Suzanne Schmidt had no idea she was going to be the first patient to undergo diagnostic cardiac catheterization in the Heart Investigation Unit at the St. Catharines Site. Enhanced cardiac care is one of several services now offered in Niagara with the opening of the NHS’s newest hospital.

As it turned out, Suzanne was the first patient to undergo diagnostic cardiac catheterization at the hospital’s Heart Investigation Unit (HIU). “The staff were absolutely fabulous,” Suzanne said. “They made me feel extremely comfortable right from the get-go. They were compassionate, and the doctor was wonderful.”

Cardiac catheterization is one of several new regional services now offered in Niagara with the opening of the NHS’s newest hospital. The HIU, part of the NHS’s regional cardiology program, began providing cardiac catheterization testing to heart patients in mid-April. The procedure enables specialists to diagnose and assess the severity of cardiac disease and evaluate the suitability of a patient for angioplasty, surgery, and other therapy or interventions.

One of a number of recent enhancements to our cardiac services, the 7,800-square-foot state-of-the-art centre expects to provide about 1,380 diagnostic procedures in its first year.

In the past, all cardiac catheterization procedures were performed at Hamilton General Hospital’s Heart Investigation Unit. Twenty per cent of the patients seen at Hamilton’s cardiac catheterization program last year were Niagara residents. While many patients can now receive care in Niagara, in some instances, patients with more complex needs will continue to go to Hamilton for services. “It’s reassuring knowing you have medical help a little bit closer because for all of the years we had to go to Hamilton,” Suzanne said. “It’s reassuring knowing we’ll have some help here a little bit closer, and it’s a beautiful hospital.”

**Partnership**

The HIU brings together specialists in Niagara and Hamilton through a partnership with Hamilton Health Sciences (HHS). “It is literally one program on two sites,” said Susan Kowalk, NHS Vice-President of Patient Services. “Our physicians go back and forth … and our nurses are always under the umbrella partnership of Hamilton Health Sciences.”

The cardiac program will continue to evolve over time to provide interventional care, such as the insertion of stents.

Similarly, the hospital’s Walker Family Cancer Centre has introduced a much-needed service to Niagara patients — radiation therapy.

Chemotherapy treatment has been provided in Niagara for nearly three decades, but cancer patients requiring radiation therapy, usually in addition to their chemotherapy, had to travel outside the region. The opening of the cancer centre will reduce the need for many patients to travel to Hamilton for care.

“It’s fantastic to provide comprehensive cancer care in Niagara,” said Dr. Janice Gaborczyk, NHS Chief of Oncology. “Expanding access to services here in the region enhances treatment and helps patients feel better quality of life.”

Radiation services are being ramped up gradually and safely during the first year of operation.

The centre expects to see more than 26,000 visits during 2013-2014 for treatment, referral or follow-up appointments, compared to the 17,809 visits the NHS oncology department had last year. The cancer program has a longstanding relationship with Cancer Care Ontario (CCO) and Juravinski Cancer Centre (JCC). A coordinated, supportive relationship with CCO and the JCC’s cancer comprehensive, integrated cancer services are available for the people of Niagara.

As the centre increases its capacity, some patients will travel to JCC in Hamilton for treatment. Additional patients with specialized care needs for head and neck cancers and other more complicated or rare cancers will continue to receive this care in Hamilton as part of our integrated clinical plan for services in the Hamilton Niagara Halton-Brant Local Health Integration Network.

Chemotherapy to be held at the NHS’s Welland and Niagara Falls sites for new patient and follow-up visits.

As with cardiac and cancer care, expanded mental health services at the NHS will mean fewer patients have to travel outside Niagara for care.

**Therapy programs for in-patient and outpatient services are based on a holistic approach and include various therapies, a gymnasium, complementary and alternative medicine programs, a hair salon, a hair and nail salon, and addictions programs.**

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A new way of caring
St. Catharines Site sets new standard of hospital care in Niagara

The Niagara Health System’s newest hospital opens a window on the future of healthcare in Canada. At nearly one million square feet, the comprehen- sive acute care hospital in St. Catharines is a showcase of technological innovation and patient-centric architectural design that helps medical professionals provide better care and allows patients to better enjoy their stay.

The hospital, which opened its doors on March 24 after nearly three years of con- struction, has drawn the attention of healthcare offi- cials across the country and internationally who are keen to see the latest advances in facilities — for purpose-built space in action.

