

2020 Niagara Health Interprofessional Practice Awards Winners



Extraordinary Care

Excellence in Clinical Expertise (Individual Practice Award)

<p>Katrina Chornley (Greater Niagara General, Rehab Assistant)</p>	<p>Katrina ensures patients receive the highest quality of care. She spends extra time with her patients, engaging them in conversation to build rapport. She makes sure they have what they need and she advocates for her patients, when needed. She is a team player who is always willing to help colleagues on her unit. She is dependable, accountable and makes patient and staff safety a priority.</p>
<p>Manoj Edamana (St. Catharines Site, Social Worker)</p>	<p>Manoj is an outstanding Social Worker. Even during the toughest and busiest days, he ends his days with a smile and with something positive to say. He always does a fantastic job helping out when needed and quickly jumped to assist one of the acute mental health units during the COVID transition when the unit he was working on temporarily closed. Manoj is hard-working and valued by his team.</p>
<p>Nancy Flight (St. Catharines Site, Registered Nurse)</p>	<p>Nancy is instrumental in ensuring the provision of safe, quality care to our oncology patients. Although Nancy's position focuses on informatics and technology, she always goes back to her nursing roots, keeping the interests of nurses at the core of many clinical informatics decisions. She has worked to integrate a number of nursing assessments into the oncology electronic medical records (Mosaïq). She has worked tirelessly to develop sustainable processes that serve the needs of patients and cancer care providers.</p>
<p>Patricia Doyle (St. Catharines Site, Rehab Assistant)</p>	<p>Patricia worked tirelessly with a patient, who suffered a traumatic brain injury, during the early stages of his rehabilitation. Patricia worked with the patient daily and sometimes more than once if she had extra time. Patricia provided both the patient and spouse with emotional support without prompting or hesitation. She assisted in the development of worksheets related to one of his favourite activities, hockey. Patricia is passionate about working with patients and helping them reach their goals, and is genuine in her interactions.</p>
<p>Julie Martin (Welland Site, Social Worker)</p>	<p>Julie has been the backbone of the Outpatient Mental Health Clinic in Welland for many years. When COVID-19 temporarily closed the clinic, staff were redeployed to other areas. Julie, who was also redeployed, stayed in contact with her patients by phone, and managed a growing pile of new referrals. She contacted over 200 new referrals and provided support, resource and encouragement to all during a time of uncertainty. Julie took it upon herself to do what needed to be done and supported these individuals through the pandemic. She is an inspiration in her department.</p>

Excellence in Professional Competence & Development (Education Award)

<p>Connie McCallum (Greater Niagara General, Nurse Practitioner)</p>	<p>Connie is committed to professional development, which she passionately shares with her team in the Stroke Prevention Clinic. She is a firm believer of team meetings and sharing new information, and often organizes the meetings and guest speakers. She is in constant contact with other members of the healthcare team. She is passionate about her job and enjoys providing quality patient care by educating her patients through evidence-based practice. She provides each patient</p>
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	with her name and phone number and encourages them to call her if they have questions.
Deborah Cryslor (St. Catharines Site, MRI Technologist)	When Deborah, an X-ray technologist in the Heart Investigation Unit, sees a need in the department, she steps up to do it. She had a large role in making sure the department had enough equipment that was going to be on back order due to factories being shut down in the early days of the pandemic. Thanks to Debbie's pre-planning, the department was fully stocked with the required resources. Debbie is always a pleasant and positive co-worker who helps keep the department running smoothly to ensure we provide amazing patient care.



Extraordinary Teams

Excellence in Interprofessional Practice Collaboration (Team Award)

Infection Prevention and Control Team (Multi-site)	The Infection Prevention and Control (IPAC) team has played a pivotal role in Niagara Health's response to the COVID-19 pandemic. The IPAC team has dedicated countless hours to pandemic-response initiatives, including policy and procedure development based on frequently changing provincial directives, collaboration with internal and external partners, and NH-wide education sessions with assistance from Occupational Health and Safety and the Nurse Educators teams. Our IPAC team's expertise is also currently being used to provide guidance and leadership to community institutions experiencing COVID issues.
Unit 1A Mental Health Team (St. Catharines Site)	The Unit 1A Mental Health team works hard every day to meet the complex needs of patients. They work tirelessly with community partners to ensure patients have much-needed support after leaving the unit. With the restrictions related to COVID, this group was extremely creative and developed programming for patients on Unit A that would support physical distancing and still meet the social needs of patients. Providing small groups to discuss COVID-related matters was helpful in reducing the anxiety for patients around the pandemic. They also provided patients strategies to manage COVID-related issues after they were discharge.
Walker Family Cancer Centre Orthopedic Radiation Oncology Clinic Team (St. Catharines Site)	The Orthopedic Radiation Oncology Clinic is a multidisciplinary clinic for patients diagnosed with metastatic bone disease. The clinic continued to operate during the pandemic, providing essential services with an average patient wait time from consult to treatment of less than seven days. This professional team has demonstrated excellence by developing systemic efficiencies and improvements. The value of the interdisciplinary clinic is most demonstrated in the prevention of patient pathologic fractures and the falls prevention strategy, which improves patient outcomes, reduces clinical morbidity and decreases healthcare costs.

