return as a casual RN.

Continued from page 1

Cardiology Program, the process before, during, and after TAVI requires support from the entire organization.

During the procedure, interventional cardiologists, cardiac surgeons, anesthesiologists, CVOR and cath lab nurses, perfusionists, and respiratory therapists work together to insert a bovine tissue valve into the faulty aortic valve. Once the tissue valve is positioned correctly, a balloon is inflated and the valve is precisely positioned aided by fluoroscopy and echocardiography images. After the procedure, patients are taken to the Cardiovascular Intensive Care Unit to recover, and then to the Cardiology or Cardiovascular Surgery unit for post-procedure care.

In order to prepare for the procedure, selected individuals from various teams visited teaching hospitals

in Toronto and Hamilton. Additionally, the core team involved directly with the procedure completed training at St. Paul's Hospital in Vancouver. Edwards Lifesciences, the valve manufacturer, has supported the program's initiatives by providing onsite support and training to all members of the team.

"It is amazing to see the exceptional people at Southlake working together to achieve a common goal," said Dr. Peniston, Division Head of Cardiac and Co-Leader for TAVI. "As the team members bring their own skills and experience, our group consists of a diverse combination of experts that help to ensure the effectiveness of the procedure."

The success of TAVI would not be complete without the support of our community through the Foundation.



Mailbox

The new fast-track process in the Emergency Department started garnering positive feedback almost immediately. A good example of this is a recent editorial published in the Georgina advocate, in which Editor Tracy Kibble highlighted the *shockingly excellent service* she and her son received during a recent visit to the Emergency Department. The editorial is reprinted below with Tracy Kibble's permission.

I was naturally prepared for the worst. When we realized my son's ankle could be broken and, being Saturday afternoon, I was ready to face the long haul of the dreaded emergency room at Southlake Regional Health Centre.

I mean, I'm no rookie when it comes to children being sick — always on the weekend — and heading to the hospital for that "just in case" look by a doctor.

So, when my 20-year-old son severely hurt his ankle playing basketball a few weeks ago I wasn't about to get caught off guard.

I knew we would end up at Southlake for a cast anyway if the ankle was broken, so I announced we were heading to Newmarket.

I kissed the puppy and my husband (in that order) and tried to take a mental snapshot of what they looked like.

After all, I might not see them for, gulp, a very long time.

Then, I did my ER checklist.

New novel, back pillow, Tylenol, nail trimming kit, plenty of cash for at least three meals, pyjamas, toothbrush, makeup kit, cellphone, and a birthday card ready to send in case I'm still there Monday.

Check, check and check.

When we pulled up at the sprawling and impressively modern healthcare facility on Davis Drive, I pulled up right in front of the ER and actually found a parking spot.

What?

OK, this isn't right.

Then, I paid for a parking pass at a conveniently located ticket booth stationed right at the front door just steps from my car.

Hmmm.

This has to be a trick, so I paid for five hours and had plenty more cash to top it up.

When we walked in, it was busy. Here we go.

With hand on my new book, I headed to a chair while my son took a number.

Next thing I knew, he was talking to a triage nurse and I hadn't even finished the prologue. I was a few paragraphs into Chapter 1 when my son announced he was going to the new fast track area.

And they aren't kidding. Within 45 minutes, he had had an X-ray — just a bad sprain — and we were out the door. Man was I ticked. Less than two hours? Are you kidding me? It took me longer to pack up my stuff to leave.

Nice, Southlake, very nice.



DIARY DATES

Remember to add your upcoming events to the Intranet event calendar.

Blood Donor Clinics

September 12

Our Lady of Grace Church
2:00 – 7:30 p.m.

Tuesday, September 13

Glenway Country Club
2:00 – 8:00 p.m.

Saturday, September 24

Ray Twinney Community Centre
10:00 a.m. – 1:00 p.m.

Tuesday, September 27

York Region Admin. HQ
11:30 a.m. – 3:00 p.m.

Monday, October 10

Cedarview Community Church
2:00 – 8:00 p.m.

Friday, October 14

York Region Admin. HQ
11:30 a.m. – 3:00 p.m.

Saturday, October 15

Mount Albert
Community Centre
9:30 a.m. – 1:00 p.m.

Tuesday, October 18

Georgina Ice Palace
3:00 – 8:00 p.m.

Friday, October 21

Sutton Kin Hall
4:30 – 7:30 p.m.

Thursday, October 27

Aurora Legion
2:00 – 8:00 p.m.

Submissions to Lifeline

We are always looking for story ideas. The next issue of *Lifeline* will be distributed on October 7, 2011. The deadline for submission is September 22, 2011. A list of future submission deadlines is available on the Intranet, under News, Views, and Event. Please forward your submissions (Microsoft Word format) or story ideas to corporatecommunications@southlakeregional.org or to mailbox #15 in the Central mailroom.



SOUTHLAKE
REGIONAL HEALTH CENTRE

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