“This hospital is outfitted with state-of-the-art technol- ogy and design features that set a new standard for Canadian hospitals,” said Donohue, NHS Vice-President of Patient Services. “We’re excited to be in the new site (St. Catharines General and the Ontario Street Site) served patients in the area well for decades, but their design and functionality had been surpassed by modern healthcare standards,” Ms. Kwolek said. “This new site has been designed for our doctors, staff and volunteers to care for the community safely and effectively for generations to come.”

The site also introduces much-needed regional ser- vices to Niagara, meaning the residents of the Penin- sula now have access to care closer to home.

Improving access

Comprehensive cancer care — including radiation therapy — is available for the first time in Niagara. Comprehensive cancer care was previously limited to Hamilton.

“Having a purpose-built facility designed with input gathered from the general public and NHS staff in more than 38 hospital departments and specialty areas during numerous consultations in order to cre- ate a building focused on maximizing patient experi- ences and outcomes,” said Interim Chief of Staff Dr. Joanna Hope. “Many Niagara residents will now be able to spend more time focusing on their health and recovery, and less time travelling outside the re- gion for care.”

The new St. Catharines Site was designed with input gathered from the general public and NHS staff in more than 38 hospital departments and specialty areas during numerous consultations in order to cre- ate a building focused on maximizing patient experi- ences and outcomes.

Patient-centric features include simplified way- finding throughout the building, extensive seawall walking paths and gardens, natural light in every pa- tient room, increased privacy with separate entrances for the community hospital, cancer centre and mental health units, and numerous lounge areas and quiet rooms throughout the facility for patients to spend time with family members and friends.

“Bringing a purpose-built facility designed with input from our community and staff can only help enrich the patient experience,” Ms. Kwolek says. “We appreciate every staff member, physician and volunteer who has been involved in the planning of our new hospital. The dedication they have shown, above and beyond regular commit- ments, has been remarkable.”

“We are also extremely grateful to our Foundation and Auxiliaries for their hard work and support of the development of this new facility and for their contrib- utions in advancing care across all of our sites.”

At the new St. Catharines Site. He was born on the day the hospital opened, shortly before noon.

Ashley McDermott, of Fort Erie, and her son Alexzander Carriere. Alexzander was the first baby born at the new St. Catharines Site. He was born on the day the hospital opened, shortly before noon.

Design features

Some of the design features that make the hospital so unique include:

- The highest percentage of single-patient rooms in Ontario with 80% private rooms.
- One of the only hospitals in the world to have a dedicated HVAC system, enabling the hospital to be split into two distinct air-handling zones for complete isolation in the event of a pandem- ic or other significant event — the independ- ent section includes half of the Emergency Department, allowing the patients to be isolated, ensuring that regular operations can continue in the remainder of the hospital.
- The largest wireless installation in a Canadian hospital. The Distributed Antenna System en- ables guaranteed wireless coverage throughout the building and allows physicians and medic- al staff to make the most of technological tools such as computer tablets, to make diagnostic de- cisions more quickly and improve patient care.
- The first operating suites in Canada to be lined with corian walls — a solid-surface material typically used in countertops — for improved infection prevention and control.
- An unprecedented 1,400 hand-washing sinks and nearly as many alcohol hand-rub dispensers.
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Monday – Friday 11 am – 8 pm
Saturday & Sunday 11 am – 5:30 pm
430 Vindeille Road, St. Catharines
905-780-0555
Know when to call 9-1-1 and other

The NHS and Niagara EMS have a comprehensive plan to take care of residents and visitors to the region in medical emergencies. It is important for people to understand their medical options so they can access the most appropriate level of care. Pictured are Niagara EMS Paramedics Vanessa Martin-Mendes and Dr. David James, Regional Chief of Emergency Medicine for the NHS.

Thank you to the health care workers. You are an integral part of the Niagara Health System!

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The Niagara Health System is home to the nation’s newest, state-of-the-art hospital; setting standards for hospital design throughout the province of Ontario.
For a full description of our programs and services, please check out our website at: www.nfch.ca

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905-685-3030
options for emergency medical care

When to call 9-1-1

Examples of when you should call 9-1-1 to access emergency medical care include:
- Pain or tightness in the chest (heart attack symptoms)
- Sudden, severe headaches, vision problems, sudden weakness, numbness and/or tingling in the face, arm or leg, trouble speaking, or dizziness (stroke symptoms)
- Uncontrolled bleeding
- Choking or difficulty breathing
- Head injuries
- Major bone fractures or fractures associated with bleeding
- Severe stomach pain
- Unresponsiveness or coma
- Drug overdose
- High fever associated with difficulty breathing or with a seizure/post seizure