Excellence in Patient and Family as Partners

Lindsay Pietrangelo (St. Catharines Site, Quality and Patient Safety Specialist)	Lindsay has been instrumental in spearheading the Niagara Health Engagement Network (NHEN). The NHEN is a roster of patients or families who have received care from NH who share their perspectives and experiences to help inform planning, development, decision making and quality improvement initiatives at Niagara Health. Lindsay developed the NHEN from inception and grew this unique partnership approach over the past two years to a membership of approximately 50 patient partners. A robust process was established, supported by
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	Lindsay, which allows our patient partners to be included in the growth and development of various corporate initiatives.
Haidy Tawfik (St. Catharines Site, Pharmacist)	Haidy led a project to initiate medication reconciliation on discharge for vascular surgical patients, as they were identified as high-risk patients due to their short stay and polypharmacy. Through Haidy's medication reconciliation on discharge care, she was able to empower patients on their medication management. Haidy was passionate about ensuring every patient was knowledgeable about the medications they were going home with. Most impressive was Haidy's commitment to ensuring patients were informed and participated in the care process, starting at admission.
Carolyn Scott (St. Catharines Site, Social Worker, Child and Family Counsellor)	Carolyn works with the most vulnerable families and children. The youth she sees sometimes struggle to find the words to express what it is they are feeling, or are entirely nonverbal. Carolyn always finds a way for them to share their story and to understand the best way they can express it, such as through play therapy, narrative or art-based techniques. It is not uncommon for Carolyn to stay late, change the structure of her day, or work over lunch to accommodate an appointment time for these families.



Extraordinary Future

Excellence in Leadership by providing Student Preceptorship

Linda Elnazir (St. Catharines Site, Pharmacist)	Linda has been an incredible preceptor in the Pharmacy Department. She focuses on the success of the student and is very organized with her teaching, despite how busy it can get in the oncology department. Our Pharmacy Department is aiming to create a local pharmacy residency program to foster and retain pharmacists in Niagara. Linda is forging the way by taking on a joint-residency student from St. Joseph's Healthcare Hamilton this past July.
Cindy Pinelli (Welland Site, Recreation Therapist)	Cindy supports Recreation Therapy students each term and is dedicated to providing meaningful learning experiences. Cindy promotes preceptorship to other team members by asking other members of her team if they are available and/or interested in supporting a student. Cindy has supported Niagara College's Recreation Therapy program for over 10 years.

Excellence in providing safe, quality patient care by a Rising Star

Nathan Hann (St. Catharines Site, Pharmacist)	When Primatene inhalers were recently added to our Acudoses, Nathan researched their use and provided pharmacy and other clinicians with a plan that would assist staff in using them safely and only for the patients who need them the most. In the short time Nathan has been with the team, he has been a valuable resource for prescribers and the rest of the clinical team. Nathan is approachable and a strong team player dedicated to provision of best care. His contributions to the progress of the Pharmacy department have been phenomenal.
Patrycja Harder (Multi-site, Respiratory Therapist)	Patrycja's dedication, compassion and extraordinary practice is clearly evident. Her commitment to patients and her respiratory therapy colleagues is demonstrated by always being available and willing to

	work, perform patient transports, and being flexible to support patient care, such as arriving earlier for scheduled shifts, or staying beyond her shift or moving between hospital sites. She is always positive and pleasant to work with. She is an asset to the Respiratory Therapy department.
Jessica Miller (Multi-site, Respiratory Therapists)	In addition to her commitment to her colleagues, Jessica advocates for her patients, provides best practice care, and seeks opportunities to learn and improve her skills and knowledge by participating in continuing education sessions and in-services. She always has a positive attitude and is pleasant to work with. She is an asset to the Respiratory Therapy Department.



Extraordinary Innovation

Excellence in Innovation Award

Nancy Payne (St. Catharines Site, Exercise Specialist)	The Cardiac Rehab program has had a significant shift in delivery model since COVID-19. Nancy has taken a role in a grassroots approach to a new program delivery model and has assisted with the development of the current program. Her approach to patient care has been exceptional. Her communication skills with patients is beyond excellent and her patient demeanor is very therapeutic.
Kate Dobson-Brown (St. Catharines Site, Occupational Therapist)	Kate has been an invaluable addition to the team in the Neonatal Intensive Care Unit and Children's Health Unit. She has been instrumental in the development of cue-based feeding guidelines in the nursery. In addition, she has helped with guidelines for failure-to-thrive babies and food-intake tracking. She is always willing to be involved in projects to improve infant or children's experience in the hospital and always ensures she includes the necessary members of the team in the care plan.
Information and Communications Technology and Health Information Management Team (Multi-site)	Information and Communications Technology and Health Information Management, Patient Registration group created an automated self-booking solution for COVID testing to eliminate the manual booking process and improve the turnaround time for call-backs, which has helped alleviate the high volume of voicemails. The COVID-19 online appointment booking solution helped reduce 69% of voicemails, manual processes, and expedited testing at our COVID Assessment Centres. This solution allowed patients to self-book their own appointments.