When to go to an Emergency Department:
Our specialized ED teams treat patients who call 9-1-1 and arrive by ambulance. They also treat walk-in patients for emergencies including:
- Broken bones
- Dizziness
- Serious illness
- Serious injury
- Mental health issues

When to go for Urgent Care Services:
- Minor abdominal pain (nausea, vomiting, flu)
- Coughs, colds, fever
- Ear, nose, throat and eye problems
- Minor mental health issues
- Cuts that may need stitches
- Sprains, strains, sports injuries
- Minor asthma attacks or allergic reactions

Together, we celebrate
the newest addition to the St. Catharines community

Caring for our Community

At Assante Wealth Management, we are proud of our advisors’ contributions to the communities in which they work. We sincerely thank David Demoe, Gene Botman and Sean Corcoran for their generous contribution to the brand new state-of-the-art hospital in St. Catharines, which officially opened its doors on March 24th, 2013. The hospital serves St. Catharines, Thorold, Niagara-on-the-Lake and the immediate area; and replaced the NHS St. Catharines General and Ontario Street sites, combining acute care and outpatient services in one location.

David, Gene and Sean recognize the importance of having a state-of-the-art hospital close to home, a hospital that will support the growth and development of the St. Catharines area for generations to come.
Improving access to kidney care

A new community-based kidney care centre in Niagara Falls is the latest step by the Niagara Health System to improve access to care for Niagara patients with kidney disease.

With the opening of the Niagara Falls Kidney Care Centre in early March, dialysis patients now have a third location in Niagara where they can receive kidney care closer to home. The Niagara Falls Kidney Care Centre is the latest step in the Niagara Health System’s Kidney Care Program, which has diversified services and facilities to bring essential kidney care closer to home.

The Regional Kidney Care Program currently supports approximately 1,600 Niagara residents who are on hemodialysis, as well as nearly 50 patients who receive dialysis treatment at home.

In Niagara Falls, the 18,000-square-foot Kidney Care Centre was built with capacity to expand. It currently features 18 dialysis stations and will be expanded to 24 stations. It also features a new Satellite (24 stations), Niagara Falls Kidney Care Centre (18 stations) and new St. Catharines Site (30 stations).

Last year the program provided more than 56,000 dialysis treatments.

Generous donors from across Niagara partnered with the NHS to purchase the equipment for the Kidney Care Program. Generous donors from across Niagara also partnered with the NHS to purchase the equipment for the Kidney Care Program.

Kidney care program at a glance

The Regional Kidney Care Program currently supports approximately 1,600 individuals who are being treated for renal disease, including about 370 who are on hemodialysis, as well as nearly 50 patients who receive dialysis treatment at home.

Dialysis services are provided at the Niagara Health System’s Welland Hospital Auxiliary Dialysis Centre Satellite (24 stations), Niagara Falls Kidney Care Centre (18 stations) and new St. Catharines Site (30 stations).

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The Regional Kidney Care Program aims to improve access to care and support as many patients as possible, and to reduce travel time for patients who are on hemodialysis, as well as nearly 50 patients who receive dialysis treatment at home.

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Eye surgeon Dr. George Beiko examines a patient during a recent clinic at the Welland Site.

The note care hospital sites in Niagara Falls and Welland continue to be extremely busy providing important services to Niagara patients.

In addition to the new St. Catharines Site, the Greater Niagara General Site in Niagara Falls and Welland Site also provide full-service emergency departments that are open 24/7.

The ED at Greater Niagara General, which underlines a large-scale renovation and expansion in 2007, sees 46,708 patient visits per year, while the Welland Site sees an average of approximately 20,099 visits annually.

Emergency services offered include specialist services across Niagara and Niagara Falls sites, the Welland Site also offers a 26,169 visits annually.

In addition to the new St. Catharines Site, the Greater Niagara General Site in Niagara Falls and Welland Site both provide full-service emergency departments that are open 24/7.

The ED at Greater Niagara General, which underlines a large-scale renovation and expansion in 2007, sees 46,708 patient visits per year, while the Welland Site sees an average of approximately 20,099 visits annually.

Urgent care services for people of all ages experiencing non-emergent minor illnesses and injuries are available 24/7 at the NHS St. Catharines Site, Douglas Memorial Site in Fort Erie and St. Catharines Site. The Port Colborne and Douglas Urgent Care Centres are also very busy places, seeing 43,250 patients a year for urgent care.

In addition to providing surgery at both the Welland and Niagara Falls sites, the Welland Site also offers a comprehensive General Ambulatory Ophthalmology program, which sees eye patients from across Niagara.

“Despite the consolidation of ophthalmology in Welland, the Welland Site continues to provide high-quality care through dedicated, trained staff members working within the service,” said Patty Welschko, Director of the program.

In addition to its satellite kidney care clinic, which has 24 haemodialysis stations and serves more than 140 patients regularly, the Niagara Diabetes Education Centre is a regional program with six locations for people of all ages with diabetes. Nurses and registered dieticians provide ongoing education programs, counselling and follow-up sessions for patients and their families.

The Welland Site offers a unique service that cannot be found at any other Niagara hospital — a long-term care facility. Called an Extended Care Unit (ECU), the facility accommodates up to 75 residents and actively runs a long-term care unit that provides an additional 40 beds.

Outpatient mental health services continue to be offered at the Welland and Niagara Falls sites, as well as at St. Catharines. All acute inpatient mental health services in Niagara are now provided at the St. Catharines Site.

At Greater Niagara General in Niagara Falls, the Niagara District Stroke Centre serves an important role treating stroke patients from across the region and promoting stroke prevention awareness.

The centre has established a stroke protocol that ensures 9 of 11 calls of urgent stroke patients eligible for clot-busting drug (tissue plasminogen activator) are directed to the Greater Niagara Site Emergency Department. Specially trained care providers are notified in advance to ensure prompt care upon arrival.

The emergency stroke care is part of a continuum of services of the stroke centre that also includes diagnostic testing, signature care, rehabilitation, counseling and a unit of 10 acute care beds.

“We are extremely pleased that these care services are providing in caring lines, improving quality of life and giving Niagara patients the care and caring they deserve,” said Leanne Hammond, NHS District Stroke Coordinator.

In addition to these programs, the NHS has three full-service Ontario Breast Screening Program (OBSP) Centres and Assessment Clinics in Niagara Falls, St. Catharines and Welland Sites. Port Colborne and Fort Erie sites offer OBSP Satellite Clinics.

Women aged 50 and up can call directly to make an appointment, with follow-up appointments made by the OBSP.

NHS provides many other services across our sites. Please see page 15 for more details.

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Celebrating The Niagara Niagara Health System’s Staff/Donors/Volunteers!

St Catharines Hospital to our Community!

Thank you to the hard working health care workers and volunteers who helped to make this possible.
In searching for the best possible leadership for the NHS, the new Board, named in April, will take over the job of governing the NHS from Dr. Smith, who was appointed to his current role by the Ministry of Health and Long-Term Care on August 15, 2011.

The transition will take place — likely in late summer or early fall — once the volunteers have completed comprehensive training and orientation. “This is the most familiar process for our kind of governance,” Dr. Smith said he will oversee as chair of the nominating committee, which recently announced that the Board has already begun work on one of its key responsibilities — naming a permanent CEO, as well as a permanent Chief of Staff. Dr. Sue Matthews currently serves as interim CEO and Dr. Joanna Hope is interim Chief of Staff.

Dr. Smith recently announced that he and the Board have initiated the recruitment process. “In searching for the best possible leadership for the institution, we will cast a wide net, and open the competition to anyone who demonstrates the skills and expertise,” he said. “The successful candidates for this role will have prior experience in hospital governance, who understand the strategic and operational importance of excellence and building the best possible leadership team.”

A Community-Based Nominating Committee established in October 2012 by Dr. Smith selected the 12 volunteer board members from nearly 60 applicants who demonstrated the necessary skills and abilities aligned with the objectives and goals of the organization.

Under the Public Hospitals Act and the Niagara Hospital Foundation’s Governance Code, a quorum of three ex-officio members (with no voting power) will sit on the Board, by virtue of their positions, to hold the organization in trust. They are: Dr. Matthews, Dr. Hope and Dr. Anita Aveiro, who is President of the Medical Staff Association.

The new Board will have initiated the recruitment process the nominating committee that was assembled to identify Board candidates did so on an invitation-only basis, Dr. Smith said he will oversee as chair of the nominating committee, which recently announced that the Board has already begun work on one of its key responsibilities — naming a permanent CEO, as well as a permanent Chief of Staff. Dr. Sue Matthews currently serves as interim CEO and Dr. Joanna Hope is interim Chief of Staff.

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Under the Public Hospitals Act and the Niagara Hospital Foundation’s Governance Code, a quorum of three ex-officio members (with no voting power) will sit on the Board, by virtue of their positions, to hold the organization in trust. They are: Dr. Matthews, Dr. Hope and Dr. Anita Aveiro, who is President of the Medical Staff Association.

Richard Kawall has over 35 years’ experience in the private and public sectors, specializing in the areas of customer service, operations, technology and change management. He is currently the Assistant Deputy Minister and Chief Information Officer, Enterprise Financial Services and Treasury Services with the Ministry of Government Services, Ontario Public Service, providing financial management services to all Ministries of the Government. He has previously served as Chief Information Officer with the Ministry of Education, providing strategic and operational information management and the information technology leadership in the Ministry of Education, Labour, Economic Development and Floods. Richard has also served as Chair of the Niagara Region Transit Commission.

John MacDonald is the former Chief Administration Officer for the City of Niagara Falls, having been responsible for the planning, control and management of City government operations, and all Corporate and Administrative Services. John’s professional career with the City of Niagara Falls spanned over a period of 32 years. Prior to becoming CAO, John held various roles within the City of Niagara Falls spanning over a period of 32 years. Prior to becoming CAO, John held a variety of roles in city government, including supervisor of the City's Administration Department, and sitting as a member of the Niagara Regional Council. He has also served as a member of the City’s Management Services Committee.

Larry Boggio is a practicing community Pharmacist and owner of Boggio’s Pharmacy Ltd. A graduate of the University of Toronto’s Pharmacy Program, Larry has a 13-year history as a Pharmacy and business owner, having grown his business from one to four locations in over a decade. He has also held various positions within the community, including chair of the local community hospital board, chair of Niagara Health System’s board of directors, executive director of the local Health Unit and past president of the local Pharmacy Association.

Richard C. Baker is a retired Architect and former partner of Baker and Baker Architects Inc. of St. Catharines. He received a Bachelor of Architecture Degree from the University of Toronto. Baker and Partner. He currently serves as Chair of the Niagara Health System. Baker serves as Chair of the Niagara Health System Board of Directors. Dr. Smith has been a member of the Board of Directors of Niagara Health System since 2010.

Beverly (Bunny) Alexander is a retired human resources professional, specializing in organizational development, as well as a registered nurse, having worked many years as a clinical manager of the Clinical Hospital Services across the Niagara Health System in 2005. Bovey went on to serve as a Senior Consultant, Organizational Development with responsibility for employee and leadership development, employee engagement, performance development and student and clinical educator experiences. Beverly has held increasing leadership positions, and most recently served as Senior Chair of the Niagara Health System Board of Directors. She is currently a member of the City of Welland’s Senior Citizens Advisory Committee, Chair of the City of Welland Board of Education, and Chair of the Advisory Committee for Publichealth Region’s Long Term Care Planning for South Niagara, in addition to serving on Niagara Region Board.

John Bragagnolo is the former Chief Administration Officer for the City of Niagara Falls, having been responsible for the planning, control and management of City government operations, and all Corporate and Administrative Services. John’s professional career with the City of Niagara Falls spanned over a period of 32 years. Prior to becoming CAO, John held various roles within the City of Niagara Falls spanning over a period of 32 years. Prior to becoming CAO, John held a variety of roles in city government, including supervisor of the City’s Administration Department, and sitting as a member of the Niagara Regional Council. He has also served as a member of the City’s Management Services Committee.

Ken Bazuk has over 35 years’ experience in the private and public sectors, specializing in the areas of customer service, operations, technology and change management. He is currently the Assistant Deputy Minister and Chief Information Officer, Enterprise Financial Services and Treasury Services with the Ministry of Government Services, Ontario Public Service, providing financial management services to all Ministries of the Government. He has previously served as Chief Information Officer with the Ministry of Education, providing strategic and operational information management and the information technology leadership in the Ministry of Education, Labour, Economic Development and Floods. Richard has also served as Chair of the Niagara Region Transit Commission.

The_volunteer_community-based-directors

Beverly (Bunny) Alexander

John Bragagnolo

John MacDonald

Catherine Mindorff-Foca

Marti Jurmain

Richard C. Baker

Larry Boggio

Ken Bazuk

The Volunteer Community-Based Directors

Bernice (Bunny) Alexander

Marti Jurmain

Richard C. Baker

Larry Boggio

John MacDonald

Catherine Mindorff-Foca

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A message from Dr. Kevin Smith, NHS Supervisor

Community volunteers prepare to take reins of new NHS board

We have a Board for Niagara Health System ready, and our creation ceremony is underway (more about the Board in this special section). Our thanks to our team, with the new Board, will continue to work with our government and private sector, to ensure the best possible healthcare system exists for all in the Region. It is important for the community to be aware that the hospitals that exist today will continue to provide great care into the future. As recommendations from our report are implemented, a “southern” NHS supervisor, hopefully, will become a reality. Until that date, I hope this special insert illustrates the remarkable patient care occurring, and will continue to occur, at all our sites.

I would like to express my gratitude to all those who permit us the privilege to serve and to the entire NHS team who are committed to continuing to improve what we do and how we do it.

That said, we demand a great deal from our staff, and we need to do more to support them in finding success on our important mission.

We have undertaken a major cultural transformation of our organization, as recommended by Dr. Smith, and this work will continue in the next phase of our evolution. The vision of our leadership focuses on our ability to care for ourselves and our patients. Our focus is on creating an environment that will be a place where our members of our own families will be treated. We want to see a system that is more user-friendly and efficient; that understands the needs of our patients, and provides care that is effective and efficient. During this period of great change, we have been grateful to the community for its role in keeping us on the right path, and we want to hear from you when we succeed and when we don’t meet the mark as well.

As you read through this special section, we hope you will join us in celebrating a year of many remarkable achievements at all of our sites.
The Niagara Health System has become an extension of the classroom by providing a hands-on opportunity for medical and health sciences university students to partner in its quality healthcare improvement initiatives.

Staff members of the NHS have been working with teams of students of McMaster University’s Niagara Regional Campus of the Michael G. DeGroote School of Medicine, Brock University and Community Health Sciences in a joint initiative called I-EQUIP for Interprofessional Education for Quality Improvement program.

Each team, made up of a medical student, a health sciences student and a NHS professional, reviewed best practices currently in place and explored ways to improve upon them.

This year I-EQUIP concentrated on six quality improvement initiatives identified by the NHS through its ongoing quality program, including antibiotic stewardship, insulin safety and infection control as well as teaching self-management of chronic obstructive pulmonary disease and helping to enhance patient satisfaction.

The leads for the project are Linda Boich, NHS vice-president of patient services, Matthew Greenway, a family doctor and associate clinical professor and research lead for the medical school campus, and Madelyn Law, an assistant professor in the Department of Community Health Sciences at Brock.

The students recently shared their results to date at a Health Quality Symposium, attended by NHS leaders, community healthcare providers, family physicians, and representatives of the Local Health Integration Network. Some of the findings will be presented at the National Health Leadership conference in Niagara Falls in June.

“The students bring a unique perspective to what we do as a hospital and how we do it, and we find their input to be of great value,” said Ms. Boich. “We have a number of quality improvement initiatives in place, and we plan to incorporate this program into our ongoing work to improve patient care and the patient experience.”

Students team up with hospital on quality improvement initiatives.
Students team up with hospital on quality initiatives

The I-EQUIP program included:

- Best Places to Play -

I-EQUIP projects encouraging, adding “as a student this practical experience has given me the opportunity. “It is a welcome and much needed experience at the Niagara Health System.”

Karl Stotlee, regional assistant dean of the medical school, said the students are new to the hospital system at an advantage. “They aren’t burdened by how things always were. The students are able to think outside the box because they’ve not yet fully filled the box.”

Law said the I-EQUIP program has potential for growth, adding “This creates more opportunities for our students to engage in meaningful applied learning activities which also provide value to the health of the Niagara community.”

Elissa Beckett, a fifth year student in health sciences at Brock, said she found the strong interest in the I-EQUIP projects encouraging, adding “as a student this practical experience has given me the opportunity to make real change before I have even graduated.”

Second-year medical student Alannah Smrke said she is pleased that the students will continue working on I-EQUIP quality improvement projects with the NHS. “This partnership is a tremendous opportunity for everyone involved to be leaders in quality improvement in healthcare.”

The key quality improvement projects for this year’s I-EQUIP program included:

- The Antimicrobial Stewardship project focused on the benefits of moving from IV to oral antibiotics for the patient which is monitored to help increase patient satisfaction, early discharges, and treatment cost.
- The Insulin Safety Quality Improvement project focused on the improvement of patient blood sugar control and subsequent reduction in diabetes-related health complications.
- The Venous Thromboembolism project focused on ensuring that patients are receiving the right medications at the right time.
- The Chronic Obstructive Pulmonary Disease (COPD) Self-Management Education project focused on assisting patients to become “self-management” experts capable of complying with regimens and accessing the right care at the right time in the right place.
- The Post Discharge Phone Call project aimed at ensuring patients understand their discharge and medication instructions and are encouraged to follow up with their family physicians.
- The Post Discharge Pheno Call project aimed at ensuring patients understand their discharge and medication instructions and are encouraged to follow up with their family physicians.
- The many ways we treat you better...
Enhancing palliative, complex care

Douglas Memorial Site project will provide more comfortable environment

Hospice and palliative care, complex care

At the Niagara Health System — the region’s only hospital offering these services — Dr. Kim Scher, lead of the Niagara Health System’s palliative care program, at the Douglas Memorial Site, which is undergoing a $500,000 improvement project for palliative and complex care patients.

Palliative care is a growing branch of medicine, and it was born of the expertise that for some patients a cure is not possible. When patients reach this stage in life, it is important they know there is still medical, supportive care from physicians like Dr. Scher and from a dedicated team of healthcare professionals.

Instead of trying to care for the patient, the focus in palliative care switches to trying to manage his or her symptoms so they can lead as full a life as they can for as long as they can.

The NHS Palliative Care Program is regional — beds exist at all NHS sites to provide care as close to home as possible for patients and their families.

Complex care is a specialized, time-limited program that provides patients with complex medical conditions with ongoing assessment and active care by an interdisciplinary team with a goal to enhance health and quality of life. Complex care patients in the program have a complex chronic illness, disabilities, or have short-term needs and require access to 24-hour nursing care and hospital services.

The NHS has a total of 191 complex care beds at its sites in Niagara-on-the-Lake, Niagara Falls, Port Erino, Port Colborne and Welland. Residents of Niagara have access to complex care beds at Hotel Dieu Shawer Health and Rehabilitation Centre in St. Catharines.

Last year, our complex care patients on average stayed in hospital for 36.5 days.

"Thank you to the community supporters of the Douglas Memorial Hospital Foundation and its Our Time Campaign for making this renovation possible. This project will enhance hospice and palliative care services at the NHS Douglas Memorial Site," said Dr. Sue Matthews, NHS interim President and Chief Executive Officer. "This partnership is a testament to how great things can happen when we work together to support our healthcare system."

At our Holiday communities, our residents enjoy a host of attractive services and amenities, including:

• Three daily meals prepared from scratch by an executive chef
• Full calendar of engaging activities and social events
• Dedicated live-in managers available 24/7
• Regular housekeeping and linen service
• Scheduled shuttle transportation
• An exclusive travel program with access to over 300 locations nationwide
• Pets warmly welcomed
• And so much more!

Call to schedule a personal visit to our community!

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Stamford Estates
Independent Retirement Living
3900 Portage Road, Niagara Falls, ON L2J 4L8
888-442-8511 | stamfordestates.net

We welcome the hospital to our community!

RAGUI MESHIA, BSc.Phm.
PHARMACIST/OWNER

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"We would like to thank all the healthcare workers and volunteers for your tireless efforts in providing quality healthcare in Niagara. If you know a senior in need of our services or to find out more about ONEsource, we would be honoured to discuss this with you."

A rewarding tomorrow begins today.

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Call to schedule a personal visit to our community!
The Niagara Health System (NHS) is Ontario’s largest multi-site hospital amalgamation comprised of six sites serving 434,000 residents across the 12 municipalities making up the Regional Municipality of Niagara.

On behalf of the staff and residents of Queenston Place, we wish to take this opportunity to extend our Congratulations!
March 24, 2013, was a red letter day for health care in Niagara. After years of anticipation, the new St. Catharines Site opened to patients, completely redefining the healthcare landscape in the region.

Across all hospital sites, work is charging ahead for new programs and services never before offered locally.

Healthcare is an ever-evolving industry, with ongoing medical equipment requirements. The NHS and its supporting foundations are grateful to each and every one of our donors for their generous contributions.

We salute the many supporters of the Niagara Health System who partner with us to help advance local healthcare.

Your generosity and commitment has a direct impact on patient care every day.

Thank you for contributing to a bright future for healthcare in Niagara.

The Foundations of the Niagara Health System... working together for a healthier Niagara!

To make a donation call 905-378-4647 and ask for your local hospital foundation or visit www.niagarahealth.on.ca/foundations

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The new Walker family Cancer Centre will serve Niagara residents diagnosed with cancer - residents who previously had to travel outside the region for therapy.

Main NHS Switchboard  905-378-4647

Douglas Memorial Site  230 Bertie Street, Fort Erie
- Urgent Care Services
- Outpatient Clinics
- Outpatient Mental Health Services
- Complex Care
- Ontario Breast Screening Clinic
- Diagnostic Imaging
- Laboratory

Greater Niagara General Site  5546 Portage Road, Niagara Falls
- Emergency Department
- Critical Care Services
- Outpatient Clinics
- Outpatient Mental Health Services
- Medicine
- Surgery
- Regional Geriatric Assessment
- Off-site satellite Niagara Falls Dialysis Centre
- Regional Stroke Services
- Cardiology
- Complex Care
- Ontario Breast Screening Clinic
- Diagnostic Imaging
- Laboratory
- Pharmacy

Niagara-on-the-Lake
- Complex Care
- Diagnostic Imaging
- Laboratory

176 Wellington Street, Niagara-on-the-Lake
- Urgent Care Services
- Outpatient Clinics
- Residential and Outpatient Addictions Services
- Complex Care
- Ontario Breast Screening Clinic
- Diagnostic Imaging
- Laboratory

Welland Site
65 Third Street, Welland
- Emergency Department
- Critical Care Services
- Ambulatory Clinics
- Medicine
- Surgery
- Outpatient Mental Health Services
- Ophthalmology Program
- Satellite dialysis centre
- Diabetes Education Centre
- Complex Care
- Long-Term Care
- Ontario Breast Screening Clinic
- Diagnostic Imaging
- Laboratory
- Pharmacy

St. Catharines Site
1200 Fourth Avenue, St. Catharines
- Urgent Care services
- Critical Care Services
- Cardiology Services
- Outpatient Clinics
- Women's and Babies Health
- Children's Health
- Medicine
- Surgery
- Kidney Care Program
- Walker Family Cancer Centre
- Ontario Breast Screening Clinic
- Mental Health and Addictions
- Diagnostic Imaging
- Laboratory
- Pharmacy

Port Colborne
260 Sugarloaf Street, Port Colborne
- Urgent Care Services
- Residential and Outpatient Addictions Services
- Complex Care
- Ontario Breast Screening Clinic
- Diagnostic Imaging
- Laboratory

Greater Niagara General Site  5546 Portage Road, Niagara Falls
- Critical Care Services
- Outpatient Clinics
- Outpatient Mental Health Services
- Medicine
- Surgery
- Regional Geriatric Assessment
- Off-site satellite Niagara Falls Dialysis Centre
- Regional Stroke Services
- Cardiology
- Complex Care
- Ontario Breast Screening Clinic
- Diagnostic Imaging
- Laboratory
- Pharmacy

Niagara-on-the-Lake
- Complex Care
- Diagnostic Imaging
- Laboratory

176 Wellington Street, Niagara-on-the-Lake
- Urgent Care Services
- Outpatient Clinics
- Residential and Outpatient Addictions Services
- Complex Care
- Ontario Breast Screening Clinic
- Diagnostic Imaging
- Laboratory

Welland Site
65 Third Street, Welland
- Emergency Department
- Critical Care Services
- Ambulatory Clinics
- Medicine
- Surgery
- Outpatient Mental Health Services
- Ophthalmology Program
- Satellite dialysis centre
- Diabetes Education Centre
- Complex Care
- Long-Term Care
- Ontario Breast Screening Clinic
- Diagnostic Imaging
- Laboratory
- Pharmacy

St. Catharines Site
1200 Fourth Avenue, St. Catharines
- Urgent Care services
- Critical Care Services
- Cardiology Services
- Outpatient Clinics
- Women's and Babies Health
- Children's Health
- Medicine
- Surgery
- Kidney Care Program
- Walker Family Cancer Centre
- Ontario Breast Screening Clinic
- Mental Health and Addictions
- Diagnostic Imaging
- Laboratory
- Pharmacy

*This is not a full list of services. Please contact the NHS for more information.

Congratulations!
The new Walker family Cancer Centre will serve Niagara residents diagnosed with cancer - residents who previously had to travel outside the region for therapy.

The Walker family and Walker Industries congratulates the Niagara Health System on the successful launch of the new hospital and the Walker Family Cancer Centre.

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905.688.2553

ST. CATHARINES HOSPITAL SITE
1200 Fourth Avenue,
St. Catharines, ON L2S 0A9
905.689.3288

Website: www.niagarapo.ca
Email: npo@niagarapo.ca